

Case History

Case ID : N032004-04-2300456

Case Title : [REDACTED] HEADLIGHT REIMBURSEMENT

*** CASE CREATE 4/23/2004 9:57:18 AM, twilkins

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 4/23/2004 9:57:18 AM, twilkins, Action Type :

AHM received documents from the customer in reference to possible reimbursement for the headlight repair.

AHM received invoice #123677, from Weseloh Honda, dated 12.26.03 for the total of \$85.00. The mileage at the time of the repair was 78,518.

The invoice stated the following:

Customer reports low beams are inop again.

Traced to a burnt pin in connectors block, replace pin connector and check circuit, if re-occurs recommend new switch, also top bezel will not snap completely shut.

AHM received copy of a bank statement as proof of payment reflecting the amount of \$85.00

No other documents received.

*** CASE CAMPAIGN LOOKUP 4/23/2004 9:57:22 AM, twilkins

CAMPAIGN CHECK 04/23/2004 09:57:22 AM twilkins

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-08-16; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-03-31; FX

*** CASE CREATE 4/23/2004 9:58:04 AM, twilkins

Number = N032004-04-2300456-1, Created in WIP default with due date 04/24/2004 09:58:04 AM..

*** SUBCASE N032004-04-2300456-1 CREATE 4/23/2004 9:58:04 AM, twilkins, Action Type :

Created in WIP default with due date 04/24/2004 09:58:04 AM.

*** SUBCASE N032004-04-2300456-1 MODIFY 4/23/2004 9:58:30 AM, twilkins

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2004 9:58:40 AM, twilkins

into WIP default and Status of Solving.

*** NOTES 4/23/2004 10:06:38 AM, twilkins, Action Type : Note-General

The repair invoice the customer submitted clearly states a misdiagnosis of the problem, however the description of the problem clearly relates to the headlight recall.

The repair was made prior to the recall being issued and at that time there was not a set repair for the problem.

In the interest of customer satisfaction AHM will reimburse the customer as follows: (Per Pwilliams)

Labor: \$85.00

Total: \$85.00

The customer was not charged for parts and that is why there is not a break down for the cost of the part.

Case History

Case ID : N032004-04-2300456

Case Title : SCOLA, PAUL - HEADLIGHT REIMBURSEMENT

A request will be submitted for check requisition.

*** SUBCASE N032004-04-2300456-1 CLOSE 4/23/2004 10:06:44 AM, twilkins

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032004-04-2300456-2 CREATE 4/23/2004 10:08:49 AM, twilkins

Created in WIP Default with Due Date 4/23/2004 10:08:49 AM.

*** CASE MODIFY 4/23/2004 10:19:31 AM, twilkins

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2004 10:20:12 AM, twilkins

into WIP default and Status of Solving.

*** CASE MODIFY 4/23/2004 10:21:18 AM, twilkins

into WIP default and Status of Solving.

*** NOTES 4/23/2004 10:29:37 AM, twilkins, Action Type : Note-General

I will be dispatching this case to Vhernandez for approval.

*** CASE MODIFY 4/23/2004 10:29:41 AM, twilkins

into WIP default and Status of Solving.

*** NOTES 4/23/2004 10:31:19 AM, twilkins, Action Type : Note-General

All codes were approved by PWilliams.

*** CASE DISPATCH 4/23/2004 10:33:09 AM, twilkins

from WIP default to Queue Ck Req - Hernandez.

*** SUBCASE N032004-04-2300456-2 DISPATCH 4/23/2004 10:33:24 AM, twilkins

from WIP default to Queue Ck Req - Hernandez.

*** CASE RULE ACTION 4/24/2004 9:33:09 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032004-04-2300456-2 RULE ACTION 4/24/2004 9:33:24 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 4/25/2004 9:33:09 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032004-04-2300456-2 RULE ACTION 4/25/2004 9:33:24 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 4/28/2004 10:42:43 AM, pwilliam

Yanked by pwilliam into WIPbin default.

*** SUBCASE N032004-04-2300456-2 4/28/2004 3:42:48 PM, pwilliam, Action Type :

Check Requisition for 85.00 \$ submitted

Check Requisition for 85.00 \$ submitted by pwilliam

Case History

Case ID : N032004-04-2300456

Case Title : [REDACTED] - HEADLIGHT REIMBURSEMENT

*** CASE MODIFY 4/28/2004 3:42:52 PM, pwilliam
into WIP default and Status of Solving.

*** CASE DISPATCH 4/28/2004 3:42:56 PM, pwilliam
from WIP default to Queue Check Approved - Sat.

*** CASE RULE ACTION 4/29/2004 2:42:56 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 4/30/2004 2:42:56 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032004-04-2300456-2 COMMIT 5/3/2004 8:02:38 AM, twilkins, Action Type : External Commitment
Check processed for check_req_no = 3137 on 2004-04-30-00.00.000000

*** CASE YANKED 5/4/2004 9:28:05 AM, dgarcia
Yanked by dgarcia into WIPbin default.

*** NOTES 5/4/2004 9:28:37 AM, dgarcia, Action Type : Note-General
Check #1403846, totaling \$85.00, was mailed on 05/04/2004. Customer is not requesting any further assistance at this time regarding this issue;
therefore, I am closing this case.

*** SUBCASE N032004-04-2300456-2 YANKED 5/4/2004 9:28:52 AM, dgarcia
Yanked by dgarcia into WIPbin default.

*** SUBCASE N032004-04-2300456-2 CLOSE 5/4/2004 9:29:21 AM, dgarcia
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/4/2004 9:29:21 AM, dgarcia
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012004-02-1300990 Division : Honda - Auto Condition : Closed Open Date : 2/13/2004 2:48:38 PM
Case Originator : Patricia Nassimbene Sub Division : Customer Relations Status : Closed Close Date : 3/11/2004 11:28:32 AM
Case Owner : Anthony Hill (Team HA) Method : Phone Queue : Days Open : 27
Last Closed By : Anthony Hill (Team HA) Point of Origin : Customer Wipbin :
Case Title : 10H [REDACTED] HONDA WEST/ WIRE HARNESS GOODWILL ASSISTANCE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LAS VEGAS, NV [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26761S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 42,003
In Service Date : 09/23/2000
Months In Use : 41
Engine Number : D17A21000267
Originating Dealer No. / Name : 208217 / HONDA WEST
Selling Dealer No. / Name : 208217 / HONDA WEST
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208217 / HONDA WEST
Phone No. : 702-367-1919
Address : 7615 W. SAHARA AVE
City / State / Zip : LAS VEGAS, NV 89117
Svc District / Sls District : 10H / E10
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-02-1300990-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-02-1300990-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Hill	Type 1 : Product	Status : Subcase Close	Open Date : 2/17/2004 10:26:48 AM
Issue Owner : Anthony Hill	Type 2 : Operation	Queue :	Close Date : 3/11/2004 11:28:27 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%, CR Generated Gdwill, Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-02-1300990

Case Title : 10H [REDACTED] HONDA WEST/ WIRE HARNESS GOODWILL ASSISTANCE REQUES

*** NOTES 2/13/2004 2:48:38 PM, pnassimb, Action Type :

The customer is not happy with his vehicle. He has been told by the dealership, Honda West, that he needs a new wire harness and switch assembly which will cost \$750.00.

*** CASE CREATE 2/13/2004 2:48:38 PM, pnassimb

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/13/2004 2:50:22 PM, pnassimb

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/13/2004 2:50:56 PM, pnassimb

CAMPAIGN CHECK 02/13/2004 02:50:56 PM pnassimb

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE CAMPAIGN LOOKUP 2/13/2004 2:50:59 PM, pnassimb

CAMPAIGN CHECK 02/13/2004 02:50:59 PM pnassimb

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** NOTES 2/13/2004 2:58:30 PM, pnassimb, Action Type : Note-General

This is the customer's second Honda. His Civic ran for over 200,000 miles so he is disappointed that this vehicle needs this type of repair at this mileage. The customer is at 40,000 miles. I asked the customer if the service advisor, Richard Massaro, indicated if he thought this should be considered premature failure of the wire harness and the switch assembly. The customer stated that the service advisor did not say.

The customer feels that he is not too far over the warranty and would like goodwill consideration. I advised the customer that I could submit the case but goodwill is considered case by case and a case worker would have to make the decision. I advised him that it usually takes 3-5 business days for a case worker to contact the customer. I provided the customer with a case number. The customer asked my name and thanked me.

*** NOTES 2/13/2004 2:58:50 PM, pnassimb, Action Type : Note-General

I am dispatching the case to Team A.

*** CASE MODIFY 2/13/2004 2:58:54 PM, pnassimb

into WIP default and Status of Solving.

*** CASE DISPATCH 2/13/2004 2:59:03 PM, pnassimb

from WIP default to Queue Team H.

*** CASE RULE ACTION 2/14/2004 2:59:03 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 2/15/2004 2:59:03 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 2/16/2004 6:52:12 AM, rderudde

Yanked by rderudde into WIPbin default.

*** CASE MODIFY 2/16/2004 6:52:25 AM, rderudde

Case History

Case ID : N012004-02-1300990

Case Title : 10H [REDACTED] HONDA WEST/ WIRE HARNESS GOODWILL ASSISTANCE REQUES

into WIP default and Status of Solving.

*** CASE DISPATCH 2/16/2004 8:04:00 AM, rderudde
from WIP default to Queue Team A.

*** CASE ASSIGN 2/16/2004 4:08:16 PM, ahill
N012004-02-1300990 to ahill, WIP @

*** CASE RULE ACTION 2/16/2004 4:08:17 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012004-02-1300990-1 CREATE 2/17/2004 10:26:48 AM, ahill
Created in WIP Default with Due Date 2/17/2004 10:26:48 AM.

*** NOTES 2/17/2004 10:28:37 AM, ahill, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

This is the customer's second Honda. His Civic ran for over 200,000 miles so he is disappointed that this vehicle needs this type of repair at this mileage. The customer is at 40,000 miles. I asked the customer if the service advisor, Richard Massaro, indicated if he thought this should be considered premature failure of the wire harness and the switch assembly. The customer stated that the service advisor did not say.

The customer feels that he is not too far over the warranty and would like goodwill consideration.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Anthony Hill
Automobile Customer Service
(800) 999-1009 extension 118002

*** COMMIT 2/17/2004 10:28:46 AM, ahill, Action Type : N/A

Follow up with the Dealer on wire harness failure

*** NOTES 2/21/2004 11:46:54 AM, ahill, Action Type : Call to Dealer
Clayton King, Service Manager, had yet to arrive. Thus, I left a voice message regarding the customer.

*** NOTES 2/21/2004 11:49:50 AM, ahill, Action Type : Call to Customer
The customer was advised of my message for Clayton, and of my intention to have a decision for him by Monday if Clayton responded by then.

*** CASE FULFILL 2/21/2004 11:49:58 AM, ahill
Fulfilled for [REDACTED] due 02/20/2004 12:00:00 AM.

*** COMMIT 2/21/2004 11:50:00 AM, ahill, Action Type : N/A

Follow up with Clayton if have not heard from him

*** CASE MODIFY 2/26/2004 3:27:54 PM, ahill
into WIP commitments and Status of Solving.

Case History

Case ID : N012004-02-1300990

Case Title : 10H [REDACTED] HONDA WEST/ WIRE HARNESS GOODWILL ASSISTANCE REQUES

*** NOTES 2/26/2004 3:35:01 PM, ahill, Action Type : Call to Dealer

Clayton, Service Manager, advised that this was an observed regularity with some 2002 Honda Civics. he explained that the wire harness cracks causing it to heat up and burn including the switch. He said that it should be covered under goodwill. This, I gave him the authorization number to do so. He said that he would call with the actual figures when known.

*** NOTES 2/26/2004 3:38:00 PM, ahill, Action Type : Call to Customer

The customer was so advised in a voice message, and to call to schedule repair of the vehicle.

*** CASE FULFILL 2/26/2004 3:38:08 PM, ahill

Fulfilled for CRAIG SHAW due 03/01/2004 12:00:00 AM.

*** COMMIT 2/26/2004 3:38:12 PM, ahill, Action Type : N/A

Follow up with Clayton on repair, and goodwill detail

*** NOTES 3/4/2004 3:01:32 PM, ahill, Action Type : Call to Dealer

Clayton King, Service Manager, advised that a wiring harness was ordered, but had not yet arrived. He said that he expected the harness to arrive by next Tuesday, March 9, 2004. He said that he would call after the repair is completed with the goodwill detail.

*** CASE FULFILL 3/4/2004 3:01:54 PM, ahill

Fulfilled for [REDACTED] due 03/04/2004 12:00:00 AM.

*** COMMIT 3/4/2004 3:01:57 PM, ahill, Action Type : N/A

Follow up with Clayton King on goodwill detail

*** NOTES 3/11/2004 11:26:50 AM, ahill, Action Type : Call from Customer

Clayton was not available. Thus, I was assisted by a member of the service personnel, who advised that the repair order number was 264641; and, that the total warranty claim was 450.85. Accordingly, this matter is being closed.

*** SUBCASE N012004-02-1300990-1 CLOSE 3/11/2004 11:28:27 AM, ahill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/11/2004 11:28:32 AM, ahill

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Spool Report**

Run Date : 03/06/2012

Case Details

Case ID :	N032008-12-0102195	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/1/2008 3:04:41 PM
Case Originator :	Andrea Garcia (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/1/2008 3:12:05 PM
Case Owner :	Andrea Garcia (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Andrea Garcia (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] P23 RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : HAYWARD, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26791 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours :
In Service Date : 09/19/2000
Months In Use : 99
Engine Number : D17A21000289
Originating Dealer No. / Name : 208100 / HONDA OF HAYWARD
Selling Dealer No. / Name : 208100 / HONDA OF HAYWARD
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-12-0102195-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-12-0102195-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/1/2008 3:11:59 PM
Issue Owner : Andrea Garcia	Type 2 : Eligibility	Queue :	Close Date : 12/1/2008 3:12:05 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-12-0102195

Case Title : [REDACTED] P23 RECALL INQUIRY

*** CASE CREATE 12/1/2008 3:04:41 PM, agarci01

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/1/2008 3:04:45 PM, agarci01

WARRANTY CHECK 12/01/2008 03:04:45 PM agarci01

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/1/2008 3:04:48 PM, agarci01

CLAIM CHECK 12/01/2008 03:04:48 PM agarci01

The following Claim History information was found

0; 2006-01-10; 208196; 714521; 510; 842096 ; REGULAR SUBLET 0.2 REPLACES 000003. S/B# 06-084

S/B# 08-031 S/B# 99-EV1

*** CASE CAMPAIGN LOOKUP 12/1/2008 3:04:51 PM, agarci01

CAMPAIGN CHECK 12/01/2008 03:04:51 PM agarci01

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 06/07/05; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/13/04; FX;

*** CASE VSC LOOKUP 12/1/2008 3:04:52 PM, agarci01

VSC-CUC CHECK 12/01/2008 03:04:52 PM agarci01

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/1/2008 3:11:24 PM, agarci01

CAMPAIGN CHECK 12/01/2008 03:11:24 PM agarci01

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 06/07/05; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/13/04; FX;

*** NOTES 12/1/2008 3:11:28 PM, agarci01, Action Type : Call from Customer

The customer contacted AHM regarding head light recall (p23) inquiry. I verified name address and phone number [REDACTED] through CRMS. The customer stated that his head lights went out and was informed by a co worker that AHM issued a recall for the part. I informed customer that per vin there was a recall but it was already performed as of 04-13-2008. The customer stated that he never received the notice. I informed customer that maybe it got lost in the mail. I informed customer that the recall was performed on the vehicle by a Honda dealer.

The customer stated that he had a problem with the molding on his vehicle and his liner. The customer stated that they were not made properly. I informed customer that I did not know exactly how they were made. The customer was trying to explain exactly how the moldings are made. I informed customer that I was not to sure I'm not a technician. The customer thanked me and had no further questions. Call ended.

*** CASE CREATE 12/1/2008 3:11:59 PM, agarci01

Number = N032008-12-0102195-1, Created in WIP default with due date 12/02/2008 03:11:59 PM..

*** SUBCASE N032008-12-0102195-1 CREATE 12/1/2008 3:11:59 PM, agarci01, Action Type :

Created in WIP default with due date 12/02/2008 03:11:59 PM.

*** SUBCASE N032008-12-0102195-1 MODIFY 12/1/2008 3:12:02 PM, agarci01

Case History

Case ID : N032008-12-0102195

Case Title : [REDACTED] P23 RECALL INQUIRY

into WIP default and Status of Solving.

*** SUBCASE N032008-12-0102195-1 CLOSE 12/1/2008 3:12:05 PM, agarci01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/1/2008 3:12:05 PM, agarci01

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-12-0301271	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/3/2003 3:01:43 PM
Case Originator :	Euland Williams (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/10/2003 11:38:07
Case Owner :	Christina Griffin (Team MA)	Method :	Phone	Queue :		Days Open :	7
Last Closed By :	Christina Griffin (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	(SAN FRAN) HEAD LIGHT SWITCH CONCERN					No. of Attachments :	0

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : SAN FRANCISCO, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES165X1
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 37,500
In Service Date : 09/27/2000
Months In Use : 39
Engine Number : D17A11000277
Originating Dealer No. / Name : 206558 / WINTER HONDA
Selling Dealer No. / Name : 206590 / JIM DOTENS BERKELEY HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206549 / SAN FRANCISCO HONDA
Phone No. : 415-441-2000
Address : 10 S. VAN NESS AVENUE
City / State / Zip : SAN FRANCISCO, CA 94103
Svc District / Sls District : 12G / B12
Warranty Labor Rate / Date : \$145.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-12-0301271-1	PRODU	Subcase Close	Product	Operation	712 Headlights

Issue Details

Issue ID : N012003-12-0301271-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christina Griffin	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2003 6:47:59 PM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 12/10/2003 11:38:07
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - Dealer100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-12-0301271

Case Title : [REDACTED] (SAN FRAN) HEAD LIGHT SWITCH CONCERN

*** CASE CREATE 12/3/2003 3:01:43 PM, ewilliam

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 12/3/2003 3:01:43 PM, ewilliam, Action Type :

The customer called and stated that she had to have her Switch of the head lights replaced. She took vehicle to San Francisco Honda #206549 for repair. They informed her that she was out of manufacturer warranty. The customer stated that she was driving her vehicle and the switch just litterly shut off. The customer stated that she had to turn her high beam lights on.. The customer is requesting Goodwill Assistance from AHM. She stated that she had to pay \$282.65. The customer stated that she is a loyal honda customer and that her family will only buy Honda vehicles. I informed customer that I would pass this case to a case manager who handles cases in his region and who would work with the customer and the dealership to resolve this issue for the customer. I informed customer that I could not guarantee the results of the case manager's investigation, but that a case manager would contact him within 3-5 business days. I provided customer with case number and confirmed contact information.

*** CASE MODIFY 12/3/2003 3:01:53 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 12/3/2003 3:02:01 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 12/3/2003 3:04:59 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 12/3/2003 3:04:59 PM, ewilliam
into WIP default and Status of Solving.*** CASE DISPATCH 12/3/2003 3:05:05 PM, ewilliam
from WIP default to Queue Team E.*** CASE ACCEPT 12/3/2003 6:47:52 PM, cgriffin
from Queue Team E to WIP New/Default.*** SUBCASE N012003-12-0301271-1 CREATE 12/3/2003 6:47:59 PM, cgriffin
Created in WIP Default with Due Date 12/3/2003 6:47:59 PM.*** CASE MODIFY 12/3/2003 6:48:35 PM, cgriffin
into WIP New/Default and Status of Solving.*** COMMIT 12/3/2003 6:48:52 PM, cgriffin, Action Type :
Made to [REDACTED] due 12/06/2003 06:48:55 PM.
DCS Follow-Up*** NOTES 12/3/2003 6:49:39 PM, cgriffin, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 12/6/2003

This customer contacted our office regarding the following issue(s):

***NOTES LOG 12/03/2003 03:01:43 PM ewilliam

The customer called and stated that she had to have her Switch of the head lights replaced. She took vehicle to San Francisco Honda #206549 for repair. They informed her that she was out of manufacturer warranty. The customer stated that she was driving her vehicle and the switch just litterly shut off. The customer stated that she had to turn her high beam lights on.. The customer is requesting Goodwill Assistance from AHM. She stated that she had to pay \$282.65.

Case History

Case ID : N012003-12-0301271

Case Title : [REDACTED] (SAN FRAN) HEAD LIGHT SWITCH CONCERN

The customer stated that she is a loyal honda customer and that her family will only buy Honda vehicles. I informed customer that I would pass this case to a case manager who handles cases in his region and who would work with the customer and the dealership to resolve this issue for the customer. I informed customer that I could not guarantee the results of the case manager's investigation, but that a case manager would contact him within 3-5 business days. I provided customer with case number and confirmed contact information.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please contact me to discuss this customer.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Christina Griffin ext 118161
Automobile Customer Service

*** CASE MODIFY 12/3/2003 6:49:43 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 12/3/2003 6:50:06 PM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 12/3/2003 6:50:08 PM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 12/10/2003 11:22:32 AM, cgriffin, Action Type : Call to Dealer

Spoke to SM Barry regarding this customer. Barry states the customer came in on Saturday 11/22 to have the head light switch inspected. Due to Barry not being there on a Saturday, the SA did not provide the customer w/GW. Barry states he is in the process of reimbursing the customer the cost of repairs. The customer is only 3,000 miles outside of warranty and had he been there, he would have provided GW. I thanked Barry for the information.

*** NOTES 12/10/2003 11:37:59 AM, cgriffin, Action Type : Call to Customer

L/M for the customer regarding her case. Informed the customer that the dlr has agreed to reimburse her the cost of the repair as a GW. Once the reimbursement check has been issued she will be notified by the dlr.

*** SUBCASE N012003-12-0301271-1 CLOSE 12/10/2003 11:38:07 AM, cgriffin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/10/2003 11:38:07 AM, cgriffin

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-12-0800646	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/8/2005 11:25:43 AM
Case Originator :	Carrie Cameron (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/20/2005 12:00:20
Case Owner :	Brigette Walker (Team AC)	Method :	Fax	Queue :		Days Open :	12
Last Closed By :	Brigette Walker (Team AC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH REIMBURSEMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : ARDEN HILLS, MN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES25711S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours : 47,208
In Service Date : 09/18/2000
Months In Use : 63
Engine Number : D17A21000365
Originating Dealer No. / Name : 206806 / BUERKLE HONDA
Selling Dealer No. / Name : 206806 / BUERKLE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-12-0800646-1 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	712103	HEADLIGHT LENS, LEF

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032005-12-0800646-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carrie Cameron	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/8/2005 11:26:27 AM
Issue Owner : Brigitte Walker	Type 2 : Financial Assistance	Queue :	Close Date : 12/20/2005 12:00:20
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 712103 / HEADLIGHT LENS, LEFT - REPLACE. INCLUDES
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : CR Generated Gdwill, Assist - AHM 100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 15845
Primary Amount : \$464.35
Incidental Type 1 / Amount : Other / \$11.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$475.35
Approved By : aferrel
Approval Date : 12/15/2005
Status : PROCESSED
Check No. : 1539418
Check Date : 12/16/2005

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : ARDEN HILLS, MN [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032005-12-0800646

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

*** NOTES 12/8/2005 11:25:43 AM, ccameron, Action Type :

AHM received documents from the customer in reference to possible reimbursement for the Headlight switch repair.

AHM received from the customer a fax coversheet by fax.

AHM received from the customer a copy of the headlight switch recall and reimbursement form three copies by fax.

AHM received invoice #58160, from R & S Automotive, dated 08/29/03 for the total of \$475.35. The mileage at the time of the repair was 47,208.

The invoice stated the following:

Check low beam headlights not working; replace wire at multifunction switch & R&R multiplex control unit.

AHM received a copy of front and back copy of cancelled check# 3890 dated for 08/28/03 made out to R&S Auto for the amount of \$ 475.35 as proof of payment,

No other documents received.

*** CASE CREATE 12/8/2005 11:25:43 AM, ccameron

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/8/2005 11:25:45 AM, ccameron

WARRANTY CHECK 12/08/2005 11:25:45 AM ccameron

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/8/2005 11:25:48 AM, ccameron

CLAIM HISTORY CHECK 12/08/2005 11:25:48 AM ccameron

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/8/2005 11:25:53 AM, ccameron

CAMPAIGN CHECK 12/08/2005 11:25:53 AM ccameron

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 12/8/2005 11:25:54 AM, ccameron

into WIP default and Status of Solving.

*** CASE CREATE 12/8/2005 11:26:27 AM, ccameron

Number = N032005-12-0800646-1, Created in WIP default with due date 12/09/2005 11:26:27 AM..

*** SUBCASE N032005-12-0800646-1 CREATE 12/8/2005 11:26:27 AM, ccameron, Action Type :

Created in WIP default with due date 12/09/2005 11:26:27 AM.

*** SUBCASE N032005-12-0800646-1 MODIFY 12/8/2005 11:29:53 AM, ccameron

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/8/2005 11:32:24 AM, ccameron

CAMPAIGN CHECK 12/08/2005 11:32:24 AM ccameron

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; ;

Case History

Case ID : N032005-12-0800646

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 12/8/2005 11:33:42 AM, ccameron, Action Type : Note-General

The customer is seeking reimbursement for the headlight switch under the recall for the amount of \$ 475.35. The invoice# 58160 from R& S Automotive states that the replaced the multi function switch and replaced the Multiplex unit. Under the recall the Multiplex unit is not replaced only the wire harness and combination light switch I will forward the case to Other pending queue to be reviewed by a CM.

*** NOTES 12/8/2005 11:34:18 AM, ccameron, Action Type : Note-General

Forward case to Other pending queue for possibel denial.

*** CASE MODIFY 12/8/2005 11:35:54 AM, ccameron
into WIP default and Status of Solving.*** SUBCASE N032005-12-0800646-1 DISPATCH 12/8/2005 11:36:13 AM, ccameron
from WIP default to Queue Pending "Other" Satellit.*** CASE DISPATCH 12/8/2005 11:36:16 AM, ccameron
from WIP default to Queue Pending "Other" Satellit.*** CASE ASSIGN 12/9/2005 8:40:03 AM, aferrel
N032005-12-0800646 to abanks, WIP*** CASE RULE ACTION 12/9/2005 8:40:04 AM, sa
Action Task Assignee of rule Assign Notification fired*** SUBCASE N032005-12-0800646-1 RULE ACTION 12/9/2005 11:36:13 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** COMMIT 12/9/2005 2:07:02 PM, abanks, Action Type : N/A
Work this case today.

*** NOTES 12/9/2005 2:09:06 PM, abanks, Action Type : Call to Customer

I called the customer to introduce myself as the case manager and to let them know that AHM is in the process of reviewing their concern. I informed the customer that I would do some research and give them a call them back as soon as I find out more information. I left a message\.

*** CASE MODIFY 12/9/2005 2:09:11 PM, abanks
into WIP default and Status of Solving.*** SUBCASE N032005-12-0800646-1 RULE ACTION 12/10/2005 11:36:13 AM, sa
Action Task - owners supvrs - 48 hrs of rule Queue Escalation fired*** CASE MODIFY 12/13/2005 10:05:33 AM, abanks
into WIP default and Status of Solving.*** CASE MODIFY 12/13/2005 2:15:55 PM, abanks
into WIP default and Status of Solving.*** CASE MODIFY 12/13/2005 2:16:24 PM, abanks
into WIP default and Status of Solving.

*** NOTES 12/14/2005 8:31:07 AM, abanks, Action Type : Note-General

I called the independent shop and spoke with the Tech Steve. Steve informed me that the only time he would replace the whole multiplex unit is when the wire

Case History

Case ID : N032005-12-0800646

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

harness might have melted @ the control unit. Steve stated that normally he would not change the unit, only when the wires have been burnt into the unit during a malfunction. Steve stated that he would try to pull up the hard copy of the repair for me and see if he wrote any notes on the back. Steve stated that he would try to find out more detailed information and call me back.

*** CASE FULFILL 12/14/2005 8:31:28 AM, abanks

Fulfilled for [REDACTED] due 12/12/2005 12:00:00 AM.

*** NOTES 12/15/2005 8:19:37 AM, abanks, Action Type : Note-General

Verified customer falls under campaign.

The customer sent in documentation for Headlight switch reimbursement consideration for the cost incurred due to the Headlight switch repair.

\$475.35 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$272.00

Headlight switch: \$180.00

Shop Supplies: \$ 11.00

Tax: \$12.35

Total: 475.35.

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** CASE MODIFY 12/15/2005 8:20:59 AM, abanks
into WIP default and Status of Solving.*** CASE MODIFY 12/15/2005 8:21:17 AM, abanks
into WIP default and Status of Solving.*** CASE MODIFY 12/15/2005 8:21:34 AM, abanks
into WIP default and Status of Solving.*** SUBCASE N032005-12-0800646-1 YANKED 12/15/2005 8:26:11 AM, abanks
Yanked by abanks into WIPbin default.*** SUBCASE N032005-12-0800646-1 MODIFY 12/15/2005 8:26:49 AM, abanks
into WIP default and Status of Solving.*** SUBCASE N032005-12-0800646-1 MODIFY 12/15/2005 8:28:10 AM, abanks
into WIP default and Status of Solving.*** CASE MODIFY 12/15/2005 8:53:21 AM, abanks
into WIP default and Status of Solving.

Case History

Case ID : N032005-12-0800646

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

*** CASE MODIFY 12/15/2005 8:54:19 AM, abanks
into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2005 8:54:43 AM, abanks
into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2005 8:54:43 AM, abanks
into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2005 8:54:52 AM, abanks
into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2005 8:56:52 AM, abanks
into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2005 8:56:56 AM, abanks
into WIP default and Status of Solving.

*** SUBCASE N032005-12-0800646-1 DISPATCH 12/15/2005 8:57:00 AM, abanks
from WIP default to Queue Ck Req - Ferrel.

*** CASE DISPATCH 12/15/2005 8:57:06 AM, abanks
from WIP default to Queue Ck Req - Ferrel.

*** CASE YANKED 12/15/2005 2:54:12 PM, aferrel
Yanked by aferrel into WIPbin default.

*** SUBCASE N032005-12-0800646-1 YANKED 12/15/2005 2:55:05 PM, aferrel
Yanked by aferrel into WIPbin default.

*** SUBCASE N032005-12-0800646-1 12/15/2005 2:55:47 PM, aferrel, Action Type :
Check Requisition for 475.35 \$ submitted
Check Requisition for 475.35 \$ submitted by aferrel

*** SUBCASE N032005-12-0800646-1 DISPATCH 12/15/2005 2:55:56 PM, aferrel
from WIP default to Queue Check Approved - Sat.

*** CASE DISPATCH 12/15/2005 2:55:58 PM, aferrel
from WIP default to Queue Check Approved - Sat.

*** SUBCASE N032005-12-0800646-1 RULE ACTION 12/16/2005 2:55:56 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 12/16/2005 2:55:58 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** NOTES 12/16/2005 3:21:39 PM, tlesley, Action Type : Call from Customer
The customer called to check the status on his case.
I advised the customer that a CHECK REQUISITION SUBMISSION
Check Req. # : 15,845

The customer thanked me and call ended.

Case History

Case ID : N032005-12-0800646

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

*** SUBCASE N032005-12-0800646-1 RULE ACTION 12/17/2005 2:55:56 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 12/17/2005 2:55:58 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032005-12-0800646-1 COMMIT 12/19/2005 8:05:13 AM, aferrel, Action Type : External Commitment

Check processed for check_req_no = 15845 on 2005-12-16-00.00.00.000000

*** CASE YANKED 12/20/2005 6:44:22 AM, abanks

Yanked by abanks into WIPbin default.

*** NOTES 12/20/2005 7:12:27 AM, abanks, Action Type : Call from Customer

The customer's wife called this morning to check the status of the reimbursement request. AHM informed the customer that her case has been researched and reviewed,

and in the interest of customer satisfaction, AHM has requested a reimbursement check for the full amount of out of pocket expense. The customer stated that she was

very happy that we had decided to help them with the cost of this repair. The customer stated that her family was in Canada when the part failed, and they were forced to

only drive in the daytime because too many drivers would flash them with high beams at night.

The customer informed AHM that this is their family's fourth Honda, and their last Honda lasted for more than 250,000 miles. The customer stated that she loves her Honda

and she has never had an issue like this with any of her vehicles. The customer stated that she was happy to see that AHM sent correspondence regarding this concern,

and really hoped that Honda would restore her faith back in this awesome product. AHM informed the customer that we apologize for her inconvenience, and hope that this

reimbursement disbursement demonstrates to her that AHM is willing to stand behind all of our products, and are genuinely concerned with our customer's complete satisfaction.

The customer then informed AHM that now that she has found out we will be reimbursing her family for all costs associated with the Headlight Switch Campaign, she wants AHM to know that her family would now be purchasing a new 2006 Accord in January. The customer informed AHM that she would continue to remain a loyal customer.

AHM thanked the customer for sharing her comments and informed her that her input would be forwarded to management. AHM informed the customer that anytime she has any other

questions, comments, or concerns to please feel free to call us back. The customer said thank you and stated that she would. The customer is fine. No further assistance required.

*** CASE DISPATCH 12/20/2005 7:22:31 AM, abanks

from WIP default to Queue Ck Req - Ferrel.

*** CASE YANKED 12/20/2005 11:58:12 AM, bwalker

Yanked by bwalker into WIPbin default.

*** SUBCASE N032005-12-0800646-1 YANKED 12/20/2005 11:58:38 AM, bwalker

Yanked by bwalker into WIPbin default.

Case History

Case ID : N032005-12-0800646

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

*** NOTES 12/20/2005 12:00:01 PM, bwalker, Action Type : Note-General

Check [REDACTED] totaling \$475.35, was mailed on 12/20/2005. The customer is not requesting any further assistance at this time regarding this issue; therefore, I am closing this case.

*** SUBCASE N032005-12-0800646-1 CLOSE 12/20/2005 12:00:20 PM, bwalker

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/20/2005 12:00:20 PM, bwalker

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-06-0600221	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/6/2008 8:02:43 AM
Case Originator :	Johnny Torres (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/6/2008 2:43:32 PM
Case Owner :	Johnny Torres (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Johnny Torres (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT HARNESS INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : MONTGOMERY, IL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES25761S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours : 97,000
In Service Date : 05/31/2001
Months In Use : 85
Engine Number : D17A21000395
Originating Dealer No. / Name : 207411 / O'MALLEY HONDA
Selling Dealer No. / Name : 208088 / CRYSTAL LAKE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207854 / MCGRATH HONDA OF ST. CHARLES
Phone No. : 630-443-6400
Address : 1411 EAST MAIN STREET
City / State / Zip : SAINT CHARLES, IL 60174
Svc District / Sls District : 08E / A08
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-06-0600221-1 [REDACTED]	Subcase Close	Product	Change Owner/Info		
N032008-06-0600221-2 [REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-06-0600221-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Torres	Type 1 : Product	Status : Subcase Close	Open Date : 6/6/2008 8:38:03 AM
Issue Owner : Johnny Torres	Type 2 : Change Owner/Info	Queue :	Close Date : 6/6/2008 2:43:32 PM
Issue Title : [REDACTED] PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Updated Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032008-06-0600221-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Torres	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/6/2008 2:40:52 PM
Issue Owner : Johnny Torres	Type 2 : Eligibility	Queue :	Close Date : 6/6/2008 2:43:32 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-06-0600221

Case Title : [REDACTED] - HEADLIGHT HARNESS INQUIRY

*** CASE CREATE 6/6/2008 8:02:43 AM, jtorres

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 6/6/2008 8:11:10 AM, jtorres, Action Type : Call from Customer

Verified contact information [REDACTED]

The customer called about headlight harness recall info. Customer said that his lights went out last night while driving and when he stopped to check under the hood that they were smoking. Customer did not have VIN. I advised customer that each recall is VIN specific and that i would need his VIN number to tell if the recall has been performed yet.

Customer said he will call back with VIN.

I asked customer if they had any further questions, customer declined.

Thanked customer for calling AHM

*** CASE MODIFY 6/6/2008 8:13:42 AM, jtorres

into WIP default and Status of Solving.

*** CASE MODIFY 6/6/2008 8:15:15 AM, jtorres

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/6/2008 8:16:15 AM, jtorres

CAMPAIGN CHECK 06/06/2008 08:16:15 AM jtorres

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 03/07/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/05; FX;

*** CASE CLAIMS LOOKUP 6/6/2008 8:16:21 AM, jtorres

CLAIM HISTORY CHECK 06/06/2008 08:16:21 AM jtorres

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/6/2008 8:16:26 AM, jtorres

WARRANTY CHECK 06/06/2008 08:16:26 AM jtorres

No data found for VIN.

*** NOTES 6/6/2008 8:25:57 AM, jtorres, Action Type : Call from Customer

Customer called back with his VIN I verified that the recall P23 00-02 INSIGHT/01-02 CIVIC was performed on 03/18/05. I advised customer that the first step is to take his vehicle in to a Honda dealer for inspection. I provided info for MCGRATH HONDA OF ST. CHARLES 6307628400.

Customer asked if they were going to charge him for the repair I advised customer that it would depend on the dealer because each dealer is independently owned and operated. Customer stated that he would call to find out if they were going to charge him for this fix and if they are that he will take his vehicle elsewhere for repair.

*** SUBCASE N032008-06-0600221-1 CREATE 6/6/2008 8:38:03 AM, jtorres

Created in WIP Default with Due Date 6/6/2008 8:38:03 AM.

*** CASE MODIFY 6/6/2008 8:38:09 AM, jtorres

Case History

Case ID : N032008-06-0600221

Case Title : [REDACTED] HEADLIGHT HARNESS INQUIRY

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/6/2008 1:23:13 PM, jtorres

CAMPAIGN CHECK 06/06/2008 01:23:13 PM jtorres

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 03/07/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/05; FX;

*** CASE CAMPAIGN LOOKUP 6/6/2008 1:23:26 PM, jtorres

CAMPAIGN CHECK 06/06/2008 01:23:26 PM jtorres

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 03/07/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/05; FX;

*** CASE MODIFY 6/6/2008 1:24:03 PM, jtorres

into WIP READY FOR REVIEW and Status of Solving.

*** CASE MODIFY 6/6/2008 1:25:21 PM, jtorres

into WIP READY FOR REVIEW and Status of Solving.

*** CASE MODIFY 6/6/2008 1:32:26 PM, jtorres

into WIP READY FOR REVIEW and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/6/2008 2:35:57 PM, jtorres

CAMPAIGN CHECK 06/06/2008 02:35:57 PM jtorres

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 03/07/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/05; FX;

*** NOTES 6/6/2008 2:39:17 PM, jtorres, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the P23 headlight harness product update. I advised customer that the product update had already been performed on 3/18/05. Customer said that his lights went out last night while driving and when he stopped to check under the hood that they were smoking.

The customer may contact you to schedule an appointment for this issue.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Johnny Torres

Automobile Customer Service

*** CASE CREATE 6/6/2008 2:40:52 PM, jtorres

Number = N032008-06-0600221-2, Created in WIP default with due date 06/07/2008 02:40:52 PM..

Case History

Case ID : N032008-06-0600221

Case Title : [REDACTED] HEADLIGHT HARNESS INQUIRY

*** SUBCASE N032008-06-0600221-2 CREATE 6/6/2008 2:40:52 PM, jtorres, Action Type :

Created in WIP default with due date 06/07/2008 02:40:52 PM.

*** CASE MODIFY 6/6/2008 2:42:15 PM, jtorres

into WIP READY FOR REVIEW and Status of Solving.

*** CASE MODIFY 6/6/2008 2:43:28 PM, jtorres

into WIP READY FOR REVIEW and Status of Solving.

*** SUBCASE N032008-06-0600221-2 CLOSE 6/6/2008 2:43:32 PM, jtorres

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032008-06-0600221-1 CLOSE 6/6/2008 2:43:32 PM, jtorres

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/6/2008 2:43:32 PM, jtorres

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-10-0601087	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/6/2003 9:50:30 AM
Case Originator :	Heather McGinn (Team HI)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/16/2003 10:47:17
Case Owner :	Bettie McDonald (Team HC)	Method :	Mail	Queue :		Days Open :	10
Last Closed By :	Bettie McDonald (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] DEALER SERVICE COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : PORTLAND, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES25701S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours :
In Service Date : 12/20/2000
Months In Use : 34
Engine Number : D17A21000458
Originating Dealer No. / Name : 207013 / UNDERRINER HONDA
Selling Dealer No. / Name : 207013 / UNDERRINER HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206523 / RON TONKIN HONDA
Phone No. : 503-255-8345
Address : 300 S.E. 122ND AVENUE
City / State / Zip : PORTLAND, OR 97233
Svc District / Sls District : 02C / B02
Warranty Labor Rate / Date : \$106.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-0601087-1 / [REDACTED] SERVICE	Subcase Close	Service - Dealer	Comeback	712	Headlights

Issue Details

Issue ID : N012003-10-0601087-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/6/2003 5:39:58 PM
Issue Owner : Bettie McDonald	Type 2 : Comeback	Queue :	Close Date : 10/16/2003 10:47:12
Issue Title : [REDACTED] - SERVICE - DEALER - COMEBACK			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-10-0601087

Case Title : [REDACTED] - DEALER SERVICE COMPLAINT

*** CASE CREATE 10/6/2003 9:50:30 AM, hmcginn

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 10/6/2003 9:50:30 AM, hmcginn, Action Type :

On 10/3/03 ACS received a letter from customer dated 9/29/03 regarding a dealer complaint. On 9/23/03, the customer brought her vehicle to the dealer for a 30,000 mile tune up and a problem with the headlights not working. The customer was told that the wiring in the steering column was burned out and that the switch needed to be replaced. The customer asked how complicated it was and if she or her boyfriend might be able to replace it themselves. The customer was told by Aric Savage that the wiring was very complicated and that the steering column needed to be pulled apart. The customer bought the part and her boyfriend was able to install it within 10 minutes. The customer states that she is disgusted and angry that the dealer tried to defraud and overcharge her for a very simple service. The customer states that she will never get her vehicle serviced at the dealer again.

*** CASE MODIFY 10/6/2003 9:51:05 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 10/6/2003 9:51:09 AM, hmcginn

from WIP default to Queue Team E.

*** CASE ASSIGN 10/6/2003 3:58:33 PM, bmcdonal

N012003-10-0601087 to bmcdonal, WIP □#x:δ

*** SUBCASE N012003-10-0601087-1 CREATE 10/6/2003 5:39:58 PM, bmcdonal

Created in WIP Default with Due Date 10/6/2003 5:39:58 PM.

*** COMMIT 10/6/2003 5:42:21 PM, bmcdonal, Action Type :

Made to [REDACTED] due 10/09/2003 05:42:31 PM.

DCS Follow-Up

*** NOTES 10/6/2003 5:46:49 PM, bmcdonal, Action Type : Dealer Communication

ATTN: GENERAL MANAGER

RESOLUTION DUE DATE : 10/9/2003

CC: SERVICE DIRECTOR

This customer contacted our office regarding the following issue(s): We request that you contact this customer directly to address her concern about the charged that the service advisor informed the customer that she would have to pay for the repair. The customer purchased the \$30.00 part and her boyfriend made the repair in about 10 minutes. The original copy of the letter was sent Ken Cornelison, GM.. Contact the case manager to advise of the final resolution.

Thank you for your cooperation.

On 10/3/03 ACS received a letter from customer dated 9/29/03 regarding a dealer complaint. On 9/23/03, the customer brought her vehicle to the dealer for a 30,000 mile tune up and a problem with the headlights not working. The customer was told that the wiring in the steering column was burned out and that the switch needed to be replaced. The customer asked how complicated it was and if she or her boyfriend might be able to replace it themselves. The customer was told by Aric Savage that the wiring was very complicated and that the steering column needed to be pulled apart. The customer bought the part and her boyfriend was able to install it within 10 minutes. The customer states that she is disgusted and angry that the dealer tried to defraud and overcharge her for a very simple service. The customer states that she will never get her vehicle serviced at the dealer again.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Case History

Case ID : N012003-10-0601087

Case Title : [REDACTED] DEALER SERVICE COMPLAINT

Bettie McDonald
Automobile Customer Service
800 999-1009 ext 118003

*** CASE MODIFY 10/6/2003 5:47:17 PM, bmcdonal
into WIP default and Status of Solving.

*** CASE RULE ACTION 10/6/2003 11:54:19 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 10/16/2003 10:43:17 AM, bmcdonal, Action Type : Call to Dealer

The RCM called the dealership spoke to Ron and left a message requesting a follow up on the customer letter to Ken Cornelison, GM and the DCS Communication. ACS/RCM wanted to know if they followed up with the dealer and how they resolved the issue.

*** NOTES 10/16/2003 10:46:52 AM, bmcdonal, Action Type : Call to Customer

The RCM called the customer and spoke to [REDACTED] who confirmed that the GM did contact her however, he only justified the employees action and nothing more. The customer states that she will never use Ron Tonkin Honda again, she loves her vehicle and thanked the RCM for the follow up call.

*** SUBCASE N012003-10-0601087-1 CLOSE 10/16/2003 10:47:12 AM, bmcdonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/16/2003 10:47:17 AM, bmcdonal

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-08-0601340	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/6/2003 3:53:33 PM
Case Originator :	Stephanie Durham (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/18/2003 4:56:59 PM
Case Owner :	Brian Philbin (Team HC)	Method :	Phone	Queue :		Days Open :	12
Last Closed By :	Brian Philbin (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - WIRE HARNESS REPAIR			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : SEBASTOPOL, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES16241S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 52,772
In Service Date : 11/25/2000
Months In Use : 33
Engine Number : D17A11000530
Originating Dealer No. / Name : 206501 / MANLY HONDA
Selling Dealer No. / Name : 206501 / MANLY HONDA
Trim : DX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name :
Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-08-0601340-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights
N012003-08-0601340-2 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	050110	MAIN WIRE HARNESS -

Issue Details

Issue ID : N012003-08-0601340-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie Durham	Type 1 : Product	Status : Subcase Close	Open Date : 8/6/2003 3:54:13 PM
Issue Owner : Stephanie Durham	Type 2 : Operation	Queue :	Close Date : 8/6/2003 3:54:30 PM
Issue Title : XXXXXXXXXX - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-08-0601340-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 8/13/2003 9:34:23 AM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 8/18/2003 4:56:56 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 050110 / MAIN WIRE HARNESS - REPLACE.
Condition Code Desc : Any 0500
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM Partial
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
32200-S5A-A00	WIRE HARNESS	Not Applicable

Check Req Info :

Check Requisition No. : 7891
Primary Amount : \$352.50
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$352.50
Approved By : rthomas
Approval Date : 8/13/2003
Status : PROCESSED
Check No. : 1345298
Check Date : 8/15/2003

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : SEBASTOPOL, CA [REDACTED]
Campaign Template # :
Contention Code : B01
Defect Code : 064
Category : Regular
Failed Part # : 32200-S5A-A00

Case History

Case ID : N012003-08-0601340

Case Title : [REDACTED] WIRE HARNESS REPAIR

*** CASE CREATE 8/6/2003 3:53:33 PM, sdurham

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 8/6/2003 3:53:33 PM, sdurham, Action Type :

The customer took the car to the independent because her head lamps wouldn't go on low beam. The fuses were checked and seemed to be okay, however there was a voltage problem. The connection to head light was burned, the whole harness needs to be replaced, she paid for the repair but feels this was a premature based on the info provided to her. I advised her that her car is out of warranty, however Honda does consider good will assistance on a case by case basis.

I explained to her however we don't work with independents when reviewing request, she wanted to submit her receipts for reimbursement I advised her there is no guarantee of reimbursement but provided her the address upon her assistance.

*** SUBCASE N012003-08-0601340-1 CREATE 8/6/2003 3:54:13 PM, sdurham

Created in WIP Default with Due Date 8/6/2003 3:54:13 PM.

*** CASE MODIFY 8/6/2003 3:54:25 PM, sdurham

into WIP default and Status of Solving.

*** SUBCASE N012003-08-0601340-1 CLOSE 8/6/2003 3:54:30 PM, sdurham

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/6/2003 3:54:30 PM, sdurham

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/12/2003 9:26:19 AM, hmcginn

with Condition of Open and Status of Solving.

*** NOTES 8/12/2003 9:30:02 AM, hmcginn, Action Type : Letter/Fax

On 8/11/03 ACS received a letter from customer dated 8/6/03 regarding previous issues. Invoice is attached.

*** CASE MODIFY 8/12/2003 9:30:58 AM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 8/12/2003 9:31:05 AM, hmcginn

from WIP default to Queue Team E.

*** CASE ACCEPT 8/12/2003 1:06:56 PM, pevans

from Queue Team E to WIP Default.

*** CASE ASSIGN 8/12/2003 1:07:06 PM, pevans

N012003-08-0601340 to bphilbin, WIP

*** CASE RULE ACTION 8/12/2003 1:07:07 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/13/2003 8:52:18 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** COMMIT 8/13/2003 8:52:21 AM, bphilbin, Action Type : N/A

Made to RUTH ZULLI due 08/13/2003 11:00:00 AM.

Review Documents for Reimb.

*** SUBCASE N012003-08-0601340-2 CREATE 8/13/2003 9:34:23 AM, bphilbin

Created in WIP Default with Due Date 8/13/2003 9:34:23 AM.

Case History

Case ID : N012003-08-0601340

Case Title : [REDACTED] WIRE HARNESS REPAIR

*** NOTES 8/13/2003 9:55:26 AM, bphilbin, Action Type : Note-General

Customer had repair performed at Independent Facility. Customer's letter indicates that she paid \$811.95 to have this issue repaired. Upon review of receipts, it is determined that customer was charged \$560.00 in labor for replacement of headlamp switch and combination harness and \$145.00 for parts specifically related to this repair. Total of customer's cost for this repair was \$705.00. AHM's flat rate for replacement of these two parts is 2 hours total - Independent Facility charged in excess of 7 hours. Considering age and mileage, provided 50% coverage of repair, totalling \$352.50.

*** SUBCASE N012003-08-0601340-2 DISPATCH 8/13/2003 9:57:45 AM, bphilbin

from WIP NEW (Default) to Queue Ck Req - Thomas.

*** CASE MODIFY 8/13/2003 9:57:59 AM, bphilbin

into WIP Misc. and Status of Solving.

*** CASE FULFILL 8/13/2003 10:11:38 AM, bphilbin

Fulfilled for [REDACTED] due 08/13/2003 11:00:00 AM.

*** SUBCASE N012003-08-0601340-2 8/13/2003 11:20:48 AM, rthomas, Action Type :

Check Requisition for 352.50 \$ submitted

Check Requisition for 352.50 \$ submitted by rthomas

*** SUBCASE N012003-08-0601340-2 RETURN 8/13/2003 11:21:03 AM, rthomas

from Queue Ck Req - Thomas to WIP Subcases.

*** SUBCASE N012003-08-0601340-2 COMMIT 8/18/2003 8:02:24 AM, bphilbin, Action Type : External Commitment

Check processed for check_req_no = 7891 on 2003-08-15-00.00.00.000000

*** SUBCASE N012003-08-0601340-2 FULFILL 8/18/2003 9:08:24 AM, bphilbin

Fulfilled for [REDACTED] due ??/? ??:?.

*** NOTES 8/18/2003 2:04:14 PM, tpurvis, Action Type : Call to Customer

Called and spoke with customer to inform of a reimbursement check #1345298 in the amount of \$352.50, will be sent out today 8/18/03.

*** SUBCASE N012003-08-0601340-2 CLOSE 8/18/2003 4:56:56 PM, bphilbin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2003 4:56:59 PM, bphilbin

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-07-2301094	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/23/2003 12:58:39 PM
Case Originator :	Douglas Wheaton (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/23/2003 1:00:25 PM
Case Owner :	Douglas Wheaton (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Douglas Wheaton (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] GOODWILL ASSISTANCE INFORMATION			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SEBASTOPOL, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16241S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 51,641
In Service Date : 11/25/2000
Months In Use : 32
Engine Number : D17A11000530
Originating Dealer No. / Name : 206501 / MANLY HONDA
Selling Dealer No. / Name : 206501 / MANLY HONDA
Trim : DX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-07-2301094-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-07-2301094-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Douglas Wheaton	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2003 12:59:44 PM
Issue Owner : Douglas Wheaton	Type 2 : Operation	Queue :	Close Date : 7/23/2003 1:00:21 PM
Issue Title : XXXXXXXXXX PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-07-2301094

Case Title : [REDACTED] - GOODWILL ASSISTANCE INFORMATION

*** CASE CREATE 7/23/2003 12:58:39 PM, dwheaton

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 7/23/2003 12:58:39 PM, dwheaton, Action Type :

Brian from independent garage calling on behalf of customer.

Low beam headlights do not work. Bad connection where wiring harness plugged into headlight combination switch. Brian is wondering how far Honda would go to cover this.

*** NOTES 7/23/2003 12:59:26 PM, dwheaton, Action Type : Call from Customer

I informed Brian that AHM could consider assistance if vehicle were diagnosed by a Honda dealer. Brian understood and thanked me for this information.

*** SUBCASE N012003-07-2301094-1 CREATE 7/23/2003 12:59:44 PM, dwheaton

Created in WIP Default with Due Date 7/23/2003 12:59:44 PM.

*** SUBCASE N012003-07-2301094-1 CLOSE 7/23/2003 1:00:21 PM, dwheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/23/2003 1:00:22 PM, dwheaton

into WIP default and Status of Solving.

*** CASE CLOSE 7/23/2003 1:00:25 PM, dwheaton

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032004-03-2300644	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/23/2004 10:38:12 AM
Case Originator :	Monique Rivas (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/23/2004 10:40:20 AM
Case Owner :	Monique Rivas (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Monique Rivas (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD LAMP INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : BELL, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16501S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 51,995
In Service Date : 11/04/2000
Months In Use : 40
Engine Number : D17A11000553
Originating Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
Selling Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-03-2300644-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-03-2300644-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monique Rivas	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/23/2004 10:40:00 AM
Issue Owner : Monique Rivas	Type 2 : Eligibility	Queue :	Close Date : 3/23/2004 10:40:20 AM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-03-2300644

Case Title : [REDACTED] HEAD LAMP INQUIRY

*** CASE CREATE 3/23/2004 10:38:12 AM, mrivas

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 3/23/2004 10:38:12 AM, mrivas, Action Type :

Jimmy from Honda world of Downey called and stated that he has a customer in his shop because his head lamps aren't working. Jimmy stated that the extended warranty company told him to call AHM because there is a service bulletin on this.

I informed Jimmy that AHM is working on the recall and it will be issued toward the end of this month or mid April. I informed Jimmy that if the customer's vehicle is covered under the recall he will receive a recall notice and then he can submit his paperwork for reimbursement.

Jimmy thanked me.

*** SUBCASE N032004-03-2300644-1 CREATE 3/23/2004 10:40:00 AM, mrivas

Created in WIP Default with Due Date 3/23/2004 10:40:00 AM.

*** CASE CAMPAIGN LOOKUP 3/23/2004 10:40:16 AM, mrivas

CAMPAIGN CHECK 03/23/2004 10:40:16 AM mrivas

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** SUBCASE N032004-03-2300644-1 CLOSE 3/23/2004 10:40:20 AM, mrivas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/23/2004 10:40:20 AM, mrivas

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032006-05-2201066	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/22/2006 8:26:57 AM
Case Originator :	Crystal Tenorio (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/22/2006 8:31:18 AM
Case Owner :	Crystal Tenorio (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Crystal Tenorio (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	02D [REDACTED] HEADLIGHT WIRE HARNESS RECALL	No. of Attachments :	0				

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : KENNEWICK, WA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES26721S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 50,000
In Service Date : 02/07/2001
Months In Use : 63
Engine Number : D17A21000908
Originating Dealer No. / Name : 208238 / HONDA OF TRI-CITIES
Selling Dealer No. / Name : 208238 / HONDA OF TRI-CITIES
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208238 / HONDA OF TRI-CITIES
Phone No. : 509-783-7171
Address : 6901 W. CLEARWATER AVE
City / State / Zip : KENNEWICK, WA 99336
Svc District / Sls District : 02D / C02
Warranty Labor Rate / Date : \$85.16 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-05-2201066-1 / [REDACTED] CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-05-2201066-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Tenorio	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/22/2006 8:28:33 AM
Issue Owner : Crystal Tenorio	Type 2 : Eligibility	Queue :	Close Date : 5/22/2006 8:31:18 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-05-2201066

Case Title : 02D [REDACTED] HEADLIGHT WIRE HARNESS RECALL

*** CASE CREATE 5/22/2006 8:26:57 AM, ctenorio

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/22/2006 8:26:59 AM, ctenorio

WARRANTY CHECK 05/22/2006 08:26:59 AM ctenorio

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/22/2006 8:27:02 AM, ctenorio

CLAIM HISTORY CHECK 05/22/2006 08:27:02 AM ctenorio

No data found for VIN.

*** CASE VSC LOOKUP 5/22/2006 8:27:05 AM, ctenorio

VSC-CUC CHECK 05/22/2006 08:27:05 AM ctenorio

No data found for VIN.

*** CASE CREATE 5/22/2006 8:28:33 AM, ctenorio

Number = N032006-05-2201066-1, Created in WIP default with due date 05/23/2006 08:28:33 AM..

*** SUBCASE N032006-05-2201066-1 CREATE 5/22/2006 8:28:33 AM, ctenorio, Action Type :

Created in WIP default with due date 05/23/2006 08:28:33 AM.

*** SUBCASE N032006-05-2201066-1 MODIFY 5/22/2006 8:28:44 AM, ctenorio

into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2006 8:28:46 AM, ctenorio

into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2006 8:28:56 AM, ctenorio

into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2006 8:29:18 AM, ctenorio

into WIP default and Status of Solving.

*** NOTES 5/22/2006 8:30:53 AM, ctenorio, Action Type : Call from Customer

The customer stated that he was driving and all of a sudden his low beam headlights went out. The customer stated that he heard there was a recall out for that, and just wanted to see if it applies to his vehicle. I informed the customer that he does have the headlight recall that has not been performed on his vehicle, and to take it to his local Honda dealer for repair. The customer understood, and no further assistance was needed. I updated crms with current owner information .

*** CASE MODIFY 5/22/2006 8:30:54 AM, ctenorio

into WIP default and Status of Solving.

*** NOTES 5/22/2006 8:31:12 AM, ctenorio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

To have the head light wire harness recall performed.

This is for your information only and no response is required.

Case History

Case ID : N032006-05-2201066

Case Title : 02D- [REDACTED] HEADLIGHT WIRE HARNESS RECALL

Thank you for your attention to this matter.

Crystal Tenorio
Automobile Customer Service

*** CASE MODIFY 5/22/2006 8:31:13 AM, ctenorio
into WIP default and Status of Solving.

*** SUBCASE N032006-05-2201066-1 CLOSE 5/22/2006 8:31:18 AM, ctenorio
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/22/2006 8:31:18 AM, ctenorio
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032008-10-0200799	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/2/2008 11:51:01 AM
Case Originator :	LeRoy Lee (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/2/2008 12:03:37 PM
Case Owner :	LeRoy Lee (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	LeRoy Lee (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : PUEBLO, CO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES26771L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 97,000
In Service Date : 09/16/2000
Months In Use : 97
Engine Number : D17A21400306
Originating Dealer No. / Name : 206985 / VIDMAR HONDA
Selling Dealer No. / Name : 206985 / VIDMAR HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206985 / VIDMAR HONDA
Phone No. : 719-544-5844
Address : 600 NORTH ALBANY AVE
City / State / Zip : PUEBLO, CO 81003
Svc District / Sls District : 10G / C10
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-10-0200799-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032008-10-0200799-2 / [REDACTED]	Subcase Close	Product	Change Owner/Info		

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-10-0200799-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : LeRoy Lee	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/2/2008 11:59:11 AM
Issue Owner : LeRoy Lee	Type 2 : Eligibility	Queue :	Close Date : 10/2/2008 12:03:37 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032008-10-0200799-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : LeRoy Lee	Type 1 : Product	Status : Subcase Close	Open Date : 10/2/2008 12:00:50 PM
Issue Owner : LeRoy Lee	Type 2 : Change Owner/Info	Queue :	Close Date : 10/2/2008 12:03:37 PM
Issue Title : [REDACTED] PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Updated Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-10-0200799

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

*** CASE CREATE 10/2/2008 11:51:01 AM, llee

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 10/2/2008 11:51:02 AM, llee, Action Type :

The customer's information was updated [REDACTED]

*** NOTES 10/2/2008 11:55:24 AM, llee, Action Type : Call from Customer

The customer is calling in regards to exterior headlights on his vehicle. The customer stated that the low beam lights are not coming on his vehicle, but the high beams are working perfectly fine. The customer stated that he was online and found recall 04V86000.

I informed the customer that with the number he provided I was unable to locate any recalls in association with it. I informed customer that I checked for campaigns on his vehicle and did find a recall for the Combination Light Switch. I informed the customer that he would be able to have the recall service provided at no charge to him. The customer stated that he would like to take his vehicle to VIDMAR HONDA and he would be taking the vehicle in sometime next week.

I asked if there was anything else that I could assist with and no further assistance was needed.

*** CASE MODIFY 10/2/2008 11:55:27 AM, llee

into WIP default and Status of Solving.

*** CASE MODIFY 10/2/2008 11:58:53 AM, llee

into WIP default and Status of Solving.

*** CASE CREATE 10/2/2008 11:59:11 AM, llee

Number = N032008-10-0200799-1, Created in WIP default with due date 10/03/2008 11:59:11 AM..

*** SUBCASE N032008-10-0200799-1 CREATE 10/2/2008 11:59:11 AM, llee, Action Type :

Created in WIP default with due date 10/03/2008 11:59:11 AM.

*** SUBCASE N032008-10-0200799-2 CREATE 10/2/2008 12:00:50 PM, llee

Created in WIP Default with Due Date 10/2/2008 12:00:50 PM.

*** NOTES 10/2/2008 12:03:20 PM, llee, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

The customer is calling in reference to the Combination Light Switch Safety Recall service bulletin 04-015. The customer stated that he would be bringing his vehicle in sometime next week to have the recall service performed.

This is for your information only and no response is required.

Thank you for your attention to this matter.

LeRoy Lee

Automobile Customer Service

*** CASE MODIFY 10/2/2008 12:03:25 PM, llee

into WIP default and Status of Solving.

*** SUBCASE N032008-10-0200799-2 CLOSE 10/2/2008 12:03:37 PM, llee

Case History

Case ID : N032008-10-0200799

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032008-10-0200799-1 CLOSE 10/2/2008 12:03:37 PM, Ilee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/2/2008 12:03:37 PM, Ilee

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012006-01-0600513	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/6/2006 10:17:10 AM
Case Originator :	Harmeet Kaur (Team PA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/6/2006 10:22:29 AM
Case Owner :	Harmeet Kaur (Team PA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Harmeet Kaur (Team PA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SEATTLE, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26701S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 90,500
In Service Date : 11/11/2000
Months In Use : 62
Engine Number : D17A21001170
Originating Dealer No. / Name : 207834 / RENTON HONDA
Selling Dealer No. / Name : 207834 / RENTON HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207433 / LYNNWOOD HONDA
Phone No. : 425-775-7575
Address : 22020 HIGHWAY 99
City / State / Zip : EDMONDS, WA 98026
Svc District / Sls District : 02A / A02
Warranty Labor Rate / Date : \$98.60 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-01-0600513-1 / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	737	Wire harness

Issue Details

Issue ID : N012006-01-0600513-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Harmeet Kaur	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/6/2006 10:19:58 AM
Issue Owner : Harmeet Kaur	Type 2 : Eligibility	Queue :	Close Date : 1/6/2006 10:20:09 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-01-0600513

Case Title : [REDACTED] - LOW BEAM CONCERN

*** CASE CREATE 1/6/2006 10:17:10 AM, hkaur

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/6/2006 10:17:12 AM, hkaur

WARRANTY CHECK 01/06/2006 10:17:12 AM hkaur

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/6/2006 10:17:15 AM, hkaur

CLAIM HISTORY CHECK 01/06/2006 10:17:15 AM hkaur

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/6/2006 10:17:22 AM, hkaur

CAMPAIGN CHECK 01/06/2006 10:17:22 AM hkaur

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-05-24; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 1/6/2006 10:17:23 AM, hkaur

VSC-CUC CHECK 01/06/2006 10:17:23 AM hkaur

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/6/2006 10:18:14 AM, hkaur

CAMPAIGN CHECK 01/06/2006 10:18:14 AM hkaur

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-05-24; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 1/6/2006 10:19:06 AM, hkaur

into WIP default and Status of Solving.

*** CASE CREATE 1/6/2006 10:19:58 AM, hkaur

Number = N012006-01-0600513-1, Created in WIP default with due date 01/07/2006 10:19:58 AM..

*** SUBCASE N012006-01-0600513-1 CREATE 1/6/2006 10:19:58 AM, hkaur, Action Type :

Created in WIP default with due date 01/07/2006 10:19:58 AM.

*** SUBCASE N012006-01-0600513-1 MODIFY 1/6/2006 10:20:05 AM, hkaur

into WIP default and Status of Solving.

*** SUBCASE N012006-01-0600513-1 CLOSE 1/6/2006 10:20:09 AM, hkaur

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 1/6/2006 10:20:11 AM, hkaur

CAMPAIGN CHECK 01/06/2006 10:20:11 AM hkaur

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-05-24; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

Case History

Case ID : N012006-01-0600513

Case Title : [REDACTED] LOW BEAM CONCERN

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 1/6/2006 10:22:26 AM, hkaur, Action Type : Call from Customer

Customer said that she was driving the vehicle the other day and the low beams just went out on the vehicle all of a sudden. Customer said that the high beams still work on the vehicle. Customer said that she was looking online and she was that there was a recall on this particular issue and she wanted to know if this applies to her vehicle. I told the customer that she does have this recall on the vehicle so she should contact a Honda dealership in her area and make an appointment to have this recall performed. I gave the customer the number to Lynnwood Honda. Customer said thank you and the call was ended.

*** CASE CLOSE 1/6/2006 10:22:29 AM, hkaur

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032007-01-1100727	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/11/2007 10:42:22 AM
Case Originator :	Valerie Quezada (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/11/2007 10:46:23 AM
Case Owner :	Valerie Quezada (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Valerie Quezada (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD LIGHTS OUT.			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : HUNTERSVILLE, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES267811 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 86,000
In Service Date : 09/19/2000
Months In Use : 76
Engine Number : D17A21400430
Originating Dealer No. / Name : 207541 / BUCKEYE HONDA
Selling Dealer No. / Name : 207541 / BUCKEYE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-01-1100727-1 [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-01-1100727-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Valerie Quezada	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/11/2007 10:46:04 AM
Issue Owner : Valerie Quezada	Type 2 : Eligibility	Queue :	Close Date : 1/11/2007 10:46:23 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N032007-01-1100727

Case Title : ██████████ HEAD LIGHTS OUT.

*** CASE CREATE 1/11/2007 10:42:22 AM, vquezada

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 1/11/2007 10:42:22 AM, vquezada, Action Type :

The customer contacted AHM stated that his head lights went out. The customer stated that he called Honda of Lake Norman. The customer stated that he spoke with Robyn over the phone and found out that there was a recall which has already been completed. The customer was quoted \$300 for the repair over the phone. I checked CICS and verified to the customer that the recall has been performed and at this time because the vehicle is out of warranty the repairs are his responsibility. I informed the customer that if he got a diagnosis from the dealership then we can open a case for further review. The customer understood and needed no further assistance, the call ended.

*** CASE EXTENDED WARRANTY LOOKUP 1/11/2007 10:42:27 AM, vquezada

WARRANTY CHECK 01/11/2007 10:42:27 AM vquezada

The following Warranty Status information was found

; 1A ; 2006-04-21; H; 0; 0;

; 1B ; 2006-04-21; H; 0; 0;

; 1C ; 2006-04-21; H; 0; 0;

; 1G ; 2006-0

*** CASE CLAIMS LOOKUP 1/11/2007 10:42:30 AM, vquezada

CLAIM CHECK 01/11/2007 10:42:30 AM vquezada

The following Claim History information was found

0; 2004-10-21; 207541; 180785; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE CAMPAIGN LOOKUP 1/11/2007 10:42:33 AM, vquezada

CAMPAIGN CHECK 01/11/2007 10:42:33 AM vquezada

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-06-29; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-10-22; FX

*** CASE VSC LOOKUP 1/11/2007 10:42:37 AM, vquezada

VSC CHECK 01/11/2007 10:42:37 AM vquezada

The following VSC information was found:

TIMOTHY;LEITNAKER;V000870725;B50;(NEW) PREMIUM 5YR 100K 0 DED;EXPIRED;;2000-09-19;2005-09-18;100000;11;207541;
0.00

*** CASE CUC LOOKUP 1/11/2007 10:42:37 AM, vquezada

CUC CHECK 01/11/2007 10:42:37 AM vquezada

The following CUC information was found

...0;0;0;.....0;;
 ,,,0;0;0;,,,,,,0;,;

*** CASE EXTENDED WARRANTY LOOKUP 1/11/2007 10:43:28 AM, vquezada

WARRANTY CHECK 01/11/2007 10:43:28 AM vquezada

The following Warranty Status information was found

; 1A ; 2006-04-21; H; 0; 0;

; 1B ; 2006-04-2I; H; 0; 0;

Case History

Case ID : N032007-01-1100727

Case Title : [REDACTED] - HEAD LIGHTS OUT.

; 1C ; 2006-04-21; H; 0; 0;
; 1G ; 2006-0

*** NOTES 1/11/2007 10:45:10 AM, vquezada, Action Type : Call from Customer

I called the customer back and left a message that AHM will not be able to open a case for further review by a CM because the vehicle is salvaged and the case would be denied. The call ended.

*** CASE CREATE 1/11/2007 10:46:04 AM, vquezada

Number = N032007-01-1100727-1, Created in WIP default with due date 01/12/2007 10:46:04 AM..

*** SUBCASE N032007-01-1100727-1 CREATE 1/11/2007 10:46:04 AM, vquezada, Action Type :

Created in WIP default with due date 01/12/2007 10:46:04 AM.

*** SUBCASE N032007-01-1100727-1 MODIFY 1/11/2007 10:46:10 AM, vquezada
into WIP default and Status of Solving.

*** CASE CLOSE 1/11/2007 10:46:23 AM, vquezada

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032007-01-1100727-1 CLOSE 1/11/2007 10:46:23 AM, vquezada

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032004-03-1000967	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/10/2004 2:08:27 PM
Case Originator :	Joey Nassar (Team AA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/30/2004 2:43:51 PM
Case Owner :	Laura Navarro (Team CB)	Method :	Phone	Queue :		Days Open :	20
Last Closed By :	Laura Navarro (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	2H- [REDACTED] - HEADLIGHT RECALL ASSISTANCE	No. of Attachments :	0				

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : MEDFORD, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15571S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 47,000
In Service Date : 02/10/2001
Months In Use : 37
Engine Number : D17A11000749
Originating Dealer No. / Name : 207171 / LITHIA HONDA
Selling Dealer No. / Name : 207171 / LITHIA HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207171 / LITHIA HONDA
Phone No. : 800-866-9904
Address : 700 NORTH CENTRAL
City / State / Zip : MEDFORD, OR 97501
Svc District / Sls District : 02G / C02
Warranty Labor Rate / Date : \$97.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-03-1000967-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032004-03-1000967-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032004-03-1000967-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Joey Nassar	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/10/2004 2:08:53 PM
Issue Owner : Joey Nassar	Type 2 : Eligibility	Queue :	Close Date : 3/10/2004 2:09:41 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : 12 / EXTERIOR LIGHTING
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032004-03-1000967-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Douglas Wheaton	Type 1 : Product	Status : Subcase Close	Open Date : 3/15/2004 8:46:25 AM
Issue Owner : Douglas Wheaton	Type 2 : Operation	Queue :	Close Date : 3/30/2004 1:34:18 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT -		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-03-1000967

Case Title : 2H [REDACTED] HEADLIGHT RECALL ASSISTANCE

*** CASE CREATE 3/10/2004 2:08:27 PM, jnassar

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 3/10/2004 2:08:27 PM, jnassar, Action Type :

The customer stated that he is currently at Lithia Honda because both his low beams went out without warning. The customer stated that he heard on the news about the upcoming recall but Lithia Honda has no clue what he is talking about. The customer stated that he wants to know what to do.

I advised the customer that AHM has not created a s/b or VIN list for the upcoming recall. I advised the customer that at this time, he should have the dealer diagnose his problem and if he wishes, repair it at his cost. I advised the customer that if the problem is what is being recalled, and his VIN shows later as being affected, he would be reimbursed for the recall work.

I advised the customer to contact AHM if he should be reimbursed.

I advised the customer that the dealership should be inspecting the head light switch and coupler for damage.

I advised the customer that there is always a possibility that the headlight bulbs simply burned out.

The customer stated that he would do that and thanked me.

I am closing this case.

*** CASE EXTENDED WARRANTY LOOKUP 3/10/2004 2:08:30 PM, jnassar

WARRANTY CHECK 03/10/2004 02:08:30 PM jnassar

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/10/2004 2:08:35 PM, jnassar

CLAIM CHECK 03/10/2004 02:08:35 PM jnassar

The following Claim History information was found

0; 2001-06-21; 207171; 158182; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

*** CASE CAMPAIGN LOOKUP 3/10/2004 2:08:38 PM, jnassar

CAMPAIGN CHECK 03/10/2004 02:08:38 PM jnassar

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-01-17; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE VSC LOOKUP 3/10/2004 2:08:39 PM, jnassar

VSC-CUC CHECK 03/10/2004 02:08:39 PM jnassar

No data found for VIN.

*** SUBCASE N032004-03-1000967-1 CREATE 3/10/2004 2:08:53 PM, jnassar

Created in WIP Default with Due Date 3/10/2004 2:08:53 PM.

*** SUBCASE N032004-03-1000967-1 CLOSE 3/10/2004 2:09:41 PM, jnassar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/10/2004 2:09:42 PM, jnassar

into WIP default and Status of Solving.

Case History

Case ID : N032004-03-1000967

Case Title : 2H - [REDACTED] - HEADLIGHT RECALL ASSISTANCE

*** CASE CLOSE 3/10/2004 2:09:43 PM, jnassar

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/11/2004 3:16:08 PM, twilkins

with Condition of Open and Status of Solving.

*** NOTES 3/11/2004 3:27:30 PM, twilkins, Action Type : Call from Customer

The was calling in regards to the problem that he is currently experiencing with the head light. The customer is currently at the dealership, which is Litha Honda. The customer spoke to the service advisor Kathleen who informed him that the problem is likely due to the recall. The dealership is stating that it is going to cost about \$1,000.00 for the repair. The dealership stated that the problem is with the sub wire (32103-S5A-A10) and also the sub wire (35255-S5A-A02). The customer stated that he does not have a \$1000.00 to pay for this repair. The customer is seeking good will consideration for this repair.

I informed the customer that would document his request and submit concern to a case manager from AHM. I informed the customer that AHM has not determined which vehicles this recall has affected so any type of assistance at this point would be consider good will and that good will is handled on a case by case basis.

The customer understood and thanked me for my assistance.

I informed the customer that someone from AHM would be getting in contact with him within 24-48 hours because his vehicle is down at the dealership for the repair and the customer feels that it is unsafe to drive.

*** CASE MODIFY 3/11/2004 3:27:47 PM, twilkins

into WIP default and Status of Solving.

*** CASE MODIFY 3/11/2004 3:28:06 PM, twilkins

into WIP default and Status of Solving.

*** NOTES 3/11/2004 3:28:33 PM, twilkins, Action Type : Call from Customer

I will be forwarding this case to team H for review.

*** CASE DISPATCH 3/11/2004 3:28:44 PM, twilkins

from WIP default to Queue Team H.

*** CASE ACCEPT 3/12/2004 6:12:25 AM, rderudde

from Queue Team H to WIP default.

*** CASE MODIFY 3/12/2004 6:13:21 AM, rderudde

into WIP default and Status of Solving.

*** CASE DISPATCH 3/12/2004 6:14:56 AM, rderudde

from WIP default to Queue Team E.

*** NOTES 3/12/2004 9:54:18 AM, jrawls, Action Type : Call from Customer

The customer stated he wanted to check the status of his case.

I advised the customer his case is in the process of being assigned to a cm. Once the cm has the case they would contact the dealership and him to see what is gong to be done about his request. I did advised the customer the time frame for a call back is 1 to 2 business days.

The customer thanked me for my assistance.

Case History

Case ID : N032004-03-1000967

Case Title : 2H - [REDACTED] - HEADLIGHT RECALL ASSISTANCE

*** CASE ACCEPT 3/12/2004 3:39:22 PM, dwheaton
from Queue Team E to WIP default.

*** SUBCASE N032004-03-1000967-2 CREATE 3/15/2004 8:46:25 AM, dwheaton
Created in WIP Default with Due Date 3/15/2004 8:46:25 AM.

*** CASE MODIFY 3/15/2004 8:46:53 AM, dwheaton
into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2004 8:47:39 AM, dwheaton
into WIP default and Status of Solving.

*** COMMIT 3/15/2004 8:47:41 AM, dwheaton, Action Type :
Made to [REDACTED] due 03/16/2004 09:00:00 AM.
DCS Follow-Up

*** NOTES 3/15/2004 8:50:09 AM, dwheaton, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 3/16/2004

This customer contacted our office regarding the following issue(s):

The customer stated that he is currently at Lithia Honda because both his low beams went out without warning. The customer stated that he heard on the news about the upcoming recall but Lithia Honda has no clue what he is talking about. The customer stated that he wants to know what to do. I advised the customer that AHM has not created a s/b or VIN list for the upcoming recall. I advised the customer that at this time, he should have the dealer diagnose his problem and if he wishes, repair it at his cost. I advised the customer that if the problem is what is being recalled, and his VIN shows later as being affected, he would be reimbursed for the recall work.

The customer spoke to the service advisor Kathleen who informed him that the problem is likely due to the recall. The dealership is stating that it is going to cost about \$1,000.00 for the repair. The dealership stated that the problem is with the sub wire (32103-S5A-A10) and also the sub wire (35255-S5A-A02). The customer is seeking good will consideration for this repair.

IN THE INTEREST OF CUSTOMER SATISFACTION WE WOULD LIKE TO RESOLVE THIS SITUATION AS SOON AS POSSIBLE. FURTHER INFORMATION IS REQUIRED TO REVIEW THIS CASE. WE WOULD APPRECIATE ANY INFORMATION YOU CAN PROVIDE WITH REGARD TO THIS CUSTOMER'S SERVICE HISTORY, VEHICLE STATUS (condition, any damage or modifications) AND ANY PRIOR DPSM INVOLVEMENT WITH THIS CUSTOMER OR VEHICLE.

PLEASE CALL OR TRANSMIT A DCS RESPONSE TO THE CUSTOMER SERVICE OFFICE BY THE DUE DATE. THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER.

DOUG WHEATON
AUTOMOBILE CUSTOMER SERVICE
(800) 999-1009
Ext. 118262

*** CASE MODIFY 3/15/2004 8:50:16 AM, dwheaton
into WIP default and Status of Solving.

Case History

Case ID : N032004-03-1000967

Case Title : 2H [REDACTED] - HEADLIGHT RECALL ASSISTANCE

*** CASE MODIFY 3/15/2004 8:50:27 AM, dwheaton
into WIP default and Status of Solving.

*** NOTES 3/15/2004 9:25:19 AM, dwheaton, Action Type : Note-General
Research from email from Cynthia Fox (dated 02/24/04) reveals the following:

On 2-24-04, American Honda will send Dealers a DCS message stating that a number of 2001-2002 Civics and 2000-2002 Insights within a certain VIN range will need to have the headlight switch replaced. Metal inside this part can corrode and cause the low beams to become inoperable. Customers are still able to use their high beams, so they are not completely without headlights should this part fail. A Service Bulletin and Parts information Bulletin will be released in Mid March and customer mailers should start the week of March 29, 2004. Affected VINs will not be loaded into the system until Mid-March, 2004.

*** CASE CAMPAIGN LOOKUP 3/15/2004 9:25:43 AM, dwheaton

CAMPAIGN CHECK 03/15/2004 09:25:43 AM dwheaton
The following Campaign information was found
00-098; L09; 2001 CIVIC PCM; 2001-01-17; FX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE HPP LOOKUP 3/15/2004 9:25:48 AM, dwheaton

HPP CHECK 03/15/2004 09:25:48 AM dwheaton
System was not available.

*** CASE MODIFY 3/15/2004 9:26:03 AM, dwheaton
into WIP default and Status of Solving.

*** NOTES 3/15/2004 9:33:46 AM, dwheaton, Action Type : Call to Customer

Called customer to discuss this issue and introduce myself as case manager. I provided my contact info and told customer that I would get back to him after I am able to research this issue for him. Customer feels that his situation is identical to that mentioned in recall. Customer reports that he cannot use car at night (only use high beams), so I told customer that I would get back to him soon about this.

*** COMMIT 3/15/2004 9:33:56 AM, dwheaton, Action Type : N/A

follow up with dealer, customer about completion of repair

*** NOTES 3/16/2004 2:24:28 PM, dwheaton, Action Type : Call to Dealer

Spoke to dealer SA Mark. Mark reports that this customer is facing same issue as one that will come out in the recall. Dealer contacted techline. Techline directed dealer to replace headlight combo switch & wiring harness/subharness. I directed Mark that AHM would cover this repair.

RO#: 193565
Date: 3/16/04
Amt: \$675

Mark said he would inform customer. I will follow up with customer on Friday.

*** CASE FULFILL 3/16/2004 2:24:40 PM, dwheaton

Fulfilled for [REDACTED] due 03/16/2004 09:00:00 AM.

*** CASE MODIFY COMMITMENT 3/16/2004 2:25:13 PM, dwheaton

with [REDACTED] due 03/19/2004 09:00:00 AM.

Case History

Case ID : N032004-03-1000967

Case Title : 2H - [REDACTED] - HEADLIGHT RECALL ASSISTANCE

*** NOTES 3/19/2004 1:36:01 PM, dwheaton, Action Type : Call from Customer

Called customer to find out if he had discussed issue with dealer. He had not. I directed customer to contact dealer about this repair and I would follow up with him when it is done.

*** CASE MODIFY COMMITMENT 3/19/2004 1:36:26 PM, dwheaton

with [REDACTED] due 03/24/2004 09:00:00 AM.

*** NOTES 3/24/2004 11:53:16 AM, dwheaton, Action Type : Call to Dealer

Call dealer to speak to Mark Grossman tomorrow.

*** CASE MODIFY COMMITMENT 3/24/2004 11:53:39 AM, dwheaton

with [REDACTED] due 03/25/2004 09:00:00 AM.

*** CASE MODIFY 3/25/2004 2:45:57 PM, dwheaton

into WIP District 2H and Status of Solving.

*** NOTES 3/25/2004 4:05:05 PM, dwheaton, Action Type : Call from Dealer

Dealer called to report that dealer is waiting for one part to come in to complete the repair. Follow up with dealer Tuesday.

*** CASE MODIFY COMMITMENT 3/25/2004 4:05:26 PM, dwheaton

with [REDACTED] due 03/30/2004 09:00:00 AM.

*** NOTES 3/30/2004 1:29:33 PM, dwheaton, Action Type : Call to Dealer

Called dealer, who reports that repair was completed yesterday.

*** NOTES 3/30/2004 1:32:29 PM, dwheaton, Action Type : Call to Customer

Called customer to confirm satisfaction. Asked customer to call me if he is unsatisfied with repair. Closing case.

*** CASE MODIFY 3/30/2004 1:34:01 PM, dwheaton

into WIP District 2H and Status of Solving.

*** SUBCASE N032004-03-1000967-2 CLOSE 3/30/2004 1:34:18 PM, dwheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/30/2004 1:34:19 PM, dwheaton

into WIP District 2H and Status of Solving.

*** CASE CLOSE 3/30/2004 1:34:35 PM, dwheaton

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/30/2004 2:36:02 PM, Inavarro

with Condition of Open and Status of Solving.

*** NOTES 3/30/2004 2:42:59 PM, Inavarro, Action Type : Call from Customer

The customer called to inquire if he would be able to be reimbursed for the diagnosis of the headlight recall which cost him \$85.00.

I advised with Nicholette in regards to this issue. I advised the customer he could submit the invoice reflecting the headlight repair, proof of payment and the diagnosis (if separate invoice) for reimbursement consideration to 909-664-9009. I advised the customer there's no guarantee that AHM will reimburse him for the repair and the process takes 4 to 6 weeks. The customer had no further questions, closing case.

*** CASE CLOSE 3/30/2004 2:43:51 PM, Inavarro

Status = Closed, Resolution Code = Instruction Given, State = Open

Case History

Case ID : N032004-03-1000967

Case Title : 2H - [REDACTED] - HEADLIGHT RECALL ASSISTANCE

*** NOTES 3/31/2004 5:26:30 PM, Inavarro, Action Type : Inbound DCS

INVESTAGATED CONCERN, FOUND THE THE CUSTOMER CONCERN WAS CORRECTABLE BY A NEW SERVICE CAMPAIGN. HONDA
TECH LINE GAVE US THE INFO WE NEEDED TO AFFECT THE REPAIR. REPAIR WAS COMPLETED AT NO CHARGE TO THE
CUSTOMER.

*** COMMIT 3/31/2004 5:26:30 PM, Inavarro, Action Type : External Commitment

Inbound DCS received from Dealer # 207171

Case Details

Case ID :	N032007-07-2301155	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/23/2007 12:13:42 PM
Case Originator :	Phillip Leary (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/23/2007 12:20:45 PM
Case Owner :	Phillip Leary (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Phillip Leary (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL INQUIRY					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SALEM, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26721S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 130,000
In Service Date : 11/27/2000
Months In Use : 80
Engine Number : D17A21001294
Originating Dealer No. / Name : 206574 / HONDA OF SALEM
Selling Dealer No. / Name : 206574 / HONDA OF SALEM
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-07-2301155-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-07-2301155-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Phillip Leary	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/23/2007 12:15:24 PM
Issue Owner : Phillip Leary	Type 2 : Eligibility	Queue :	Close Date : 7/23/2007 12:20:45 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-07-2301155

Case Title : HEADLIGHT RECALL INQUIRY

*** CASE CREATE 7/23/2007 12:13:42 PM, pleary

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/23/2007 12:13:46 PM, pleary

WARRANTY CHECK 07/23/2007 12:13:46 PM pleary

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/23/2007 12:13:51 PM, pleary

CLAIM CHECK 07/23/2007 12:13:51 PM pleary

The following Claim History information was found

0; 2004-12-16; 206574; 891970; 510; 730130 ; RELAY (IN FUSE BOX) - REPLACE ONE OR TWO .

*** CASE CAMPAIGN LOOKUP 7/23/2007 12:14:00 PM, pleary

CAMPAIGN CHECK 07/23/2007 12:14:00 PM pleary

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-10-16; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-19; FX

*** CASE CUC LOOKUP 7/23/2007 12:14:11 PM, pleary

CUC CHECK 07/23/2007 12:14:11 PM pleary

The following CUC information was found

██████████ ACTIVE;100000;14184;48000;2003-11-27;2007-11-27;;2002-10-21;2002-10-21;206574;;0;2002-10-31;2002-10-31

*** CASE VSC LOOKUP 7/23/2007 12:14:11 PM, pleary

VSC CHECK 07/23/2007 12:14:11 PM pleary

The following VSC information was found

6574:0.00 [REDACTED]V001457642;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2002-10-21;2007-11-26;100000;14184;20

*** SUBCASE N032007-07-2301155-1 CREATE 7/23/2007 12:15:24 PM, pleary

Created in WIP Default with Due Date 7/23/2007 12:15:24 PM.

*** NOTES 7/23/2007 12:20:25 PM, pleary, Action Type : Call from Customer

The customer called in to inquire about warranty coverage for her headlights, which recently burned out - after having had it repaired two years ago under recall.

Upon checking CICS, I informed the customer that the vehicle has not had a warranty extension issued on it for the headlights, and that the recall repair is a one-time fix.

The customer asked if her independent mechanic might repair the problem for her and simply buy the part from AHM. I stated that that can be done, however we would direct her to a Honda dealership as it is a Honda vehicle, and we can verify their work.

The customer thanked me for my assistance; I thanked her for contacting AHM and the call was ended.

This case will be closed.

*** CASE MODIFY 7/23/2007 12:20:28 PM, pleary

Case History

Case ID : N032007-07-2301155

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

into WIP DEFAULT and Status of Solving.

*** SUBCASE N032007-07-2301155-1 CLOSE 7/23/2007 12:20:45 PM. pleary

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2007 12:20:45 PM, pleary

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032006-06-0101034	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/1/2006 11:37:56 AM
Case Originator :	Farah Sosa (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/1/2006 12:13:46 PM
Case Owner :	Farah Sosa (Team CG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Farah Sosa (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	11H - [REDACTED]	COMBINATION LIGHT SWITCH RECALL INQUIRY		No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : REDWOOD CITY, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMEST55XTS [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 73,000
In Service Date : 10/03/2000
Months In Use : 68
Engine Number : D17A11000754
Originating Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
Selling Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207696 / MENLO HONDA
Phone No. : 650-364-1011
Address : 601 EL CAMINO REAL
City / State / Zip : REDWOOD CITY, CA 94063
Svc District / Sls District : 12H / B12
Warranty Labor Rate / Date : \$118.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-06-0101034-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-06-0101034-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/1/2006 11:43:23 AM
Issue Owner : Farah Sosa	Type 2 : Eligibility	Queue :	Close Date : 6/1/2006 12:13:46 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-06-0101034

Case Title : 11H [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 6/1/2006 11:37:56 AM, fsosa

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/1/2006 11:37:57 AM, fsosa

WARRANTY CHECK 06/01/2006 11:37:57 AM fsosa

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/1/2006 11:37:59 AM, fsosa

CLAIM HISTORY CHECK 06/01/2006 11:37:59 AM fsosa

No data found for VIN.

*** CASE VSC LOOKUP 6/1/2006 11:38:02 AM, fsosa

VSC-CUC CHECK 06/01/2006 11:38:01 AM fsosa

No data found for VIN.

*** CASE CREATE 6/1/2006 11:43:23 AM, fsosa

Number = N032006-06-0101034-1, Created in WIP default with due date 06/02/2006 11:43:23 AM..

*** SUBCASE N032006-06-0101034-1 CREATE 6/1/2006 11:43:23 AM, fsosa, Action Type :

Created in WIP default with due date 06/02/2006 11:43:23 AM.

*** SUBCASE N032006-06-0101034-1 MODIFY 6/1/2006 11:43:26 AM, fsosa

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2006 11:51:21 AM, fsosa

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2006 12:08:50 PM, fsosa

into WIP default and Status of Solving.

*** NOTES 6/1/2006 12:13:27 PM, fsosa, Action Type : Call from Customer

The customer contacted AHM inquiring information about the Combination Light Switch Recall. The customer states that he has taken his vehicle to the local dealership since it is experiencing problems with the headlights and was informed that the vehicle had the recall. The customer states that previously he took the vehicle to an independent shop and did the repairs related to the recall and would like to know if he could be reimbursed for the previous repairs.

I updated customer's information. I verified using CRMS that the customer's vehicle is under the Combination Light Switch Recall. I informed the customer that recalls can only be performed once. I suggested to the customer that if he has taken the vehicle to the Honda Dealership and will use the recall in this occasion to have the problem fixed the reimbursement cannot be given since Honda will actually perform the recall repairs on his vehicle. I also advised the customer that if any further assistance from AHM is needed to feel free to contact AHM again.

The customer understood, was satisfied with the information and needed no further assistance.

I thanked the customer for calling. Case will be closed.

*** CASE MODIFY 6/1/2006 12:13:40 PM, fsosa

into WIP default and Status of Solving.

*** SUBCASE N032006-06-0101034-1 CLOSE 6/1/2006 12:13:46 PM, fsosa

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032006-06-0101034

Case Title : 11H - [REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CLOSE 6/1/2006 12:13:46 PM, fsosa

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-03-2100158	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/21/2003 7:59:26 AM
Case Originator :	Charisma Justis (Team HG)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/21/2003 8:32:19 AM
Case Owner :	Charisma Justis (Team HG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Charisma Justis (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :	REPAIR ISSUE/BILLING CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : LEAGUE CITY, TX
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES26721S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 43,000
In Service Date : 11/21/2000
Months In Use : 28
Engine Number : D17A21001290
Originating Dealer No. / Name : 208172 / MCDAVID HONDA
Selling Dealer No. / Name : 208172 / MCDAVID HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207857 / HONDA OF CLEAR LAKE
Phone No. : 281-338-6666
Address : 20233 GULF FRWY.
City / State / Zip : WEBSTER, TX 77598
Svc District / Sls District : 03C / C03
Warranty Labor Rate / Date : \$97.00 /
Agent Name : DEWAYNE Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-03-2100158-1 / SERVICE	Subcase Close	Service - Dealer	Service Transaction	712	Headlights

Issue Details

Issue ID : N012003-03-2100158-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Charisma Justis	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/21/2003 8:00:59 AM
Issue Owner : Charisma Justis	Type 2 : Service Transaction	Queue :	Close Date : 3/21/2003 8:01:56 AM
Issue Title : [REDACTED] SERVICE - DEALER - SERVICE TRANSACTION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-03-2100158

Case Title : [REDACTED] - REPAIR ISSUE/BILLING CONCERN

*** CASE CREATE 3/21/2003 7:59:26 AM, cjustis

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 3/21/2003 7:59:27 AM, cjustis, Action Type :

ACS received a call from the customer asking for our office to research a recent repair to the headlights system since they weren't working at all. She states she was given an estimate of about \$400 and the headlight bulbs was replaced then they found that wasn't the problem and the repair went up to \$944 (the remaining balance would be the misc. service) and it took over 2 weeks to get the vehicle back. [REDACTED] states the wire harness (32103-S5A-A00) was on backorder for a while, and she was given a loaner vehicle.

States the advisor of Honda of Clearlake (208257) explained there was some electrical short which was the reason for the headlight failure. Also, when she received the vehicle back the SRS light was on, went back and the radio needed to be repaired/replaced.

I asked if she's addressed this with the dealership yet and she has not. I recommended she contact the Service Manager, Dewayne Martin regarding this and ask for an explanation. Therefore, if there are any discrepancies in the labor rate etc...they can address that and go from there.

A case number has been provided, but I explained we would ask the dealership to address this on their level prior to ACS intervention. [REDACTED] will re-contact me by Wed, 3/26/03 if she's not heard back and I would follow up for her.

The customer understood; closing until future contact.

*** CASE MODIFY 3/21/2003 7:59:33 AM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** CASE CLAIMS LOOKUP 3/21/2003 7:59:39 AM, cjustis

CLAIM CHECK 03/21/03 07:59:39 AM cjustis

The following Claim History information was found

0; 2002-06-12; 207857; 180792; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE SUPPLIED TOOLS TO INSPECT THE HOSE CLAMPS FOR PROPER

*** CASE CAMPAIGN LOOKUP 3/21/2003 7:59:57 AM, cjustis

CAMPAIGN CHECK 03/21/03 07:59:57 AM cjustis

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2002-06-12; FX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** SUBCASE N012003-03-2100158-1 CREATE 3/21/2003 8:00:59 AM, cjustis

Created in WIP Default with Due Date 3/21/2003 8:00:59 AM.

*** SUBCASE N012003-03-2100158-1 CLOSE 3/21/2003 8:01:56 AM, cjustis

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/21/2003 8:01:58 AM, cjustis

into WIP INCOMING DEFAULT and Status of Solving.

*** CASE CLOSE 3/21/2003 8:32:19 AM, cjustis

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032004-04-1200765 Division : Honda - Auto Condition : Closed Open Date : 4/12/2004 10:01:37 AM
Case Originator : Karena McLaughlin (Team PA) Sub Division : Satellite Center Status : Closed Close Date : 4/12/2004 10:28:59 AM
Case Owner : Karena McLaughlin (Team PA) Method : Phone Queue : Days Open : 0
Last Closed By : Karena McLaughlin (Team PA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEADLIGHT RECALL CAMPAIGN REIMBURSEMENT INQ No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : TUCSON, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15511S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 42,000
In Service Date : 10/23/2000
Months In Use : 42
Engine Number : D17A11000969
Originating Dealer No. / Name : 207648 / DOBBS HONDA
Selling Dealer No. / Name : 207648 / DOBBS HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-04-1200765-1 [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712103	HEADLIGHT LENS (LEF

Issue Details

Issue ID : N032004-04-1200765-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Karena McLaughlin	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/12/2004 10:28:18 AM
Issue Owner : Karena McLaughlin	Type 2 : Eligibility	Queue :	Close Date : 4/12/2004 10:28:45 AM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712103 / HEADLIGHT LENS (LEFT) - REPLACE. INCLUDES
Condition Code Desc Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : Provided Information, Updated Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-04-1200765

Case Title : [REDACTED] - HEADLIGHT RECALL CAMPAIGN REIMBURSEMENT INQUIRY

*** CASE CREATE 4/12/2004 10:01:37 AM, kmclaugh

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 4/12/2004 10:04:36 AM, kmclaugh

CAMPAIGN CHECK 04/12/2004 10:04:35 AM kmclaugh

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 4/12/2004 10:09:57 AM, kmclaugh

into WIP default and Status of Solving.

*** NOTES 4/12/2004 10:27:35 AM, kmclaugh, Action Type : Call from Customer

The customer received a notice for the Headlight campaign.

The customer stated she had her headlights replaced because of the problems she was having with them.

The customer stated she had the lights replaced at an independent.

The customer called hereto see how she could be reimbursed for the replacement of her lights.

I informed the customer that she would have to submit a copy of her invoice, proof of payment, and a note or a letter stating what is being requested.

I informed the customer that reimbursement takes 4 to 6 weeks.

I informed the customer of the Fuel hose clamp campaign.

I updated the customer name and address.

No other assistance needed. I am closing this case.

*** CASE CREATE 4/12/2004 10:28:18 AM, kmclaugh

Number = N032004-04-1200765-1, Created in WIP default with due date 04/13/2004 10:28:18 AM..

*** SUBCASE N032004-04-1200765-1 CREATE 4/12/2004 10:28:18 AM, kmclaugh, Action Type :

Created in WIP default with due date 04/13/2004 10:28:18 AM.

*** SUBCASE N032004-04-1200765-1 CLOSE 4/12/2004 10:28:45 AM, kmclaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/12/2004 10:28:59 AM, kmclaugh

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012009-05-1200561	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/12/2009 10:21:45 AM
Case Originator :	Amanda Rodriguez (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/12/2009 10:33:49 AM
Case Owner :	Amanda Rodriguez (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Amanda Rodriguez (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - LOW BEAMS NOT WORKING			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : ERATH, LA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16571S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 125,000
In Service Date : 12/18/2000
Months In Use : 101
Engine Number : D17A11000994
Originating Dealer No. / Name : 207072 / J. P. THIBODEAUX HONDA
Selling Dealer No. / Name : 207072 / J. P. THIBODEAUX HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-1200561-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-05-1200561-I	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Rodriguez	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2009 10:27:38 AM
Issue Owner : Amanda Rodriguez	Type 2 : Operation	Queue :	Close Date : 5/12/2009 10:27:51 AM
Issue Title : [REDACTED]	BOURG - PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Sent Compliance Ltr
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-1200561

Case Title : [REDACTED] LOW BEAMS NOT WORKING

*** CASE CREATE 5/12/2009 10:21:45 AM, arodriqu

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 5/12/2009 10:21:51 AM, arodriqu

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/12/2009 10:21:53 AM, arodriqu

WARRANTY CHECK 05/12/2009 10:21:53 AM arodriqu

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/12/2009 10:21:56 AM, arodriqu

CLAIM HISTORY CHECK 05/12/2009 10:21:56 AM arodriqu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/12/2009 10:22:02 AM, arodriqu

CAMPAIGN CHECK 05/12/2009 10:22:02 AM arodriqu

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; NM;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE CAMPAIGN LOOKUP 5/12/2009 10:23:10 AM, arodriqu

CAMPAIGN CHECK 05/12/2009 10:23:10 AM arodriqu

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; NM;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 5/12/2009 10:23:12 AM, arodriqu

VSC-CUC CHECK 05/12/2009 10:23:12 AM arodriqu

No data found for VIN.

*** CASE MODIFY 5/12/2009 10:26:58 AM, arodriqu

into WIP default and Status of Solving.

*** CASE MODIFY 5/12/2009 10:26:59 AM, arodriqu

into WIP default and Status of Solving.

*** SUBCASE N012009-05-1200561-1 CREATE 5/12/2009 10:27:38 AM, arodriqu

Created in WIP Default with Due Date 5/12/2009 10:27:38 AM.

*** SUBCASE N012009-05-1200561-1 CLOSE 5/12/2009 10:27:51 AM, arodriqu

Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/12/2009 10:33:42 AM, arodriqu, Action Type : Call from Customer

Verified customer contact information

Situation:

Customer stated the vehicles low beams have gone out.

Case History

Case ID : N012009-05-1200561

Case Title : [REDACTED] LOW BEAMS NOT WORKING

Customer stated he replaced the bulbs. However, the issue is still present.

Request: Customer requesting how to proceed with regard to having the issue repaired under the recall he found on line.

Probing questions: Customer stated he researched the issue on line and found a recall associated with the low beams.

Inbound summary: ACS explained our records do not indicate any recalls on this vehicle associated with the headlights. ACS explained recalls are vin specific.

ACS explained the vehicle is outside of warranty and the repair cost would be the customers responsibility. Customer understood and had no further questions call ended.

*** CASE CLOSE 5/12/2009 10:33:49 AM, arodriqu

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-12-1401424	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/14/2011 1:57:12 PM
Case Originator :	Laura Aldrich (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/14/2011 2:01:32 PM
Case Owner :	Laura Aldrich (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Laura Aldrich (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT OUT			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LAS VEGAS, NM [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES267X1S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours :
In Service Date : 01/08/2001
Months In Use : 131
Engine Number : D17A21002234
Originating Dealer No. / Name : 206572 / BEAUDRY HONDA
Selling Dealer No. / Name : 206959 / GARCIA HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-12-1401424-1 / [REDACTED]	CAMPA Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-12-1401424-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/14/2011 2:00:38 PM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 12/14/2011 2:00:50 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-12-1401424

Case Title : [REDACTED] HEADLIGHT OUT

*** CASE CREATE 12/14/2011 1:57:12 PM, laldrich

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 12/14/2011 1:57:21 PM, laldrich

into WIP default and Status of Solving.

*** CASE CREATE 12/14/2011 2:00:38 PM, laldrich

Number = N032011-12-1401424-1, Created in WIP default with due date 12/15/2011 02:00:38 PM..

*** SUBCASE N032011-12-1401424-1 CREATE 12/14/2011 2:00:38 PM, laldrich, Action Type :

Created in WIP default with due date 12/15/2011 02:00:38 PM.

*** SUBCASE N032011-12-1401424-1 MODIFY 12/14/2011 2:00:48 PM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032011-12-1401424-1 CLOSE 12/14/2011 2:00:50 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** NOTES 12/14/2011 2:01:28 PM, laldrich, Action Type : Call from Customer

The customer's information was updated with the current address. The customer is calling AHM because the low beams have gone out, the high beams are still working.

Per CRMS, the vehicle is included in the recall for the head light switch. I advised the customer to make an appt to have it completed at any dealership.

*** CASE MODIFY 12/14/2011 2:01:30 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 12/14/2011 2:01:32 PM, laldrich

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012002-12-0201654	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/2/2002 4:54:08 PM
Case Originator :	Emmett Simmons (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/10/2002 9:53:29 AM
Case Owner :	Emmett Simmons (Team HA)	Method :	Phone	Queue :		Days Open :	8
Last Closed By :	Emmett Simmons (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT WIRE HARNESS NEEDS REPLACING			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : CHINO HILLS, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES26791S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 41,952
In Service Date : 12/28/2000
Months In Use : 24
Engine Number : D17A21002258
Originating Dealer No. / Name : 206568 / HONDA OF SANTA MONICA
Selling Dealer No. / Name : 206568 / HONDA OF SANTA MONICA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207776 / ROCK HONDA
Phone No. : 909-829-0830
Address : 9612 SIERRA AVENUE
City / State / Zip : FONTANA, CA 92335
Svc District / Sls District : 01B / G01
Warranty Labor Rate / Date : \$65.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208045	DIAMOND HONDA		

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012002-12-0201654-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012002-12-0201654-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Emmett Simmons	Type 1 : Product	Status : Subcase Close	Open Date : 12/4/2002 8:11:23 AM
Issue Owner : Emmett Simmons	Type 2 : Operation	Queue :	Close Date : 12/10/2002 9:53:05 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%
Component Category :
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012002-12-0201654

Case Title : [REDACTED] - HEADLIGHT WIRE HARNESS NEEDS REPLACING

*** CASE CREATE 12/2/2002 4:54:08 PM, esimmons

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CLAIMS LOOKUP 12/2/2002 4:55:48 PM, esimmons

CLAIM CHECK 12/02/02 04:55:48 PM esimmons

The following Claim History information was found

0; 2002-01-21; 208045; 828082; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE SUPPLIED TOOLS TO INSPECT THE HOSE CLAMPS FOR PROPE

*** NOTES 12/2/2002 5:00:32 PM, esimmons, Action Type : Call from Customer

[REDACTED] contacted this office to express her dissatisfaction with the number of problems she is having with her car.

She said during the first year the transmission has been exchanged and there have been a number of other repairs made. She says at this time there is a problem with the headlights on her car. She says the repairs to the vehicle is \$956.00. [REDACTED] said that she was offered a 15% discount, but she feels this type of repair should not be happening and she wants AHM to provide her more assistance.

I advised [REDACTED] that her vehicle was out of warranty. I further advised that goodwill assistance is provided on a case by case basis. I advised a file would be opened and information would be gathered to determine if any further assistance might be given. I advised that she would be notified with 48 hours. She expressed understanding and acceptance.

*** CASE MODIFY 12/2/2002 5:00:50 PM, esimmons

into WIP default and Status of Solving.

*** COMMIT 12/2/2002 5:00:57 PM, esimmons, Action Type : N/A

Made to [REDACTED] due 12/04/02 12:00:00 AM.

Check with service manager.

*** CASE MODIFY 12/2/2002 5:01:16 PM, esimmons

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2002 5:04:37 PM, esimmons

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2002 5:04:42 PM, esimmons

into WIP default and Status of Solving.

*** SUBCASE N012002-12-0201654-1 CREATE 12/4/2002 8:11:23 AM, esimmons

Created in WIP Default with Due Date 12/4/2002 8:11:23 AM.

*** CASE MODIFY 12/4/2002 8:11:45 AM, esimmons

into WIP default and Status of Solving.

*** NOTES 12/4/2002 9:52:49 AM, esimmons, Action Type : Call to Dealer

I telephoned the service manager Kristy. I asked that she assist by gathering and informing me of the cause for the reported problem. She said that she would speak with the service advisor and call me back.

*** CASE MODIFY 12/4/2002 9:52:53 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** CASE MODIFY 12/4/2002 9:53:00 AM, esimmons

Case History

Case ID : N012002-12-0201654

Case Title : [REDACTED] HEADLIGHT WIRE HARNESS NEEDS REPLACING

into WIP Daily Schedule and Status of Solving.

*** NOTES 12/5/2002 8:17:12 AM, esimmons, Action Type : Field/DSM

I spoke with Ken the DPSM regarding this matter. It was agreed that first it would be determined if there was any after market parts installed into the wire harness, i.e., day time running lights. It was suggested the customer go to Rock Honda in Fontana for service, because of a master electrician there.

*** NOTES 12/5/2002 8:17:53 AM, esimmons, Action Type : Call to Customer

I telephoned and left voice messages for [REDACTED] asking that she call me regarding this matter.

*** CASE MODIFY 12/5/2002 8:18:00 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** CASE FULFILL 12/5/2002 8:18:08 AM, esimmons

Fulfilled for [REDACTED] due 12/04/02 12:00:00 AM.

*** COMMIT 12/5/2002 8:18:25 AM, esimmons, Action Type : N/A

Follow up with Bernie at Rock Honda

*** CASE MODIFY 12/5/2002 8:18:48 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** NOTES 12/5/2002 4:10:24 PM, esimmons, Action Type : Call from Customer

[REDACTED] returned my call. I inquired if there had been any modifications done to the vehicle which might impact upon the wire harness. She said there had not been any modifications. I ascertained that she could go into Rock Honda which is about 30 miles from her home.

I telephoned the service department at Rock Honda and spoke with Bernie. I advised Bernie of my conversation with Ken. It was agreed the customer would drop off her vehicle on Monday 12-09-02 and a rental would be provided. The problem would be diagnosed and I would be advised.

I spoke again with [REDACTED] and advised her of the aforementioned. She agreed to all. I advised that I would continue to monitor for the results.

*** CASE MODIFY COMMITMENT 12/5/2002 4:10:55 PM, esimmons

with [REDACTED] due 12/10/02 12:00:00 AM.

*** CASE MODIFY 12/5/2002 4:10:59 PM, esimmons

into WIP Daily Schedule and Status of Solving.

*** NOTES 12/10/2002 9:51:39 AM, esimmons, Action Type : Note-Resolution

[REDACTED] contacted this office because the headlights of her vehicle was malfunctioning. I spoke with the service manager at Diamond Bar Honda and she reported the wire harness of the vehicle needed to be replaced. When questioned as to the cause, I was told that it continued to short out the connection for the low beam of the headlights. I was advised there was no additions or modifications to the vehicle which would cause that to happen.

I spoke with the DPSM Ken. Ken advised there is a master electrician at the service department of Rock Honda and suggested the customer take the vehicle there. The customer took the vehicle in and it was determined the cause was a manufacturer's defect. The repairs was made by AHM goodwill because the vehicle was out of warranty.

Case History

Case ID : N012002-12-0201654

Case Title : [REDACTED] HEADLIGHT WIRE HARNESS NEEDS REPLACING

[REDACTED] expressed acceptance and appreciation.

*** SUBCASE N012002-12-0201654-1 CLOSE 12/10/2002 9:53:05 AM, esimmons

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/10/2002 9:53:14 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** CASE FULFILL 12/10/2002 9:53:19 AM, esimmons

Fulfilled for [REDACTED] due 12/10/02 12:00:00 AM.

*** CASE MODIFY 12/10/2002 9:53:26 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** CASE CLOSE 12/10/2002 9:53:29 AM, esimmons

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 12/30/2002 4:54:08 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 1/13/2003 4:54:08 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-12-1501259	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/15/2010 1:54:31 PM
Case Originator :	Erica Leake (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/7/2011 10:41:46 AM
Case Owner :	Priscilla Samaniego (Team CA)	Method :	Phone	Queue :		Days Open :	82
Last Closed By :	Priscilla Samaniego (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] P23			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SPARKS, NV [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES25731S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571JW / A
Miles / Hours : 80,000
In Service Date : 12/19/2000
Months In Use : 120
Engine Number : D17A21002525
Originating Dealer No. / Name : 206577 / BILL PEARCE COURTESY HONDA
Selling Dealer No. / Name : 206577 / BILL PEARCE COURTESY HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-12-1501259-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032010-12-1501259-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Leake	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/15/2010 1:58:59 PM
Issue Owner : Erica Leake	Type 2 : Eligibility	Queue :	Close Date : 12/15/2010 1:59:10 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Updated Information, Provided Information, Referred to Dealer
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-12-1501259

Case Title : [REDACTED] - P23

*** CASE CREATE 12/15/2010 1:54:31 PM, eleake

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 12/15/2010 1:54:37 PM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2010 1:54:53 PM, eleake

into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2010 1:55:11 PM, eleake

into WIP default and Status of Solving.

*** NOTES 12/15/2010 1:58:26 PM, eleake, Action Type : Call from Customer

Customer contact information verified/updated [REDACTED]

Customer contact AHM stating that she had the P23 recall done in December 2009. Customer states the same problem has happened again and the dealer informed her that the recall can not be completed a 2nd time.

I informed the customer if the recall component has failed then the recall can be completed a 2nd time. I informed the customer to refer the dealer to section 7.3 in the service operations manual. I informed the customer that section gives the dealer authorization to complete a recall a 2nd time. Customer satisfied and required no further assistance.

*** CASE CREATE 12/15/2010 1:58:59 PM, eleake

Number = N032010-12-1501259-1, Created in WIP default with due date 12/16/2010 01:58:59 PM..

*** SUBCASE N032010-12-1501259-1 CREATE 12/15/2010 1:58:59 PM, eleake, Action Type :

Created in WIP default with due date 12/16/2010 01:58:59 PM.

*** SUBCASE N032010-12-1501259-1 MODIFY 12/15/2010 1:59:06 PM, eleake

into WIP default and Status of Solving.

*** SUBCASE N032010-12-1501259-1 CLOSE 12/15/2010 1:59:10 PM, eleake

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/15/2010 1:59:10 PM, eleake

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/7/2011 10:38:46 AM, psamanie

with Condition of Open and Status of Solving.

*** NOTES 3/7/2011 10:41:43 AM, psamanie, Action Type : Call from Customer

The customer called stating that she will go to the dealer for the Q96 campaign but her low beam headlights do not work. I advised to have the vehicle diagnosed and if the problem is the same as the P23 campaign the repair will be covered. There were no further questions. The customer was thanked for contacting AHM.

*** CASE MODIFY 3/7/2011 10:41:45 AM, psamanie

into WIP default and Status of Solving.

*** CASE CLOSE 3/7/2011 10:41:46 AM, psamanie

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032005-01-0500949 Division : Honda - Auto Condition : Closed Open Date : 1/5/2005 12:21:55 PM
Case Originator : Carrie Cameron (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 1/5/2005 12:28:34 PM
Case Owner : Carrie Cameron (Team CB) Method : Phone Queue : Days Open : 0
Last Closed By : Carrie Cameron (Team CB) Point of Origin : Customer Wipbin :
Case Title : 01E [REDACTED] HEADLIGHT REIMBURSEMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SAN GABRIEL, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26781S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 30,000
In Service Date : 12/21/2000
Months In Use : 49
Engine Number : D17A21002578
Originating Dealer No. / Name : 206562 / GOUDY HONDA
Selling Dealer No. / Name : 206562 / GOUDY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-01-0500949-1 / [REDACTED]	PRODUCT Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032005-01-0500949-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carrie Cameron	Type 1 : Product	Status : Subcase Close	Open Date : 1/5/2005 12:27:57 PM
Issue Owner : Carrie Cameron	Type 2 : Operation	Queue :	Close Date : 1/5/2005 12:28:23 PM
Issue Title : [REDACTED]	PRODUCT INFORMATION - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-01-0500949

Case Title : 01E. [REDACTED] HEADLIGHT REIMBURSEMENT

*** CASE CREATE 1/5/2005 12:21:55 PM, ccameron

Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/5/2005 12:23:32 PM, ccameron

into WIP default and Status of Solving.

*** NOTES 1/5/2005 12:27:32 PM, ccameron, Action Type : Call from Customer

The customer states that he had the headlights went out and he took his vehicle to an independent shop to do the repair and he is seeing reimbursement. I advised the customer he could seek for possible reimbursement. Customer would need to write a cover letter and explain situation. Make copies of invoice and payment of receipt and within 4-6 business weeks customer would be notified through mail. I provided fax number 909-664-9009 and address AHM PO Box 2964 Torrance, Ca 90509. The customer states that he would fax over his information over I provide the customer his case number and informed him to include it in his letter and his fax cover sheet as well. The customer was satisfied and I thanked the customer for calling and close case out.

*** CASE MODIFY 1/5/2005 12:27:49 PM, ccameron

into WIP default and Status of Solving.

*** SUBCASE N032005-01-0500949-1 CREATE 1/5/2005 12:27:57 PM, ccameron

Created in WIP Default with Due Date 1/5/2005 12:27:57 PM.

*** SUBCASE N032005-01-0500949-1 CLOSE 1/5/2005 12:28:23 PM, ccameron

Status = Solving, Resolution Code = Instruction Given

*** CASE EXTENDED WARRANTY LOOKUP 1/5/2005 12:28:25 PM, ccameron

WARRANTY CHECK 01/05/2005 12:28:25 PM ccameron

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/5/2005 12:28:30 PM, ccameron

CAMPAIGN CHECK 01/05/2005 12:28:30 PM ccameron

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-03-30; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CLOSE 1/5/2005 12:28:34 PM, ccameron

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-11-1101426	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/11/2011 12:31:10
Case Originator :	Jennifer Pearson (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/11/2011 12:36:03
Case Owner :	Jennifer Pearson (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jennifer Pearson (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM HEADLIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : BAYTOWN, TX
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES15561L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 155,000
In Service Date : 09/25/2000
Months In Use : 134
Engine Number : D17A11401320
Originating Dealer No. / Name : 207248 / JACK O DIAMONDS HONDA
Selling Dealer No. / Name : 207248 / JACK O DIAMONDS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-11-1101426-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-11-1101426-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 11/11/2011 12:35:45
Issue Owner : Jennifer Pearson	Type 2 : Operation	Queue :	Close Date : 11/11/2011 12:36:03
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-11-1101426

Case Title : [REDACTED] - LOW BEAM HEADLIGHT CONCERN

*** CASE CREATE 11/11/2011 12:31:10 PM, jpearson

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 11/11/2011 12:35:07 PM, jpearson, Action Type : Call from Customer

I verified the customer's contact information.

The customer's best contact number is: [REDACTED]

The customer called ACS and stated he was driving the vehicle yesterday and his headlights went out. He stated the high beams still work, but the low beams do not and he saw online there might be a recall for the issue and would like to know how he can get it fixed.

ACS stated there is a recall for the combination switch for the low beam headlights as well as two other recalls for the fuel fill hose clamps and airbag inflator.

I recommended he make an appointment with the dlr to have the recalls performed and they will be repaired free of charge. He required no further assistance.

*** CASE MODIFY 11/11/2011 12:35:15 PM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-11-1101426-1 CREATE 11/11/2011 12:35:45 PM, jpearson

Created in WIP Default with Due Date 11/11/2011 12:35:45 PM.

*** CASE MODIFY 11/11/2011 12:36:00 PM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-11-1101426-1 CLOSE 11/11/2011 12:36:03 PM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/11/2011 12:36:03 PM, jpearson

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-05-0500942	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/5/2005 9:35:48 AM
Case Originator :	Daniel Berumen (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/10/2005 12:46:53 PM
Case Owner :	Valerie Segura (Team CD)	Method :	Mail	Queue :		Days Open :	5
Last Closed By :	Valerie Segura (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH REIMBURSEMENT			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : SPOKANE, WA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES15541S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 70,200
In Service Date : 11/14/2000
Months In Use : 54
Engine Number : D17A11001691
Originating Dealer No. / Name : 206523 / RON TONKIN HONDA
Selling Dealer No. / Name : 206523 / RON TONKIN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-05-0500942-1	CAM Subcase Close	Campaign	Financial Assistance	712	Headlights

Issue Details

Issue ID : N032005-05-0500942-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Daniel Berumen	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/5/2005 9:37:30 AM
Issue Owner : Valerie Segura	Type 2 : Financial Assistance	Queue :	Close Date : 5/10/2005 12:46:45 PM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 4288
Primary Amount : \$150.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$150.00
Approved By : kbrown03
Approval Date : 5/5/2005 4:47:45
Status : PROCESSED
Check No. : 1486956
Check Date : 5/6/2005

Payee Name : TAHNEE ROBINSON
Address : 11210 N MAYFAIR
City / State / Zip : SPOKANE, WA 99218
Campaign Template # :
Contention Code : P23
Defect Code : SCN
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032005-05-0500942

Case Title : [REDACTED]-COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE CREATE 5/5/2005 9:35:48 AM, dberumen

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 5/5/2005 9:35:49 AM, dberumen, Action Type :

AHM received documents from the customer in reference to possible reimbursement for the Combination light switch repair.

AHM received a reimbursement request form for the headlight switch in the amount of \$150.00.

AHM received invoice #1838, from Khoa Auto Repair, dated 09/17/2003 in the amount of \$150.00. The mileage at the time of the repair was 70200.

The invoice stated the following:
repaired low beam circuits

No other documents received.

*** CASE EXTENDED WARRANTY LOOKUP 5/5/2005 9:36:30 AM, dberumen

WARRANTY CHECK 05/05/2005 09:36:30 AM dberumen

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/5/2005 9:36:34 AM, dberumen

CAMPAIGN CHECK 05/05/2005 09:36:34 AM dberumen

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-10-02; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; SN

*** CASE CLAIMS LOOKUP 5/5/2005 9:36:35 AM, dberumen

CLAIM HISTORY CHECK 05/05/2005 09:36:35 AM dberumen

No data found for VIN.

*** CASE CREATE 5/5/2005 9:37:30 AM, dberumen

Number = N032005-05-0500942-1, Created in WIP default with due date 05/06/2005 09:37:30 AM..

*** SUBCASE N032005-05-0500942-1 CREATE 5/5/2005 9:37:30 AM, dberumen, Action Type :

Created in WIP default with due date 05/06/2005 09:37:30 AM.

*** SUBCASE N032005-05-0500942-1 MODIFY 5/5/2005 9:38:07 AM, dberumen

into WIP default and Status of Solving.

*** NOTES 5/5/2005 9:58:13 AM, dberumen, Action Type : Note-General

The customer is seeking reimbursement for repairs under the transmission warranty extension in the amount of \$150.00.

Th invoice from Khoa Auto Repair states that the customer paid cash.

Verified customer falls under campaign.

Verified customer's vin in CICS. The warranty has not been cancelled

The customer sent in documentation for Combination light switch reimbursement consideration for the cost incurred due to the Combination light switch repair.

Case History

Case ID : N032005-05-0500942

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT

\$150.00 requested.

The customer is eligible for the Combination light switch repair.

AHM will reimburse the customer as follows:

Parts and Labor:\$150.00

Freight:

Haz waste:

Tax:

Grand total: \$150.00

A request will be submitted for check requisition.

Dispatching case to my supervisor for approval.

*** CASE MODIFY 5/5/2005 9:58:40 AM, dberumen
into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2005 9:58:50 AM, dberumen
into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2005 10:07:31 AM, dberumen
into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2005 10:11:01 AM, dberumen
into WIP default and Status of Solving.

*** CASE DISPATCH 5/5/2005 10:11:16 AM, dberumen
from WIP default to Queue Ck Req - K Brown.

*** SUBCASE N032005-05-0500942-1 DISPATCH 5/5/2005 10:11:19 AM, dberumen
from WIP default to Queue Ck Req - K Brown.

*** CASE YANKED 5/5/2005 4:29:46 PM, kbrown03
Yanked by kbrown03 into WIPbin default.

*** CASE YANKED 5/5/2005 4:47:32 PM, kbrown03
Yanked by kbrown03 into WIPbin default.

*** SUBCASE N032005-05-0500942-1 5/5/2005 4:47:45 PM, kbrown03, Action Type :
Check Requisition for 150.00 \$ submitted
Check Requisition for 150.00 \$ submitted by kbrown03

*** SUBCASE N032005-05-0500942-1 YANKED 5/5/2005 4:47:54 PM, kbrown03
Yanked by kbrown03 into WIPbin default.

*** SUBCASE N032005-05-0500942-1 DISPATCH 5/5/2005 4:47:58 PM, kbrown03
from WIP default to Queue Check Approved - Sat.

Case History

Case ID : N032005-05-0500942

Case Title : [REDACTED] -COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE DISPATCH 5/5/2005 4:48:01 PM, kbrown03

from WIP default to Queue Check Approved - Sat.

*** SUBCASE N032005-05-0500942-1 RULE ACTION 5/6/2005 3:47:58 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 5/6/2005 3:48:01 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032005-05-0500942-1 RULE ACTION 5/7/2005 3:47:58 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 5/7/2005 3:48:01 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032005-05-0500942-1 COMMIT 5/9/2005 8:04:09 AM, kbrown03, Action Type : External Commitment

Check processed for check_req_no = 4288 on 2005-05-06-00.00.00.000000

*** CASE YANKED 5/10/2005 12:43:08 PM, vsegura

Yanked by vsegura into WIPbin default.

*** SUBCASE N032005-05-0500942-1 YANKED 5/10/2005 12:43:31 PM, vsegura

Yanked by vsegura into WIPbin default.

*** SUBCASE N032005-05-0500942-1 NOTES 5/10/2005 12:46:28 PM, vsegura, Action Type : Note-General

Check # [REDACTED] totaling \$150.00, was mailed on 5/10/2005. The customer is not requesting any further assistance at this time regarding this issue; therefore, I am closing this case.

*** SUBCASE N032005-05-0500942-1 CLOSE 5/10/2005 12:46:45 PM, vsegura

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/10/2005 12:46:50 PM, vsegura

into WIP default and Status of Solving.

*** CASE CLOSE 5/10/2005 12:46:53 PM, vsegura

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032005-02-0900693	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/9/2005 10:46:00 AM
Case Originator :	Ingrid White	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/23/2005 3:43:08 PM
Case Owner :	Al Ferrel (Team CE)	Method :	Phone	Queue :		Days Open :	14
Last Closed By :	Al Ferrel (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	01F [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT INQUIRY	No. of Attachments :	0				

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : GARDENA, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES267X1S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 79,000
In Service Date : 01/20/2001
Months In Use : 49
Engine Number : D17A21002996
Originating Dealer No. / Name : 207325 / DCH GARDENA HONDA
Selling Dealer No. / Name : 207325 / DCH GARDENA HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207325 / DCH GARDENA HONDA
Phone No. : 310-515-5700
Address : 15541 SO. WESTERN AVE.
City / State / Zip : GARDENA, CA 90249
Svc District / Sls District : 01E / A01
Warranty Labor Rate / Date : \$99.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-02-0900693-1 / [REDACTED]	CAM Subcase Close	Campaign	Financial Assistance	712	Headlights
N032005-02-0900693-2 / [REDACTED]	CA Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032005-02-0900693-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Lester Lara	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/9/2005 3:47:41 PM
Issue Owner : Lester Lara	Type 2 : Financial Assistance	Queue :	Close Date : 2/11/2005 2:40:14 PM
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032005-02-0900693-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Lester Lara	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/14/2005 3:37:28 PM
Issue Owner : Al Ferrel	Type 2 : Financial Assistance	Queue :	Close Date : 2/23/2005 3:43:08 PM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITCH
Condition Code Desc Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : CR Generated Gdwill, Assist - AHM 100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

Check Req Info :

Check Requisition No. : 1561
Primary Amount : \$269.80
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$269.80
Approved By : jnassar
Approval Date : 2/17/2005
Status : PROCESSED
Check No. : 1471045
Check Date : 2/18/2005

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : GARDENA, CA [REDACTED]
Campaign Template # : [REDACTED]
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35012-S5A-307

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

*** CASE CREATE 2/9/2005 10:46:00 AM, iwhite

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/9/2005 10:46:04 AM, iwhite

WARRANTY CHECK 02/09/2005 10:46:04 AM iwhite

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/9/2005 10:46:07 AM, iwhite

CLAIM HISTORY CHECK 02/09/2005 10:46:07 AM iwhite

No data found for VIN.

*** CASE VSC LOOKUP 2/9/2005 10:46:10 AM, iwhite

VSC-CUC CHECK 02/09/2005 10:46:10 AM iwhite

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/9/2005 10:46:58 AM, iwhite

CAMPAIGN CHECK 02/09/2005 10:46:58 AM iwhite

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 2/9/2005 10:47:07 AM, iwhite

CAMPAIGN CHECK 02/09/2005 10:47:07 AM iwhite

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CLAIMS LOOKUP 2/9/2005 10:47:08 AM, iwhite

CLAIM HISTORY CHECK 02/09/2005 10:47:08 AM iwhite

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 2/9/2005 10:47:14 AM, iwhite

WARRANTY CHECK 02/09/2005 10:47:14 AM iwhite

No data found for VIN.

*** CASE VSC LOOKUP 2/9/2005 10:47:17 AM, iwhite

VSC-CUC CHECK 02/09/2005 10:47:17 AM iwhite

No data found for VIN.

*** CASE MODIFY 2/9/2005 10:48:52 AM, iwhite

into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/9/2005 10:49:34 AM, iwhite

CAMPAIGN CHECK 02/09/2005 10:49:34 AM iwhite

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 2/9/2005 10:49:48 AM, iwhite
into WIP Default and Status of Solving.

*** CASE MODIFY 2/9/2005 11:00:04 AM, iwhite
into WIP Default and Status of Solving.

*** CASE MODIFY 2/9/2005 11:00:12 AM, iwhite
into WIP Default and Status of Solving.

*** CASE MODIFY 2/9/2005 11:00:21 AM, iwhite
into WIP Default and Status of Solving.

*** CASE MODIFY 2/9/2005 11:00:52 AM, iwhite
into WIP Default and Status of Solving.

*** CASE MODIFY 2/9/2005 11:01:02 AM, iwhite
into WIP Default and Status of Solving.

*** NOTES 2/9/2005 11:08:13 AM, iwhite, Action Type : Call from Customer

The customer called and stated that he had the headlight replaced in the vehicle at DCH GARDENA HONDA in 2003. The customer is aware of the recall affecting his vehicle and he is seeking reimbursement for the repair.

I advised the customer that he would need to submit his work order and proof of payment to AHM for reimbursement consideration. I suggested to the customer that he mail/fax this information to AHM.

The customer states that he no longer has his receipts. The customer is asking that AHM contact the dealership on his behalf to verify that this work was performed.

I advised that I could not guarantee assistance but a case manger will contact him back after reviewing his request. I provided the customer with the case number.

The customer understood and stated that no further assistance was needed at this time. I thanked the customer for calling AHM and ended the call. I am submitting the case to team A.

*** CASE MODIFY 2/9/2005 11:08:15 AM, iwhite
into WIP Default and Status of Solving.

*** CASE ASSIGN 2/9/2005 11:08:25 AM, iwhite
N032005-02-0900693 to brodrigu, WIP

*** CASE RULE ACTION 2/9/2005 11:08:26 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/9/2005 12:59:33 PM, brodrigu
into WIP default and Status of Solving.

*** CASE MODIFY 2/9/2005 12:59:36 PM, brodrigu
into WIP default and Status of Solving.

*** CASE ASSIGN 2/9/2005 1:00:36 PM, brodrigu

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

N032005-02-0900693 to jjenkins, WIP

*** CASE RULE ACTION 2/9/2005 1:00:38 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 2/9/2005 1:13:09 PM, jjenkins

N032005-02-0900693 to lleveret, WIP

*** CASE RULE ACTION 2/9/2005 1:13:10 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 2/9/2005 1:21:57 PM, brodrigu

Yanked by brodrigu into WIPbin default.

*** CASE ASSIGN 2/9/2005 1:22:09 PM, brodrigu

N032005-02-0900693 to jjenkins, WIP

*** CASE RULE ACTION 2/9/2005 1:22:10 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 2/9/2005 3:07:00 PM, jjenkins

N032005-02-0900693 to llara, WIP

*** CASE RULE ACTION 2/9/2005 3:07:01 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CLAIMS LOOKUP 2/9/2005 3:41:11 PM, llara

CLAIM HISTORY CHECK 02/09/2005 03:41:11 PM llara

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/9/2005 3:41:32 PM, llara

CAMPAIGN CHECK 02/09/2005 03:41:32 PM llara

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE EXTENDED WARRANTY LOOKUP 2/9/2005 3:41:34 PM, llara

WARRANTY CHECK 02/09/2005 03:41:34 PM llara

No data found for VIN.

*** NOTES 2/9/2005 3:44:44 PM, llara, Action Type : Call to Customer

I called [REDACTED] regarding his request for reimbursement for the headlight recall and left a message on his voicemail to return my call at EXT 220901.

*** CASE CREATE 2/9/2005 3:47:41 PM, llara

Number = N032005-02-0900693-1, Created in WIP default with due date 02/10/2005 03:47:41 PM..

*** SUBCASE N032005-02-0900693-1 CREATE 2/9/2005 3:47:41 PM, llara, Action Type :

Created in WIP default with due date 02/10/2005 03:47:41 PM.

*** COMMIT 2/9/2005 3:53:42 PM, llara, Action Type : N/A

LIGHT SWITCH RECALL REIMBURSEMENT FOLLOW UP

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

*** CASE CLAIMS LOOKUP 2/11/2005 10:56:14 AM, Ilara
CLAIM HISTORY CHECK 02/11/2005 10:56:14 AM Ilara
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/11/2005 10:56:23 AM, Ilara
CAMPAIGN CHECK 02/11/2005 10:56:23 AM Ilara
The following Campaign information was found
01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 2/11/2005 11:00:31 AM, Ilara
CAMPAIGN CHECK 02/11/2005 11:00:31 AM Ilara
The following Campaign information was found
01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 2/11/2005 12:19:21 PM, Ilara, Action Type : Call to Dealer

I called Gardena Honda and spoke to Gerald, service adviser. I advised Gerald that [REDACTED] called AHM requesting reimbursement for the combination light switch and does not have an invoice and also stated that the recall was performed in December of 2003 at Gardena Honda. Gerald checked all of the systems and stated that the customer never had the recall performed and would need to provide an invoice number in order to further research this claim. Gerald also stated that this recall was released in April 2004. I advised Gerald that I will contact the customer to see if he has the invoice. I thanked Gerald for his assistance and ended the call.

*** CASE FULFILL 2/11/2005 12:19:42 PM, Ilara
Fulfilled for [REDACTED] due 02/10/2005 12:00:00 AM.

*** COMMIT 2/11/2005 12:19:44 PM, Ilara, Action Type : N/A
LIGHT SWITCH RECALL CUSTOMER FOLLOW UP

*** NOTES 2/11/2005 1:25:22 PM, Ilara, Action Type : Call to Customer

I called [REDACTED] regarding reimbursement request for the combination light switch and left a message on his voicemail to return my call at EXT 220901.

*** CASE EXTENDED WARRANTY LOOKUP 2/11/2005 2:32:43 PM, Ilara
WARRANTY CHECK 02/11/2005 02:32:43 PM Ilara
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/11/2005 2:32:57 PM, Ilara
CLAIM HISTORY CHECK 02/11/2005 02:32:57 PM Ilara
No data found for VIN.

*** NOTES 2/11/2005 2:39:32 PM, Ilara, Action Type : Call from Customer

[REDACTED] is returning my call regarding the request for reimbursement. I advised the customer that I have contacted the dealer and spoke to Gerald, service adviser who informed me that there is no record of this recall being performed. I asked the customer how did he pay for this recall and he stated that he paid by credit card. I advised the customer that without the invoice and credit card receipt, AHM would not be able to reimburse him for this recall and his request would be denied. The customer stated that if he could find the information, he will call back to have this case opened again. The customer thanked me for my assistance and ended the call. I will close this case.

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

*** SUBCASE N032005-02-0900693-1 CLOSE 2/11/2005 2:40:14 PM, Ilara

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 2/11/2005 2:40:24 PM, Ilara

Fulfilled for [REDACTED] due 02/14/2005 12:00:00 AM.

*** CASE MODIFY 2/11/2005 2:40:35 PM, Ilara

into WIP reimbursement follow up and Status of Solving.

*** CASE CLOSE 2/11/2005 2:40:38 PM, Ilara

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/11/2005 3:07:38 PM, Ilara

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/11/2005 3:12:58 PM, Ilara

CAMPAIGN CHECK 02/11/2005 03:12:58 PM Ilara

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CLAIMS LOOKUP 2/11/2005 3:13:00 PM, Ilara

CLAIM HISTORY CHECK 02/11/2005 03:13:00 PM Ilara

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/11/2005 3:13:28 PM, Ilara

CLAIM HISTORY CHECK 02/11/2005 03:13:28 PM Ilara

No data found for VIN.

*** CASE CREATE 2/14/2005 3:37:28 PM, Ilara

Number = N032005-02-0900693-2, Created in WIP default with due date 02/15/2005 03:37:28 PM..

*** SUBCASE N032005-02-0900693-2 CREATE 2/14/2005 3:37:28 PM, Ilara, Action Type :

Created in WIP default with due date 02/15/2005 03:37:28 PM.

*** COMMIT 2/14/2005 3:37:55 PM, Ilara, Action Type : N/A

HEADLIGHT REIMBURSEMENT FOLLOW UP

*** NOTES 2/15/2005 9:37:23 AM, Ilara, Action Type : Note-General

I did receive the invoice # 662080 dated 10/15/03 from Trina, warranty administrator at Gardena Honda which does indicate that the low beams were inoperable. The headlight combination light switch was replaced and the ground wire was repaired. Per service bulletin # 04-015, Safety recall combination light switch, this repair that was performed on 10/15/03 does fall under this campaign and the customer is eligible for reimbursement. I will submit a check req to my supervisor in the amount of \$269.80 which includes parts and labor. The customer did pay by Visa and check which has been noted on the invoice.

*** CASE MODIFY 2/15/2005 9:38:13 AM, Ilara

into WIP reimbursement follow up and Status of Solving.

*** CASE MODIFY 2/15/2005 9:38:22 AM, Ilara

into WIP reimbursement follow up and Status of Solving.

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

*** NOTES 2/15/2005 9:47:04 AM, llara, Action Type : Call from Customer
Verified customer falls under campaign.

The customer sent in documentation for Headlight switch reimbursement consideration for the cost incurred due to the Headlight switch repair.
\$269.80 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$240.00
Headlight switch: \$32.63
Tax: \$2.69
Less Discount: \$5.52

Total: \$269.80

A request will be submitted for check requisition.
Dispatching case to the check approved queue.

*** CASE MODIFY 2/15/2005 9:54:54 AM, llara
into WIP reimbursement follow up and Status of Solving.

*** CASE DISPATCH 2/15/2005 9:55:17 AM, llara
from WIP reimbursement follow up to Queue Ck Req - Nassar.

*** SUBCASE N032005-02-0900693-2 DISPATCH 2/15/2005 9:55:43 AM, llara
from WIP Subcases to Queue Ck Req - Nassar.

*** CASE RULE ACTION 2/16/2005 9:55:17 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032005-02-0900693-2 RULE ACTION 2/16/2005 9:55:43 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE ACCEPT 2/16/2005 3:17:51 PM, jnassar
from Queue Ck Req - Nassar to WIP default.

*** SUBCASE N032005-02-0900693-2 ACCEPT 2/16/2005 3:17:53 PM, jnassar
from Queue Ck Req - Nassar to WIP default.

*** CASE EXTENDED WARRANTY LOOKUP 2/16/2005 3:22:12 PM, jnassar
WARRANTY CHECK 02/16/2005 03:22:12 PM jnassar
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/16/2005 3:22:15 PM, jnassar
CLAIM HISTORY CHECK 02/16/2005 03:22:15 PM jnassar

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/16/2005 3:22:20 PM, jnassar

CAMPAIGN CHECK 02/16/2005 03:22:20 PM jnassar

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 2/16/2005 3:22:43 PM, jnassar

into WIP default and Status of Solving.

*** CASE ASSIGN 2/16/2005 3:23:35 PM, jnassar

N032005-02-0900693 to llara, WIP [REDACTED] eC! Ú=[REDACTED]

*** CASE RULE ACTION 2/16/2005 3:23:36 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032005-02-0900693-2 ASSIGN 2/16/2005 3:23:48 PM, jnassar

N032005-02-0900693-2 to llara, WIP [REDACTED] é[REDACTED] À

*** SUBCASE N032005-02-0900693-2 RULE ACTION 2/16/2005 3:23:49 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/16/2005 4:50:15 PM, llara

into WIP default and Status of Solving.

*** CASE DISPATCH 2/16/2005 4:50:25 PM, llara

from WIP default to Queue Ck Req - Nassar.

*** SUBCASE N032005-02-0900693-2 DISPATCH 2/16/2005 4:50:44 PM, llara

from WIP default to Queue Ck Req - Nassar.

*** CASE ACCEPT 2/17/2005 6:32:23 AM, jnassar

from Queue Ck Req - Nassar to WIP default.

*** SUBCASE N032005-02-0900693-2 ACCEPT 2/17/2005 6:32:26 AM, jnassar

from Queue Ck Req - Nassar to WIP default.

*** SUBCASE N032005-02-0900693-2 2/17/2005 6:34:12 AM, jnassar, Action Type :

Check Requisition for 269.80 \$ submitted

Check Requisition for 269.80 \$ submitted by jnassar

*** CASE MODIFY 2/17/2005 6:34:14 AM, jnassar

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2005 6:34:32 AM, jnassar

into WIP default and Status of Solving.

*** CASE DISPATCH 2/17/2005 6:34:37 AM, jnassar

from WIP default to Queue Ck Req - Nassar.

*** SUBCASE N032005-02-0900693-2 DISPATCH 2/17/2005 6:34:37 AM, jnassar

Case History

Case ID : N032005-02-0900693

Case Title : 01F [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

from WIP default to Queue Ck Req - Nassar.

*** CASE ACCEPT 2/17/2005 7:21:44 AM, jnassar

from Queue Ck Req - Nassar to WIP default.

*** SUBCASE N032005-02-0900693-2 ACCEPT 2/17/2005 7:21:45 AM, jnassar

from Queue Ck Req - Nassar to WIP default.

*** CASE DISPATCH 2/17/2005 7:21:52 AM, jnassar

from WIP default to Queue Check Approved - Sat.

*** SUBCASE N032005-02-0900693-2 DISPATCH 2/17/2005 7:21:52 AM, jnassar

from WIP default to Queue Check Approved - Sat.

*** CASE FULFILL 2/17/2005 7:23:54 AM, jnassar

Fulfilled for [REDACTED] due 02/15/2005 12:00:00 AM.

*** NOTES 2/17/2005 7:58:11 AM, llara, Action Type : Call from Customer

[REDACTED] called on 02/17/05 regarding the status of his case for reimbursement. I have informed the customer that I have submitted his case for check req in the amount of \$269.80 and he should be getting a check within 7-10 business days. the customer was very satisfied with my assistance and had no other questions or concerns and thanked me.

*** SUBCASE N032005-02-0900693-2 RULE ACTION 2/18/2005 7:21:53 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 2/18/2005 7:21:53 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032005-02-0900693-2 RULE ACTION 2/19/2005 7:21:53 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 2/19/2005 7:21:53 AM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032005-02-0900693-2 COMMIT 2/21/2005 8:03:32 AM, jnassar, Action Type : External Commitment

Check processed for check_req_no = 1561 on 2005-02-18-00.00.00.000000

*** CASE YANKED 2/23/2005 3:23:50 PM, aferrel

Yanked by aferrel into WIPbin default.

*** SUBCASE N032005-02-0900693-2 YANKED 2/23/2005 3:24:19 PM, aferrel

Yanked by aferrel into WIPbin default.

*** NOTES 2/23/2005 3:29:16 PM, aferrel, Action Type : Note-Resolution

Check # [REDACTED], totaling \$269.80, was mailed on 02-23-05. Customer is not requesting any further assistance at this time regarding this issue.

The customer will also be mailed an inspection letter instructing the customer to have headlight recall inspected at a Honda dealer.

*** NOTES 2/23/2005 3:42:27 PM, aferrel, Action Type : Letter/Fax

February 23, 2005

Case History

Case ID : N032005-02-0900693

Case Title : 01F- [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT INQUIRY

Gardena, CA 90249

Dear [REDACTED]

Enclosed please find check number [REDACTED] in the amount of \$269.80 for repairs to your headlight switch recall on your 2001 Civic, JHMES267X1S [REDACTED]. We apologize for any inconvenience that this failure has caused you. We also appreciate your patience while we have processed this check.

In order to satisfy the headlight switch recall, you must have your vehicle inspected by an authorized Honda/Acura dealer. Since your repair was either performed at an authorized Honda/Acura dealer prior to the recall announcement, or at an independent facility the parts used in your repair may not have been the improved parts and this recall is still outstanding according to our warranty records. This installation and/or inspection of the headlight switch recall, will be done free of charge to you.

We understand that this inspection may appear to you to be a mere formality however, we would like to assure that American Honda is asking you to get your vehicle inspected at an authorized dealer for your own protection and to ensure the reliability of your Honda vehicle. As of 02-23-05, our warranty system indicates that you have not had your vehicle inspected. Failure to have this recall performed may cause a safety related failure associated with the headlight switch recall.

Again, thank you for your patience while we processed this reimbursement. If you should have any further questions or concerns, please feel free to call our office at (800) 999-1009 (Select Option #2) between the hours of 6:00 A.M. to 5:00 P.M. Pacific Time, Monday through Friday.

Sincerely,
American Honda Motor Inc., Co.

Automobile Customer Service
Case #: N032005-02-0900693

*** NOTES 2/23/2005 3:42:55 PM, aferrel, Action Type : Note-General

I am closing case.

*** CASE CLOSE 2/23/2005 3:43:08 PM, aferrel

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032005-02-0900693-2 CLOSE 2/23/2005 3:43:08 PM, aferrel

Status = Solving, Resolution Code = Instruction Given

Case Detail Report

Run Date : 04/18/2012

Case Details

Case ID :	N012004-09-0100587	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/1/2004 10:09:41 AM
Case Originator :	Mickie Walters	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/1/2004 10:34:41 AM
Case Owner :	Mickie Walters	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM HEADLIGHT REPAIR			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : MORENO VALLEY, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES15541S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 54,000
In Service Date : 05/03/2001
Months In Use : 40
Engine Number : D17A11001867
Originating Dealer No. / Name : 206731 / NELSON HONDA
Selling Dealer No. / Name : 207969 / MORENO VALLEY HONDA
Trim : LX
No. of Doors : 4
Transmission Code : 5MT
Exterior Color : GN
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

Involved Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-09-0100587-1 / [REDACTED]	PRODUC	Subcase Close	Complaint	Product	Operation	712 Headlights

Case Detail Report

Run Date : 04/18/2012

Issue Details

Issue ID : N012004-09-0100587-1

Disposition Complaint

Condition : Closed

Wipbin :

Issue Originator : Mickie Walters

Type 1 : Product

Status : Subcase Close

Open Date : 9/1/2004 10:19:24 AM

Issue Owner : Mickie Walters

Type 2 : Operation

Queue :

Close Date : 9/1/2004 10:34:41 AM

Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION**Coding Info :**

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Headlight Out 7121

Campaign Code / Desc : /

Temperament

Resolutions : Referred to Dealer

Component Category : 11 - Electrical System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-09-0100587

Case Title : [REDACTED] - LOW BEAM HEADLIGHT REPAIR

*** CASE CREATE 9/1/2004 10:09:41 AM, mwalters

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 9/1/2004 10:10:21 AM, mwalters

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/1/2004 10:11:12 AM, mwalters

CAMPAIGN CHECK 09/01/2004 10:11:12 AM mwalters

The following Campaign information was found
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 9/1/2004 10:11:32 AM, mwalters

CAMPAIGN CHECK 09/01/2004 10:11:32 AM mwalters

The following Campaign information was found
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 9/1/2004 10:18:44 AM, mwalters

into WIP default and Status of Solving.

*** SUBCASE N012004-09-0100587-1 CREATE 9/1/2004 10:19:24 AM, mwalters

Created in WIP Default with Due Date 9/1/2004 10:19:24 AM.

*** CASE MODIFY 9/1/2004 10:19:27 AM, mwalters

into WIP default and Status of Solving.

*** CASE MODIFY 9/1/2004 10:20:13 AM, mwalters

into WIP default and Status of Solving.

*** CASE MODIFY 9/1/2004 10:20:39 AM, mwalters

into WIP default and Status of Solving.

*** NOTES 9/1/2004 10:34:27 AM, mwalters, Action Type : Call from Customer

Customer called about his car he purchased used 2 years ago from a Ford dealership. He stated he was having problems with the low beams headlights and was inquiring about fuse box information. I updated the ownership information in the system and checked campaigns and recalls. I found an unperformed recall that referenced the problem he has. I gave him the SB 04-015 and faxed him the information. I suggested he contact his local Honda dealer to have the repair performed and told him it would be at no charge to him. There was one other campaign SB 01-059 that I suggested he have done at the same time.

*** CASE MODIFY 9/1/2004 10:34:29 AM, mwalters

into WIP default and Status of Solving.

*** CASE MODIFY 9/1/2004 10:34:37 AM, mwalters

into WIP default and Status of Solving.

*** SUBCASE N012004-09-0100587-1 CLOSE 9/1/2004 10:34:41 AM, mwalters

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2004 10:34:41 AM, mwalters

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-08-0700921	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/7/2009 10:59:31 AM
Case Originator :	Roxanne Gandara (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/7/2009 11:04:20 AM
Case Owner :	Roxanne Gandara (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Roxanne Gandara (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT SWITCH RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : ESSEX, CT
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES16241S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PBW / A
Miles / Hours : 70,000
In Service Date : 03/21/2001
Months In Use : 101
Engine Number : D17A11002169
Originating Dealer No. / Name : 207498 / SARATOGA HONDA
Selling Dealer No. / Name : 206869 / HONDA OF ITHACA
Trim : DX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-08-0700921-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-08-0700921-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/7/2009 11:04:10 AM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 8/7/2009 11:04:20 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-08-0700921

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 8/7/2009 10:59:31 AM, rlopez

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/7/2009 10:59:33 AM, rlopez

WARRANTY CHECK 08/07/2009 10:59:33 AM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/7/2009 10:59:36 AM, rlopez

CLAIM HISTORY CHECK 08/07/2009 10:59:36 AM rlopez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/7/2009 10:59:40 AM, rlopez

CAMPAIGN CHECK 08/07/2009 10:59:40 AM rlopez

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/22/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

08-09

*** CASE VSC LOOKUP 8/7/2009 10:59:41 AM, rlopez

VSC-CUC CHECK 08/07/2009 10:59:41 AM rlopez

No data found for VIN.

*** CASE MODIFY 8/7/2009 10:59:43 AM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 8/7/2009 10:59:47 AM, rlopez

into WIP in box and Status of Solving.

*** NOTES 8/7/2009 11:03:25 AM, rlopez, Action Type : Call from Customer

Updated Ownership [REDACTED]

The customer stated that both his headlights have burnt out and believes it may be due to the combination light switch. I advised a safety recall is a one time fix not an on going fix and it was completed on 07/22/04. I advised any cost to correct the vehicle at this point would be at the cost of the consumer.

The customer thanked AHM, asked if there was anything else I may assist with. The customer said no and I thanked the customer for calling AHM.

NOTE - The customer stated his air bag recall is being corrected by his local dealership

*** CASE MODIFY 8/7/2009 11:03:35 AM, rlopez

into WIP in box and Status of Solving.

*** CASE CREATE 8/7/2009 11:04:10 AM, rlopez

Number = N032009-08-0700921-1, Created in WIP in box with due date 08/08/2009 11:04:10 AM..

*** SUBCASE N032009-08-0700921-1 CREATE 8/7/2009 11:04:10 AM, rlopez, Action Type :

Created in WIP in box with due date 08/08/2009 11:04:10 AM.

*** SUBCASE N032009-08-0700921-1 MODIFY 8/7/2009 11:04:14 AM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 8/7/2009 11:04:16 AM, rlopez

Case History

Case ID : N032009-08-0700921

Case Title :

COMBINATION LIGHT SWITCH RECALL

into WIP in box and Status of Solving.

*** SUBCASE N032009-08-0700921-1 CLOSE 8/7/2009 11:04:20 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/7/2009 11:04:20 AM, rlopez

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-05-2500819	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/25/2010 10:45:36 AM
Case Originator :	Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/25/2010 1:28:12 PM
Case Owner :	Khia Eaton (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Khia Eaton (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM HEAD LIGHT CONCERN			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : FRISCO, TX
E Mail :
Svc District / SIs District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES26741S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 65,404
In Service Date : 04/24/2001
Months In Use : 109
Engine Number : D17A21003505
Originating Dealer No. / Name : 207806 / EL PASO HONDA
Selling Dealer No. / Name : 206644 / FRANK BROWN HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206664 / BROWN HONDA
Phone No. : 419-841-2222
Address : 6155 W. CENTRAL AVENUE
City / State / Zip : TOLEDO, OH 43615
Svc District / SIs District : 04B / F04
Warranty Labor Rate / Date : \$93.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-05-2500819-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012010-05-2500819-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 5/25/2010 1:27:43 PM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 5/25/2010 1:28:04 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-05-2500819

Case Title : [REDACTED] LOW BEAM HEAD LIGHT CONCERN

*** CASE CREATE 5/25/2010 10:45:36 AM, keaton

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/25/2010 10:45:40 AM, keaton

WARRANTY CHECK 05/25/2010 10:45:40 AM keaton

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/25/2010 10:45:45 AM, keaton

CLAIM CHECK 05/25/2010 10:45:45 AM keaton

The following Claim History information was found

0; 2010-03-12; 208353; 219134; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 5/25/2010 10:45:50 AM, keaton

CAMPAIGN CHECK 05/25/2010 10:45:50 AM keaton

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 02/20/03; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; SO;

06-009;

*** CASE VSC LOOKUP 5/25/2010 10:45:52 AM, keaton

VSC-CUC CHECK 05/25/2010 10:45:51 AM keaton

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/25/2010 10:54:29 AM, keaton

CAMPAIGN CHECK 05/25/2010 10:54:29 AM keaton

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 02/20/03; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; SO;

06-009;

*** NOTES 5/25/2010 1:20:09 PM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that he experienced unexpected loss of low beam headlights.

Request: Customer is calling looking to associate his current issue with the recall that has gone un addressed.

Probing Questions: ACS verified that the combination light switch recall does in fact affect his vehicle and has not been addressed on the vehicle.

Inbound Summary: Customer asked if he would be required to have a letter to have his vehicles issues addressed. ACS explained to the customer that any dealer will be able to identify that the recall has not been addressed through the VIN information alone. ACS explained the details of the recall and referred him to the dealer for correction of the issue for the combination light switch recall. Customer thanked ACS for information provided and required no additional assistance at the moment.

*** CASE MODIFY 5/25/2010 1:25:41 PM, keaton

Case History

Case ID : N012010-05-2500819

Case Title : [REDACTED] - LOW BEAM HEAD LIGHT CONCERN

into WIP default and Status of Solving.

*** CASE MODIFY 5/25/2010 1:25:49 PM, keaton

into WIP default and Status of Solving.

*** SUBCASE N012010-05-2500819-1 CREATE 5/25/2010 1:27:43 PM, keaton

Created in WIP Default with Due Date 5/25/2010 1:27:43 PM.

*** SUBCASE N012010-05-2500819-1 CLOSE 5/25/2010 1:28:04 PM, keaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/25/2010 1:28:12 PM, keaton

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-09-1801310	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/18/2008 3:14:10 PM	
Case Originator :	Andrea Garcia (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/18/2008 3:16:36 PM	
Case Owner :	Andrea Garcia (Team CF)	Method :	Phone	Queue :		Days Open :	0	
Last Closed By :	Andrea Garcia (Team CF)	Point of Origin :	Customer	Wipbin :				
Case Title :							No. of Attachments :	0

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. : () -
Address :
City / State / Zip : LAGUNA NIGUEL, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES26711S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 45,000
In Service Date : 01/19/2001
Months In Use : 92
Engine Number : D17A21003546
Originating Dealer No. / Name : 206590 / JIM DOTENS BERKELEY HONDA
Selling Dealer No. / Name : 206557 / KASTNER HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-09-1801310-1 /	CAMPAL	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032008-09-1801310-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/18/2008 3:15:04 PM
Issue Owner : Andrea Garcia	Type 2 : Eligibility	Queue :	Close Date : 9/18/2008 3:16:36 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-09-1801310

Case Title : [REDACTED] - P23

*** CASE CREATE 9/18/2008 3:14:10 PM, agarci01

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/18/2008 3:14:14 PM, agarci01

WARRANTY CHECK 09/18/2008 03:14:14 PM agarci01

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/18/2008 3:14:17 PM, agarci01

CLAIM HISTORY CHECK 09/18/2008 03:14:17 PM agarci01

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/18/2008 3:14:22 PM, agarci01

CAMPAIGN CHECK 09/18/2008 03:14:22 PM agarci01

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 03/21/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 9/18/2008 3:14:23 PM, agarci01

VSC-CUC CHECK 09/18/2008 03:14:23 PM agarci01

No data found for VIN.

*** CASE CREATE 9/18/2008 3:15:04 PM, agarci01

Number = N032008-09-1801310-1, Created in WIP default with due date 09/19/2008 03:15:04 PM..

*** SUBCASE N032008-09-1801310-1 CREATE 9/18/2008 3:15:04 PM, agarci01, Action Type :

Created in WIP default with due date 09/19/2008 03:15:04 PM.

*** SUBCASE N032008-09-1801310-1 MODIFY 9/18/2008 3:15:08 PM, agarci01

into WIP default and Status of Solving.

*** NOTES 9/18/2008 3:16:32 PM, agarci01, Action Type : Call from Customer

The customer contacted AHM regarding combination light recall inquiry. I updated name address and phone number [REDACTED] through CRMS. The customer stated that her head lights went out and was informed of possible recall with AHM. I informed customer that per vin her vehicle is being affected by the recall.

I informed customer that she should contact her Honda dealer to have recall performed. The customer also wanted to know if there was a recall for the locks.

I informed customer that there are no other pending recalls. The customer had no further questions. Call ended.

*** SUBCASE N032008-09-1801310-1 CLOSE 9/18/2008 3:16:36 PM, agarci01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/18/2008 3:16:36 PM, agarci01

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032004-04-2100632 Division : Honda - Auto Condition : Closed Open Date : 4/21/2004 10:32:46 AM
Case Originator : Monique Rivas (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 5/10/2004 1:52:01 PM
Case Owner : Jeff Swedlund (Team HH) Method : Mail Queue : Days Open : 19
Last Closed By : Jeff Swedlund (Team HH) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - 1J COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : TEMECULA, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26721S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 39,911
In Service Date : 01/13/2001
Months In Use : 39
Engine Number : D17A21003776
Originating Dealer No. / Name : 206562 / GOUDY HONDA
Selling Dealer No. / Name : 206562 / GOUDY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207329 / CUSH HONDA
Phone No. : 760-737-3200
Address : 1700 AUTO PARK WAY NO.
City / State / Zip : ESCONDIDO, CA 92029
Svc District / Sls District : 01J / F01
Warranty Labor Rate / Date : \$83.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-04-2100632-1 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB
N032004-04-2100632-2 / [REDACTED]	Subcase Close	Product	Operation	712102	HEADLIGHT LENS (BOT

Issue Details

Issue ID : N032004-04-2100632-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Monique Rivas	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/21/2004 10:51:12 AM
Issue Owner : Joey Nassar	Type 2 : Financial Assistance	Queue :	Close Date : 4/30/2004 9:19:17 AM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITCH
Condition Code Desc
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : Assist Denied
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

Check Req Info :

Check Requisition No. : 3055
Primary Amount : \$275.85
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$275.85
Approved By :
Approval Date :
Status : VOID
Check No. : 0
Check Date :

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : TEMECULA, CA [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35012-S5A-307

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032004-04-2100632-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff Swedlund	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2004 9:06:28 AM
Issue Owner : Jeff Swedlund	Type 2 : Operation	Queue :	Close Date : 5/10/2004 1:51:57 PM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712102 / HEADLIGHT LENS (BOTH) - REPLACE. INCLUDE
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
38200-S5A-A31	BOX ASSY., FUSE	Not Applicable

Check Req Info :

Check Requisition No. : 3441
Primary Amount : \$275.85
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$275.85
Approved By : dbertram
Approval Date : 5/6/2004 1:36:11
Status : PROCESSED
Check No. : 1405955
Check Date : 5/7/2004

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : TEMECULA, CA [REDACTED]
Campaign Template # :
Contention Code : 01201
Defect Code : 06801
Category : Regular
Failed Part # : 38200-S5A-A31

Case History

Case ID : N032004-04-2100632

Case Title : [REDACTED] - 1J COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH

*** CASE CREATE 4/21/2004 10:32:46 AM, mrivas

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 4/21/2004 10:32:46 AM, mrivas, Action Type :

AHM received a request for reimbursement form from the customer seeking reimbursement in the amount of \$269.72 for the headlight switch.

AHM received a information change card.

AHM received a copy of invoice # 285271 dated 3/02/04, from Cush Honda, in the amount of \$ 390.75. Mileage at the time of repair 39,911.
Invoice stamped paid \$ 300.00 ATM and \$ 90.75 cash.

AHM received a copy of maintenance certification report.

No other documents were received.

*** CASE CAMPAIGN LOOKUP 4/21/2004 10:33:31 AM, mrivas

CAMPAIGN CHECK 04/21/2004 10:33:31 AM mrivas

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-04; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 4/21/2004 10:33:45 AM, mrivas

CAMPAIGN CHECK 04/21/2004 10:33:45 AM mrivas

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-04-04; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 4/21/2004 10:50:06 AM, mrivas, Action Type : Note-General

Verified customer falls under campaign.

The customer sent in documentation for headlight switch reimbursement consideration for the cost incurred due to the headlight switch repair.

\$269.72 requested.

The customer is eligible for the headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$ 159.69

Parts: \$ 140.00

Courtesy Discounts: \$ 29.97

Tax: \$ 6.13

Case History

Case ID : N032004-04-2100632

Case Title : [REDACTED] 1J COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH

total:\$ 275.85.

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** CASE CREATE 4/21/2004 10:51:12 AM, mrivas

Number = N032004-04-2100632-1, Created in WIP default with due date 04/22/2004 10:51:12 AM..

*** SUBCASE N032004-04-2100632-1 CREATE 4/21/2004 10:51:12 AM, mrivas, Action Type :

Created in WIP default with due date 04/22/2004 10:51:12 AM.

*** SUBCASE N032004-04-2100632-1 MODIFY 4/21/2004 10:51:26 AM, mrivas
into WIP default and Status of Solving.*** CASE DISPATCH 4/21/2004 10:57:12 AM, mrivas
from WIP default to Queue Ck Req - Hernandez.*** SUBCASE N032004-04-2100632-1 DISPATCH 4/21/2004 10:57:12 AM, mrivas
from WIP default to Queue Ck Req - Hernandez.*** SUBCASE N032004-04-2100632-1 RULE ACTION 4/22/2004 9:57:12 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** CASE RULE ACTION 4/22/2004 9:57:12 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** SUBCASE N032004-04-2100632-1 RULE ACTION 4/23/2004 9:57:12 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** CASE RULE ACTION 4/23/2004 9:57:12 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** CASE YANKED 4/28/2004 3:11:13 PM, mrivas
Yanked by mrivas into WIPbin default.*** SUBCASE N032004-04-2100632-1 YANKED 4/28/2004 3:11:55 PM, mrivas
Yanked by mrivas into WIPbin default.

*** NOTES 4/28/2004 3:14:17 PM, mrivas, Action Type : Note-General

Upon further review it has been determined that the multiplex is not covered under the recall and the customer request for reimbursement has been denied. I have
already voided the check request.*** NOTES 4/28/2004 3:14:47 PM, mrivas, Action Type : Note-General
I am dispatching this case to the ignition pending queue for denial.*** SUBCASE N032004-04-2100632-1 DISPATCH 4/28/2004 3:15:05 PM, mrivas
from WIP default to Queue Pending Interlock.*** CASE DISPATCH 4/28/2004 3:15:06 PM, mrivas
from WIP default to Queue Pending Interlock.

*** CASE YANKED 4/29/2004 10:25:21 AM, jnassar

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N032004-04-2100632

Case Title : ██████████- IJ COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH

Yanked by jnassar into WIPbin default.

*** CASE MODIFY 4/29/2004 10:31:42 AM, jnassar
into WIP default and Status of Solving.

*** CASE MODIFY 4/29/2004 10:32:35 AM, jnassar
into WIP default and Status of Solving.

*** CASE MODIFY 4/29/2004 10:32:35 AM, jnassar
into WIP default and Status of Solving.

*** SUBCASE N032004-04-2100632-1 ACCEPT 4/29/2004 10:33:46 AM, jnassar
from Queue Pending Interlock to WIP default.

*** NOTES 4/29/2004 12:41:12 PM, jnassar, Action Type : Call from Customer
I left a message for SA Russ to call me back about this customer's case.

*** CASE MODIFY 4/29/2004 12:41:23 PM, jnassar
into WIP default and Status of Solving.

*** COMMIT 4/29/2004 12:41:30 PM, jnassar, Action Type : N/A

Made to [REDACTED] due 04/30/2004 12:41:31 PM.
call dealer

*** CASE MODIFY 4/29/2004 12:41:44 PM, jnassar
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/30/2004 9:11:37 AM, jnassar
WARRANTY CHECK 04/30/2004 09:11:37 AM jnassar
No data found for VIN.

*** CASE CLAIMS LOOKUP 4/30/2004 9:11:51 AM, jnassar

CLAIM CHECK 04/30/2004 09:11:50 AM jnassar

The following Claim History information was found

0; 2003-06-26; 207329; 213110; 510; 737099 ; OPEN OR SHORT CIRCUIT - REPAIR.

*** CASE VSC LOOKUP 4/30/2004 9:12:00 AM, jnassar

VSC CHECK 04/30/2004 09:12:00 AM jnassar

The following VSC information was found

KUY HUOR;NGOY;V000990151;A46;PREMIUM 4YR 60K \$50 DED;ACTIVE;;2001-03-30;2005-01-12;60000;19;206562;50.00

*** CASE CUC LOOKUP 4/30/2004 9:12:00 AM, jnassar

CUC CHECK 04/30/2004 09:12:00 AM jnassar

The following CUC information was found

```

:::0:0:0:::0:::

```

*** NOTES 4/30/2004 9:17:42 AM, jnassar, Action Type : Call to Dealer

I contacted SA Russ at Cush Honda.

He stated that both the high and low beams were out on the customer's vehicle. He stated that the repair had nothing to do with the headlight recall (replaced Multiplex unit).

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N032004-04-2100632

Case Title : ██████████ 1J COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH

I informed Russ that this repair seems very premature.

Russ agreed but stated that his SM decided to just do a customer pay on this repair.

Russ stated that the customer has all her services completed there. He stated that he feels her repair should be considered for possible goodwill.

I thanked Russ for his time.

*** NOTES 4/30/2004 9:18:38 AM, jnassar, Action Type : Note-General

After reviewing this case, I am going to send this case to the correct team for review.

The customer is denied assistance under the headlight recall but her case should be reviewed for possible good will.

*** CASE MODIFY 4/30/2004 9:18:50 AM, jnassar

into WIP urgent and Status of Solving.

*** CASE CUC LOOKUP 4/30/2004 9:19:00 AM, jnassar

CUC CHECK 04/30/2004 09:19:00 AM jnassar

The following CUC information was found

```

,,,0;0;0,,,,,0,,

```

*** CASE VSC LOOKUP 4/30/2004 9:19:00 AM, jnassar

VSC CHECK 04/30/2004 09:19:00 AM jnassar

The following VSC information was found

KUY HUOR;NGOY;V000990151;A46;PREMIUM 4YR 60K \$50 DED;ACTIVE;;2001-03-30;2005-01-12;60000;19;206562;50.00

*** SUBCASE N032004-04-2100632-1 CLOSE 4/30/2004 9:19:17 AM, jnassar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/30/2004 9:19:20 AM, jnassar

into WIP urgent and Status of Solving.

*** CASE DISPATCH 4/30/2004 9:19:27 AM, jnassar

from WIP urgent to Queue Team A.

*** CASE FULFILL 4/30/2004 1:21:52 PM, jnassar

Fulfilled for [REDACTED] due 04/30/2004 12:41:31 PM.

*** CASE ACCEPT 4/30/2004 2:51:02 PM, jswedlund

from Queue Team A to WIP default.

*** SUBCASE N032004-04-2100632-2 CREATE 5/3/2004 9:06:28 AM, jswedlund

Created in WIP Default with Due Date 5/3/2004 9:06:28 AM.

*** NOTES 5/3/2004 9:07:38 AM, jswedlun, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

<<<<<<<<<<<<<<<FYI>>>>>>>>>>>>>>

Case History

Case ID : N032004-04-2100632

Case Title : [REDACTED] - IJ COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH

John: cust wrote letter to AHM about headlight failure, cust has already paid. AHM to look into possible reimbursement.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Jeff Swedlund
Automobile Customer Service

*** CASE MODIFY 5/3/2004 9:08:06 AM, jswedlun
into WIP default and Status of Solving.

*** COMMIT 5/3/2004 9:08:09 AM, jswedlun, Action Type : N/A

Made to [REDACTED] due 05/03/2004 11:08:11 PM.
get hold of Chino Center, have doc's faxed over...cl cust

*** CASE MODIFY 5/3/2004 9:08:41 AM, jswedlun
into WIP default and Status of Solving.

*** NOTES 5/3/2004 2:56:50 PM, jswedlun, Action Type : Note-General
Spoke to Jjenkins, Supervisor in Chino: states he will interoffice the doc's to me.

Provided ext 18183 and Mail Stop: 500-2N-105.

*** CASE FULFILL 5/3/2004 2:57:13 PM, jswedlun
Fulfilled for [REDACTED] due 05/03/2004 11:08:11 PM.

*** COMMIT 5/3/2004 2:57:16 PM, jswedlun, Action Type : N/A

Made to [REDACTED] due 05/05/2004 02:57:22 PM.
review doc's...cl cust...cl Chino if not rec'd docs yet

*** CASE MODIFY 5/3/2004 2:57:46 PM, jswedlun
into WIP IJ--George and Status of Solving.

*** NOTES 5/4/2004 1:29:01 PM, ngago, Action Type : Letter/Fax
On 5/3/04 ACS received documents forwarded from the Satellite Center regarding previous issue.

*** CASE MODIFY 5/5/2004 9:10:41 AM, jswedlun
into WIP IJ--George and Status of Solving.

*** SUBCASE N032004-04-2100632-2 DISPATCH 5/5/2004 9:13:15 AM, jswedlun
from WIP Subcases to Queue Ck Req - Bertram.

*** CASE FULFILL 5/5/2004 9:13:53 AM, jswedlun
Fulfilled for CATHY BROWN due 05/05/2004 02:57:22 PM.

*** COMMIT 5/5/2004 9:13:55 AM, jswedlun, Action Type : N/A

Made to [REDACTED] due 05/10/2004 09:13:57 AM.
awaiting ck req

*** NOTES 5/5/2004 9:19:23 AM, jswedlun, Action Type : Call to Customer

Case History

Case ID : N032004-04-2100632

Case Title : [REDACTED] - IJ COMBINATION LIGHT SWITCH REIMBURSEMENT--CUSH

Day#: LM for cust, advised based on review of the documents in regards to the headlights on her 2001 Civic AHM would like to reimburse her for the costs in the interest of cust satisfaction and GW for AHM. Advised 5/10/2004 a check will go out in the amount \$275.85 to her current address in our system.

*** SUBCASE N032004-04-2100632-2 RULE ACTION 5/6/2004 8:13:15 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032004-04-2100632-2 5/6/2004 1:36:12 PM, dbertram, Action Type :

Check Requisition for 275.85 \$ submitted

Check Requisition for 275.85 \$ submitted by dbertram

*** SUBCASE N032004-04-2100632-2 RETURN 5/6/2004 1:36:16 PM, dbertram

from Queue Ck Req - Bertram to WIP Subcases.

*** SUBCASE N032004-04-2100632-2 COMMIT 5/10/2004 8:02:30 AM, jswedlun, Action Type : External Commitment

Check processed for check_req_no = 3441 on 2004-05-07-00.00.00.000000

*** NOTES 5/10/2004 12:57:44 PM, tpurvis, Action Type : Call to Customer

Called the customer and mailed a reimbursement check # [REDACTED] in the amount of \$275.85, on 5/10/04.

*** SUBCASE N032004-04-2100632-2 CLOSE 5/10/2004 1:51:57 PM, jswedlun

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/10/2004 1:52:01 PM, jswedlun

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012004-01-0800456	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/8/2004 9:45:29 AM
Case Originator :	Mawana Thomas (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/23/2004 1:12:21 PM
Case Owner :	Don Pippin (Team HD)	Method :	Phone	Queue :		Days Open :	15
Last Closed By :	Don Pippin (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - GOODWILL REQ-7P					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : FORT LAUDERDALE, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26731S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 43,192
In Service Date : 05/14/2001
Months In Use : 32
Engine Number : D17A21003786
Originating Dealer No. / Name : 208076 / BURNSVILLE HONDA
Selling Dealer No. / Name : 208076 / BURNSVILLE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
Phone No. : 954-755-5600
Address : 9400 W. ATLANTIC BLVD.
City / State / Zip : CORAL SPRINGS, FL 33071
Svc District / Sls District : 07M / C07
Warranty Labor Rate / Date : \$99.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-01-0800456-1	Subcase Close	Product	Operation	712	Headlights
N012004-01-0800456-2	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-01-0800456-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 1/8/2004 9:48:02 AM
Issue Owner : Mawana Thomas	Type 2 : Operation	Queue :	Close Date : 1/8/2004 9:48:42 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information, Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012004-01-0800456-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Don Pippin	Type 1 : Product	Status : Subcase Close	Open Date : 1/12/2004 7:06:24 AM
Issue Owner : Don Pippin	Type 2 : Operation	Queue :	Close Date : 1/23/2004 1:12:18 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Offered Incentive
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-01-0800456

Case Title : [REDACTED] - GOODWILL REQ-7P

*** CASE CREATE 1/8/2004 9:45:29 AM, mthomas

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 1/8/2004 9:45:30 AM, mthomas, Action Type :

ACS received a call from the cust stating that her low beam lights in her steering wheel shorted out. The cust stated that the dlr sauterd and re-wired the lights. The cust stated that she was charged \$200.88 for this repair. The cust stated that her dlr discounted the cost since she was also having her 30,000 mile service performed. The cust stated that the work was performed by Coral Spring Auto Mall. The cust would like to have her case reviewed for reimbursement.

I informed the cust that reimbursement is not guarantee. I informed the cust that I would forward her case to a RCM for review for possible goodwill assistance. I advised the cust to submit a copy of her repair invoice and her case manager will review her case and follow up with her within 3-5 business days from the date her documents are received.

*** CASE MODIFY 1/8/2004 9:45:53 AM, mthomas

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/8/2004 9:47:12 AM, mthomas

CAMPAIGN CHECK 01/08/2004 09:47:12 AM mthomas

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-03-09; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE CLAIMS LOOKUP 1/8/2004 9:47:30 AM, mthomas

CLAIM CHECK 01/08/2004 09:47:30 AM mthomas

The following Claim History information was found

0; 2001-03-08; 208076; 118990; 510; 010103 ; PRODUCT UPDATE: CIVIC EX AUDIO UNIT - REPLACE THE AUDIO

*** SUBCASE N012004-01-0800456-1 CREATE 1/8/2004 9:48:02 AM, mthomas

Created in WIP Default with Due Date 1/8/2004 9:48:02 AM.

*** SUBCASE N012004-01-0800456-1 CLOSE 1/8/2004 9:48:42 AM, mthomas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/8/2004 9:48:44 AM, mthomas

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/9/2004 3:27:57 PM, hmcginn

with Condition of Open and Status of Solving.

*** NOTES 1/9/2004 3:30:56 PM, hmcginn, Action Type : Letter/Fax

On 1/8/04 ACS received a fax from customer regarding previous issues. Invoice is attached.

*** CASE MODIFY 1/9/2004 3:32:20 PM, hmcginn

into WIP default and Status of Solving.

*** CASE DISPATCH 1/9/2004 3:32:29 PM, hmcginn

from WIP default to Queue Team F.

*** CASE RULE ACTION 1/10/2004 3:32:29 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

Case History

Case ID : N012004-01-0800456

Case Title : [REDACTED] - GOODWILL REQ-7P

*** CASE RULE ACTION 1/11/2004 4:24:58 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 1/12/2004 7:01:08 AM, dpippin

from Queue Team F to WIP default.

*** SUBCASE N012004-01-0800456-2 CREATE 1/12/2004 7:06:24 AM, dpippin

Created in WIP Default with Due Date 1/12/2004 7:06:24 AM.

*** CASE MODIFY 1/12/2004 7:06:31 AM, dpippin

into WIP default and Status of Solving.

*** COMMIT 1/12/2004 7:06:32 AM, dpippin, Action Type : N/A

Made to [REDACTED] due 01/15/2004 07:06:35 AM.

DCS Follow-Up-Electrical Problem

*** NOTES 1/12/2004 7:07:32 AM, dpippin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/15/2004

This customer contacted our office regarding the following issue(s):

Customer had electrical issue repaired on 1/6/03, RO Number 492748. Customer has contacted us for reimbursement.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please call me to discuss.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Don Pippin

Automobile Customer Service

800.999.1009 ext. 118037

*** CASE MODIFY 1/12/2004 7:07:43 AM, dpippin

into WIP default and Status of Solving.

*** CASE MODIFY 1/12/2004 7:08:05 AM, dpippin

into WIP default and Status of Solving.

*** NOTES 1/12/2004 8:24:45 AM, dpippin, Action Type : Call from Dealer

I spoke to Lee at the dealer. I asked if this was something they have seen before. They had not. They serviced the car at 39K miles and the second time at 43K miles. No previous history for this customer.

*** CASE MODIFY 1/12/2004 8:24:55 AM, dpippin

into WIP Working Cases and Status of Solving.

*** NOTES 1/16/2004 8:18:15 AM, dpippin, Action Type : Note-General

Customer had 30K service performed at the dealer. To keep customer and dealer relationship, I will offer a complimentary 60K mile service in lieu of reimbursing the customer for the wire repair. I will explain to the customer that she is outside of the warranty but to keep her as a satisfied customer we would like

Case History

Case ID : N012004-01-0800456

Case Title : [REDACTED] - GOODWILL REQ-7P

to compensate her with the free service, which exceeds the value of the repair she paid for.

*** NOTES 1/16/2004 8:21:03 AM, dpippin, Action Type : Call to Customer

I left a VM for the customer to call me back. I made the offer on the voice mail.

*** CASE FULFILL 1/16/2004 8:21:07 AM, dpippin

Fulfilled for [REDACTED] due 01/15/2004 07:06:35 AM.

*** COMMIT 1/16/2004 8:21:08 AM, dpippin, Action Type : N/A

Electrical/Free Service Customer Call Back?

*** CASE MODIFY 1/16/2004 8:21:28 AM, dpippin

into WIP Working Cases and Status of Solving.

*** NOTES 1/19/2004 7:45:26 AM, dpippin, Action Type : Call to Dealer

Left VM for Ken, Serv Mgr, on cell phone and dealer phone.

*** CASE MODIFY 1/19/2004 7:45:31 AM, dpippin

into WIP Working Cases and Status of Solving.

*** NOTES 1/20/2004 8:09:17 AM, dpippin, Action Type : Call to Dealer

I spoke to Ken. No aftermarket parts. An odd failure. I advised that I am offering the customer a free service and awaiting to hear back from her.

He states they will do whatever is necessary to assist.

*** CASE MODIFY 1/20/2004 8:11:27 AM, dpippin

into WIP Working Cases and Status of Solving.

*** NOTES 1/20/2004 8:11:50 AM, dpippin, Action Type : Call to Customer

Left a second VM for the customer to call me back.

*** CASE MODIFY COMMITMENT 1/20/2004 8:11:59 AM, dpippin

with [REDACTED] due 01/22/2004 12:00:00 AM.

*** CASE MODIFY 1/20/2004 8:12:02 AM, dpippin

into WIP Working Cases and Status of Solving.

*** NOTES 1/22/2004 8:12:16 AM, dpippin, Action Type : Note-General

No call from customer. Sending call me letter.

*** NOTES 1/22/2004 8:14:09 AM, dpippin, Action Type : Letter/Fax

Call Me Letter To Customer

January 22, 2004

[REDACTED]

Fort Lauderdale, FL

Dear [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your 2001 Civic, vehicle identification number

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N012004-01-0800456

Case Title : ██████████ - GOODWILL REQ-7P

JHMES26731S

We have recently made several attempts to contact you by telephone, in order to assist you in resolving the issues that you have with your vehicle, unfortunately, we have been unable to reach you.

██████████ if there are any issues relating to your vehicle that remain unresolved, we would like to hear from you, and provide assistance in resolving them. I may be reached at 1-800-999-1009 extension 118037, Monday through Friday, from 7:00 a.m. to 3:30 p.m., PST. If I do not hear from you within 10 days from the date of this letter, I will assume that all issues pertaining to your vehicle have been resolved, and you no longer require our assistance. Again, thank you for bringing your concerns to our attention.

Sincerely,

Don Pippin
Automobile Customer Service

Reference #N012004-01-0800456

*** CASE MODIFY 1/22/2004 8:16:23 AM, dpippin
into WIP Working Cases and Status of Solving.

*** CASE FULFILL 1/22/2004 8:16:32 AM, dpippin

Fulfilled for [REDACTED] due 01/22/2004 12:00:00 AM.

*** COMMIT 1/22/2004 8:16:33 AM, dpippin, Action Type : N/A

Customer Respond To Call Me Letter? If Not, Close!

*** CASE MODIFY 1/22/2004 8:16:50 AM, dpippin
into WIP Working Cases and Status of Solving.

*** NOTES 1/23/2004 1:06:09 PM, dpippin, Action Type : Call from Customer
Customer left VM. Accepts 60K service offer.

*** NOTES 1/23/2004 1:06:32 PM, dpippin, Action Type : Call to Customer

Thanked customer for call back and advised letter will be sent out today and she should receive next week.

*** NOTES 1/23/2004 1:09:02 PM, dpippin, Action Type : Letter/Fax

Free Service Letter
January 23, 2004

Ft. Lauderdale, FL

Dear _____

Thank you for recently contacting us in regards to your experiences with your Honda, VIN JHMES26731S [REDACTED]. We appreciate you as a customer and would like to offer you a complimentary 60,000-mile service. The service must be performed by an authorized Honda dealer, and should be arranged through the dealer's service manager by presenting this letter to the service department. Original copies only, no photocopies will be accepted.

Case History

Case ID : N012004-01-0800456

Case Title : [REDACTED] - GOODWILL REQ-7P

Thanks again for sharing your thoughts with us, and please feel welcome to call us anytime at (800) 999-1009 ext. 118037.

Sincerely,
American Honda Motors Co., Inc.

Don Pippin
Regional Case Manager
N012004-01-0800456

*** SUBCASE N012004-01-0800456-2 CLOSE 1/23/2004 1:12:18 PM, dpippin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/23/2004 1:12:21 PM, dpippin

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032007-07-2000764	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/20/2007 12:02:42 PM
Case Originator :	Zakiya Grady (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/20/2007 12:11:18 PM
Case Owner :	Zakiya Grady (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Zakiya Grady (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : SHERWOOD, OR
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES25761S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours : 73,500
In Service Date : 01/10/2001
Months In Use : 78
Engine Number : D17A21003923
Originating Dealer No. / Name : 206529 / CARMICHAEL HONDA
Selling Dealer No. / Name : 207952 / SHINGLE SPRINGS HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : SMT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name :
Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-07-2000764-1	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-07-2000764-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Zakiya Grady	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/20/2007 12:10:51 PM
Issue Owner : Zakiya Grady	Type 2 : Eligibility	Queue :	Close Date : 7/20/2007 12:11:17 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-07-2000764

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 7/20/2007 12:02:42 PM, zgrady

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 7/20/2007 12:02:48 PM, zgrady

CAMPAIGN CHECK 07/20/2007 12:02:48 PM zgrady

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-03-29; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 7/20/2007 12:02:50 PM, zgrady

VSC-CUC CHECK 07/20/2007 12:02:50 PM zgrady

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/20/2007 12:02:53 PM, zgrady

CLAIM HISTORY CHECK 07/20/2007 12:02:53 PM zgrady

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/20/2007 12:02:55 PM, zgrady

WARRANTY CHECK 07/20/2007 12:02:55 PM zgrady

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/20/2007 12:03:15 PM, zgrady

CAMPAIGN CHECK 07/20/2007 12:03:15 PM zgrady

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-03-29; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 7/20/2007 12:03:32 PM, zgrady

into WIP Default and Status of Solving.

*** CASE MODIFY 7/20/2007 12:03:33 PM, zgrady

into WIP Default and Status of Solving.

*** NOTES 7/20/2007 12:08:13 PM, zgrady, Action Type : Call from Customer

The customer contacted AHM stating that she was driving last night and the headlights went out. The customer wanted to know if her vehicle was affected by the combination light recall. I checked the vehicle's campaign status and informed the customer that her vehicle is affected by the recall and she can contact her local Honda dealership for the repair. The customer understood and no further assistance was needed.

I updated the customer's phone number and address.

*** CASE CREATE 7/20/2007 12:10:51 PM, zgrady

Number = N032007-07-2000764-1, Created in WIP Default with due date 07/21/2007 12:10:51 PM..

*** SUBCASE N032007-07-2000764-1 CREATE 7/20/2007 12:10:51 PM, zgrady, Action Type :

Created in WIP Default with due date 07/21/2007 12:10:51 PM.

*** SUBCASE N032007-07-2000764-1 MODIFY 7/20/2007 12:11:08 PM, zgrady

Case History

Case ID : N032007-07-2000764

Case Title : XXXXXXXXXXXXXXXXXXXX COMBINATION LIGHT SWITCH RECALL

into WIP Default and Status of Solving.

*** SUBCASE N032007-07-2000764-1 CLOSE 7/20/2007 12:11:17 PM, zgrady

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/20/2007 12:11:18 PM, zgrady

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032005-03-1400638 Division : Honda - Auto Condition : Closed Open Date : 3/14/2005 9:24:00 AM
Case Originator : Tiffany Van Pelt (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 5/19/2005 10:53:04 AM
Case Owner : Carrie Cameron (Team CB) Method : Fax Queue : Days Open : 66
Last Closed By : Carrie Cameron (Team CB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEADLIGHT SWITCH CAMPAIGN REIMBURSEMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LAGUNA HILLS, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26701S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 67,621
In Service Date : 02/09/2001
Months In Use : 49
Engine Number : D17A21004015
Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTORE
Phone No. : 562-402-3844
Address : 18500 STUDEBAKER ROAD
City / State / Zip : CERRITOS, CA 90701
Svc District / Sls District : 01E / A01
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-03-1400638-1 [REDACTED]	Subcase Close	Campaign	Financial Assistance	712103	HEADLIGHT LENS, LEF

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032005-03-1400638-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Tiffany Van Pelt	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/14/2005 9:25:14 AM
Issue Owner : Tammy Culver	Type 2 : Financial Assistance	Queue :	Close Date : 4/4/2005 11:54:10 AM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 712103 / HEADLIGHT LENS, LEFT - REPLACE. INCLUDES
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

Check Req Info :

Check Requisition No. : 2537
Primary Amount : \$50.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$50.00
Approved By : tvanpelt
Approval Date : 3/14/2005
Status : PROCESSED
Check No. : 1476510
Check Date : 3/18/2005

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : LAGUNA HILLS, CA [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35012-S5A-307

Case History

Case ID : N032005-03-1400638

Case Title : [REDACTED] - HEADLIGHT SWITCH CAMPAIGN REIMBURSEMENT

*** NOTES 3/14/2005 9:24:00 AM, tvanpelt, Action Type :

AHM received documents from the customer in reference to possible reimbursement for the Headlight switch repair.

AHM received a fax cover page.

AHM received invoice #884383, from Norm Reeves Honda, dated 08/22/03 for the total of \$749.14. The mileage at the time of the repair was 67621.

The invoice stated the following:

- 1) ☐ Rental car
- 2) ☐ Install special order part. Replace wiring harness, the headlights aren't working. Trouble shooted and found the headlight harness and the headlight switch were burn. Replaced the headlight wiring harness and the headlight switch, checked operation OK.
- 3) ☐ Check brakes

No other documents received.

*** CASE CREATE 3/14/2005 9:24:00 AM, tvanpelt

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 3/14/2005 9:24:13 AM, tvanpelt

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/14/2005 9:24:16 AM, tvanpelt

WARRANTY CHECK 03/14/2005 09:24:16 AM tvanpelt

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/14/2005 9:24:33 AM, tvanpelt

CLAIM CHECK 03/14/2005 09:24:33 AM tvanpelt

The following Claim History information was found

0; 2002-08-05; 206506; 046161; 510; 745509 ; SWITCH/CIRCUIT - DIAGNOSE OR INPUT TEST.

*** CASE CAMPAIGN LOOKUP 3/14/2005 9:24:35 AM, tvanpelt

CAMPAIGN CHECK 03/14/2005 09:24:35 AM tvanpelt

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-03-20; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CREATE 3/14/2005 9:25:14 AM, tvanpelt

Number = N032005-03-1400638-1, Created in WIP default with due date 03/15/2005 09:25:14 AM..

*** SUBCASE N032005-03-1400638-1 CREATE 3/14/2005 9:25:14 AM, tvanpelt, Action Type :

Created in WIP default with due date 03/15/2005 09:25:14 AM.

*** SUBCASE N032005-03-1400638-1 MODIFY 3/14/2005 9:25:19 AM, tvanpelt

into WIP default and Status of Solving.

*** NOTES 3/14/2005 9:26:58 AM, tvanpelt, Action Type : Note-General

Case History

Case ID : N032005-03-1400638

Case Title : [REDACTED] - HEADLIGHT SWITCH CAMPAIGN REIMBURSEMENT

The customer is seeking reimbursement for a headlight switch replacement under the headlight switch campaign.

The customer is requesting the amount of \$593.11.

*** CASE MODIFY 3/14/2005 9:27:20 AM, tvanpelt
into WIP default and Status of Solving.

*** NOTES 3/14/2005 9:32:44 AM, tvanpelt, Action Type : Note-General

After careful review of the invoice I see that the customers warranty company was charged \$560.77 and the customer only paid the total amount of \$188.39.

I will contact the dealership to verify how much was paid for just the headlight switch repair.

*** CASE MODIFY 3/14/2005 9:32:51 AM, tvanpelt
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/14/2005 9:39:04 AM, tvanpelt

CAMPAIGN CHECK 03/14/2005 09:39:04 AM tvanpelt

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-03-20; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 3/14/2005 9:41:16 AM, tvanpelt, Action Type : Call to Dealer

I contacted the dealership and asked to speak with the SM and received the VM of Christina.

I will try again later.

*** CASE VSC LOOKUP 3/14/2005 9:41:21 AM, tvanpelt

VSC-CUC CHECK 03/14/2005 09:41:21 AM tvanpelt

No data found for VIN.

*** CASE MODIFY 3/14/2005 9:41:25 AM, tvanpelt

into WIP default and Status of Solving.

*** NOTES 3/14/2005 2:07:52 PM, tvanpelt, Action Type : Call to Dealer

I contacted the dealership and inquired with the receptionist if Chrisitina is the SM.

She stated no she isnt, she is the internet manager.

I requested to be transferred to the SM.

*** NOTES 3/14/2005 2:13:27 PM, tvanpelt, Action Type : Call from Customer

I was transferred to the SM, Christina who says there is another Christina there but she is the SM.

I informed her that I needed to confirm what the customer paid just for the headlight switch repair.

She states that that the customer paid a total of \$188.39 for the invoice because the extended warranty company paid \$560.77.

She states that the customer also paid for brakes.

Case History

Case ID : N032005-03-1400638

Case Title : [REDACTED] - HEADLIGHT SWITCH CAMPAIGN REIMBURSEMENT

She was able to refer to her system notes and informed me that the customer paid only a \$50 deductible for the headlight switch repair and the customer paid the remainder balance of \$138.39 for the brake job.

I thanked her for her assistance and we ended the call.

*** NOTES 3/14/2005 2:33:17 PM, tvanpelt, Action Type : Note-General

The customer has submitted all of the necessary paperwork for reimbursement. The customer will be reimbursed for the full amount that was requested as the repairs fall within the campaign guidelines.

*** NOTES 3/14/2005 2:37:55 PM, tvanpelt, Action Type : Note-General

Verified customer falls under campaign.

The customer sent in documentation for Headlight switch reimbursement consideration for the cost incurred due to the Headlight switch repair.

\$50.00 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Warranty deductible: \$50.00

Total: \$50.00

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** SUBCASE N032005-03-1400638-1 3/14/2005 2:41:08 PM, tvanpelt, Action Type :

Check Requisition for 50.00 \$ submitted

Check Requisition for 50.00 \$ submitted by tvanpelt

*** CASE MODIFY 3/14/2005 2:41:37 PM, tvanpelt

into WIP default and Status of Solving.

*** CASE MODIFY 3/14/2005 2:42:17 PM, tvanpelt

into WIP default and Status of Solving.

*** SUBCASE N032005-03-1400638-1 DISPATCH 3/14/2005 2:42:31 PM, tvanpelt

from WIP default to Queue Check Approved - Sat.

*** CASE DISPATCH 3/14/2005 2:42:33 PM, tvanpelt

from WIP default to Queue Check Approved - Sat.

*** SUBCASE N032005-03-1400638-1 RULE ACTION 3/15/2005 2:42:32 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 3/15/2005 2:42:33 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

Case History

Case ID : N032005-03-1400638

Case Title : [REDACTED] HEADLIGHT SWITCH CAMPAIGN REIMBURSEMENT

*** SUBCASE N032005-03-1400638-1 RULE ACTION 3/16/2005 2:42:31 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 3/16/2005 2:42:33 PM, sa

Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032005-03-1400638-1 COMMIT 3/21/2005 8:03:05 AM, tvanpelt, Action Type : External Commitment

Check processed for check_req_no = 2537 on 2005-03-18-00.00.00.000000

*** NOTES 3/24/2005 4:00:37 PM, tculver, Action Type : Note-Resolution

Check [REDACTED] totaling \$50.00, was mailed on 03/24/05. Customer is not requesting any further assistance at this time regarding this issue; therefore I am closing this case.

*** CASE YANKED 4/4/2005 11:51:59 AM, tculver

Yanked by tculver into WIPbin default.

*** SUBCASE N032005-03-1400638-1 YANKED 4/4/2005 11:53:20 AM, tculver

Yanked by tculver into WIPbin default.

*** SUBCASE N032005-03-1400638-1 CLOSE 4/4/2005 11:54:10 AM, tculver

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/4/2005 11:54:11 AM, tculver

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/19/2005 10:52:47 AM, ccameron

with Condition of Open and Status of Solving.

*** NOTES 5/19/2005 10:52:59 AM, ccameron, Action Type : Call from Customer

The customer called regarding his case and he informed me that he was recording the conversation and I informed the customer that he is not authorized to record our conversation and that I informed him that I would help him if he would stop recording the conversation and the customer states that he would stop. My supervisor Christine McCabe was mongering this conversation as well.

The customer was inquiring why he was only reimbursed for \$50.00 deductible. I informed the customer that his extended warranty company paid for the recall and the customer was only reimbursed for the \$50.00 deductible. I informed the customer his extended warranty company paid. \$560.77 and he the customer to pay for \$188.39 for non related recall for a brake job.

The customer understood and no further assistance was needed and I thanked the customer for calling and I am closing the case out.

*** CASE CLOSE 5/19/2005 10:53:04 AM, ccameron

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-04-2802579	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/28/2008 12:19:55 PM
Case Originator :	Roxanne Gandara (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/28/2008 12:56:23 PM
Case Owner :	Roxanne Gandara (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Roxanne Gandara (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :				No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : CHULA VISTA, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMES26761S
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 83,500
In Service Date : 02/03/2001
Months In Use : 86
Engine Number : D17A21004787
Originating Dealer No. / Name : 208011 / ARROWHEAD HONDA
Selling Dealer No. / Name : 208011 / ARROWHEAD HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name :
Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-04-2802579-1	- C Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-04-2802579-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/28/2008 12:55:25 PM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 4/28/2008 12:56:22 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-04-2802579

Case Title : [REDACTED] - P23

*** CASE CREATE 4/28/2008 12:19:55 PM, rlopez

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/28/2008 12:19:58 PM, rlopez

WARRANTY CHECK 04/28/2008 12:19:58 PM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/28/2008 12:20:02 PM, rlopez

CLAIM HISTORY CHECK 04/28/2008 12:20:02 PM rlopez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/28/2008 12:20:35 PM, rlopez

CAMPAIGN CHECK 04/28/2008 12:20:35 PM rlopez

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 4/28/2008 12:23:52 PM, rlopez, Action Type : Call from Customer

Updated ownership [REDACTED]

The customer would like to know if there is a recall for the head lights on this vehicle. The customer stated there was a strange smell burning in the vehicle and the head lights stopped functioning. I advised the customer that all recalls are VIN specific and as of date there is one open recall as follows:

Safety Recall: Combination Light Switch - A terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. Although the high-beam position remains operational, an unexpected loss of low beams could result in a crash.

The customer thanked AHM, asked if there was anything else I may assist with. The customer said no and I thanked the customer for calling AHM

*** CASE MODIFY 4/28/2008 12:23:54 PM, rlopez

into WIP in box and Status of Solving.

*** CASE CREATE 4/28/2008 12:55:25 PM, rlopez

Number = N032008-04-2802579-1, Created in WIP in box with due date 04/29/2008 12:55:25 PM..

*** SUBCASE N032008-04-2802579-1 CREATE 4/28/2008 12:55:25 PM, rlopez, Action Type :

Created in WIP in box with due date 04/29/2008 12:55:25 PM.

*** SUBCASE N032008-04-2802579-1 MODIFY 4/28/2008 12:55:35 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 4/28/2008 12:55:39 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 4/28/2008 12:55:47 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 4/28/2008 12:55:56 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 4/28/2008 12:56:10 PM, rlopez

into WIP in box and Status of Solving.

*** SUBCASE N032008-04-2802579-1 CLOSE 4/28/2008 12:56:22 PM, rlopez

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032008-04-2802579

Case Title : [REDACTED] P23

*** CASE CLOSE 4/28/2008 12:56:23 PM, rlopez

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-01-0800289	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/8/2009 8:47:02 AM
Case Originator :	Tiffany Moss (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/9/2009 7:10:17 AM
Case Owner :	Valerie Natkowski (Team CF)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Valerie Natkowski (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : CHAPEL HILL, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15501S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours :
In Service Date : 12/05/2000
Months In Use : 97
Engine Number : D17A11002844
Originating Dealer No. / Name : 207767 / HONDA WORLD
Selling Dealer No. / Name : 207767 / HONDA WORLD
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208201 / CROWN HONDA OF SOUTHPOINT
Phone No. : 919-425-4700
Address : 1001 SOUTHPT AUTOPARK
City / State / Zip : DURHAM, NC 27713
Svc District / Sls District : 06L / F06
Warranty Labor Rate / Date : \$102.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-01-0800289-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032009-01-0800289-2 [REDACTED]	Subcase Close	Warranty	Coverage		

Issue Details

Issue ID : N032009-01-0800289-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/8/2009 8:51:06 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 1/8/2009 8:51:22 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Other 712X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032009-01-0800289-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Valerie Natkowski	Type 1 : Warranty	Status : Subcase Close	Open Date : 1/9/2009 7:09:57 AM
Issue Owner : Valerie Natkowski	Type 2 : Coverage	Queue :	Close Date : 1/9/2009 7:10:15 AM
Issue Title : [REDACTED]	WARRANTY - COVERAGE		

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-01-0800289

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 1/8/2009 8:47:02 AM, tmoss

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/8/2009 8:47:25 AM, tmoss

into WIP default and Status of Solving.

*** NOTES 1/8/2009 8:50:16 AM, tmoss, Action Type : Call from Customer

I updated the customers contact information [REDACTED]

The customer contacted AHM and stated that he has been having some strange issues with his headlights. He stated that he went online and he verified that there may be a recall on his vehicle for his headlights, and he wanted to know if his vehicle had a recall on it. I informed him that all recalls are VIN specific, and I would need his VIN in order to verify if his vehicle had any recalls.

The customer stated that he was not near his vehicle and he would have to go and get his VIN, and then call back. I provided him with his case number, no further assistance was needed, and the call ended.

*** SUBCASE N032009-01-0800289-1 CREATE 1/8/2009 8:51:06 AM, tmoss

Created in WIP Default with Due Date 1/8/2009 8:51:06 AM.

*** CASE MODIFY 1/8/2009 8:51:13 AM, tmoss

into WIP default and Status of Solving.

*** SUBCASE N032009-01-0800289-1 CLOSE 1/8/2009 8:51:22 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/8/2009 8:51:22 AM, tmoss

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/9/2009 6:55:28 AM, vnatkows

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/9/2009 6:56:20 AM, vnatkows

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2009 6:56:50 AM, vnatkows

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/9/2009 7:01:16 AM, vnatkows

CAMPAIGN CHECK 01/09/2009 07:01:16 AM vnatkows

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** NOTES 1/9/2009 7:08:59 AM, vnatkows, Action Type : Call from Customer

Updated customers information 9196136416

The customer is calling to provide his VIN and check his recall status. The customer states his low beam headlights went out and would like to know if his vehicle is affected by the recall. I advised the customer that his vehicle is affected and provided information to CROWN HONDA OF SOUTHPPOINT. I explained to the customer that corrective action from service bulletin 04-015.

Case History

Case ID : N032009-01-0800289

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

The customer also states that his drivers side seat belt buckle has not been working properly. I advised the customer from his warranty booklet on page 35. The seat belt limited warranty is for the useful life of the vehicle although the dealership will need to diagnose the cause of the failure before I can guarantee it will be fixed. The customer understood and no further assistance was needed. I thanked the customer for calling and the call ended.

*** CASE MODIFY 1/9/2009 7:09:43 AM, vnatkows
into WIP default and Status of Solving.

*** SUBCASE N032009-01-0800289-2 CREATE 1/9/2009 7:09:57 AM, vnatkows
Created in WIP Default with Due Date 1/9/2009 7:09:57 AM.

*** SUBCASE N032009-01-0800289-2 CLOSE 1/9/2009 7:10:15 AM, vnatkows
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/9/2009 7:10:16 AM, vnatkows
into WIP default and Status of Solving.

*** CASE CLOSE 1/9/2009 7:10:17 AM, vnatkows
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032008-03-2000565	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/20/2008 10:52:34 AM
Case Originator :	Tiffany Moss (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/20/2008 11:00:47 AM
Case Owner :	Tiffany Moss (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Tiffany Moss (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SAFETY RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : DENVER, CO [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES165X1S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 84,000
In Service Date : 01/05/2001
Months In Use : 86
Engine Number : D17A11003107
Originating Dealer No. / Name : 207427 / METRO HONDA
Selling Dealer No. / Name : 207427 / METRO HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208094 / PLANET HONDA
Phone No. : 303-215-4200
Address : 15601 W. COLFAX AVENUE
City / State / Zip : GOLDEN, CO 80401
Svc District / Sls District : 10C / C10
Warranty Labor Rate / Date : \$93.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-03-2000565-1 [REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-03-2000565-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/20/2008 10:59:40 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 3/20/2008 11:00:47 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-03-2000565

Case Title : [REDACTED] HEADLIGHT SAFETY RECALL INQUIRY

*** CASE CREATE 3/20/2008 10:52:34 AM, tmoss

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/20/2008 10:52:36 AM, tmoss

WARRANTY CHECK 03/20/2008 10:52:36 AM tmoss

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/20/2008 10:52:40 AM, tmoss

CLAIM HISTORY CHECK 03/20/2008 10:52:40 AM tmoss

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/20/2008 10:54:01 AM, tmoss

CAMPAIGN CHECK 03/20/2008 10:54:01 AM tmoss

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** NOTES 3/20/2008 10:57:13 AM, tmoss, Action Type : Call from Customer

I updated the customers contact information [REDACTED]

The customer contacted AHM and wanted to find out information in regards to a low beam recall. I stated to the customer that all recalls are VIN specific, and that his vehicle was affected by that recall. The customer stated that he has been having a problem with his low beams, and that they were not working he only could use his high beams. I stated to the customer that he could take his vehicle to any Honda dealer and have his vehicle serviced there. The customer stated that he would take his vehicle to Planet Honda. I thanked the customer and the call ended.

*** CASE VSC LOOKUP 3/20/2008 10:57:26 AM, tmoss

VSC-CUC CHECK 03/20/2008 10:57:26 AM tmoss

No data found for VIN.

*** CASE CREATE 3/20/2008 10:59:40 AM, tmoss

Number = N032008-03-2000565-1, Created in WIP default with due date 03/21/2008 10:59:40 AM..

*** SUBCASE N032008-03-2000565-1 CREATE 3/20/2008 10:59:40 AM, tmoss, Action Type :

Created in WIP default with due date 03/21/2008 10:59:40 AM.

*** SUBCASE N032008-03-2000565-1 MODIFY 3/20/2008 10:59:45 AM, tmoss

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/20/2008 10:59:54 AM, tmoss

CAMPAIGN CHECK 03/20/2008 10:59:54 AM tmoss

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE MODIFY 3/20/2008 11:00:11 AM, tmoss

into WIP default and Status of Solving.

*** SUBCASE N032008-03-2000565-1 CLOSE 3/20/2008 11:00:47 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032008-03-2000565

Case Title : [REDACTED] HEADLIGHT SAFETY RECALL INQUIRY

*** CASE CLOSE 3/20/2008 11:00:47 AM, tmoss

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032009-03-2001100	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/20/2009 1:20:51 PM
Case Originator :	Roxanne Gandara (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/20/2009 2:07:08 PM
Case Owner :	Roxanne Gandara (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Roxanne Gandara (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : ATLANTA, GA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16531L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 170,000
In Service Date : 01/16/2001
Months In Use : 98
Engine Number : D17A11402281
Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208371 / CURRY HONDA
Phone No. : 770-451-2700
Address : 5525 PEACHTREE INDUST.
City / State / Zip : CHAMBLEE, GA 30341
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-03-2001100-1 [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights
N032009-03-2001100-2 [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	752	SRS
N032009-03-2001100-3 [REDACTED] PROD	Subcase Close	Product	Change Owner/Info		

Issue Details

Issue ID : N032009-03-2001100-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/20/2009 1:57:04 PM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 3/20/2009 2:07:08 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032009-03-2001100-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/20/2009 1:57:33 PM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 3/20/2009 2:07:08 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Warn Light On 7524
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 14 - Air Bags
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032009-03-2001100-3	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Product	Status : Subcase Close	Open Date : 3/20/2009 2:06:47 PM
Issue Owner : Roxanne Gandara	Type 2 : Change Owner/Info	Queue :	Close Date : 3/20/2009 2:07:08 PM
Issue Title : [REDACTED]	PRODUCT - CHANGE OWNER/INFO		

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Updated Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-03-2001100

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 3/20/2009 1:20:51 PM, rlopez

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/20/2009 1:20:53 PM, rlopez

WARRANTY CHECK 03/20/2009 01:20:53 PM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/20/2009 1:20:55 PM, rlopez

CLAIM HISTORY CHECK 03/20/2009 01:20:55 PM rlopez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/20/2009 1:21:02 PM, rlopez

CAMPAIGN CHECK 03/20/2009 01:21:02 PM rlopez

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 08/06/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 3/20/2009 1:21:03 PM, rlopez

VSC-CUC CHECK 03/20/2009 01:21:03 PM rlopez

No data found for VIN.

*** CASE MODIFY 3/20/2009 1:21:06 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 3/20/2009 1:21:07 PM, rlopez

into WIP in box and Status of Solving.

*** NOTES 3/20/2009 1:31:59 PM, rlopez, Action Type : Call from Customer

Updated Ownership [REDACTED]

The customer stated that she KNOWS that she received a recall for the combination light switch 4 years ago but knows she never took care of it. The customer now stated that her vehicles head lights will not work. Also she stated her SRS light is illuminated and wants to know if that is a recall as well.

I advised the customer there has never been a campaign issued for her vehicle associated with the SRS at this time. I advised her recall for the combination light switch can still be completed for her free of charge. I provided the contact number for CURRY HONDA. The customer thanked AHM, asked if there was anything else I may assist with. The customer said no and I thanked the customer for calling AHM.

*** CASE MODIFY 3/20/2009 1:32:01 PM, rlopez

into WIP in box and Status of Solving.

*** CASE MODIFY 3/20/2009 1:56:48 PM, rlopez

into WIP in box and Status of Solving.

*** CASE CREATE 3/20/2009 1:57:04 PM, rlopez

Number = N032009-03-2001100-1, Created in WIP in box with due date 03/21/2009 01:57:04 PM..

*** SUBCASE N032009-03-2001100-1 CREATE 3/20/2009 1:57:04 PM, rlopez, Action Type :

Created in WIP in box with due date 03/21/2009 01:57:04 PM.

*** SUBCASE N032009-03-2001100-1 MODIFY 3/20/2009 1:57:10 PM, rlopez

Case History

Case ID : N032009-03-2001100

Case Title : [REDACTED] -COMBINATION LIGHT SWITCH RECALL INQUIRY

into WIP in box and Status of Solving.

*** SUBCASE N032009-03-2001100-2 CREATE 3/20/2009 1:57:33 PM, rlopez

Created in WIP Default with Due Date 3/20/2009 1:57:33 PM.

*** SUBCASE N032009-03-2001100-3 CREATE 3/20/2009 2:06:47 PM, rlopez

Created in WIP Default with Due Date 3/20/2009 2:06:47 PM.

*** NOTES 3/20/2009 2:07:04 PM, rlopez, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

This is for your information only and no response is required.

Thank you for your attention to this matter.

Roxanne Lopez

Automobile Customer Service

*** CASE MODIFY 3/20/2009 2:07:05 PM, rlopez

into WIP in box and Status of Solving.

*** CASE CLOSE 3/20/2009 2:07:08 PM, rlopez

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032009-03-2001100-1 CLOSE 3/20/2009 2:07:08 PM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032009-03-2001100-2 CLOSE 3/20/2009 2:07:08 PM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032009-03-2001100-3 CLOSE 3/20/2009 2:07:08 PM, rlopez

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N012007-07-2400607	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/24/2007 10:04:48 AM
Case Originator :	Timothy Sonntag (Team TTS)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/13/2007 9:28:45 AM
Case Owner :	Amit Shah (Team HC)	Method :	Phone	Queue :		Days Open :	20
Last Closed By :	Amit Shah (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	03E - [REDACTED] DIMMER LIGHT REPLACEMENT REQUEST	No. of Attachments :	0				

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : [REDACTED] SORRENTO, LA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : [REDACTED] US VIN / JHMES16521S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 117,000
In Service Date : 12/29/2000
Months In Use : 79
Engine Number : D17A11003350
Originating Dealer No. / Name : 207748 / TEAM HONDA
Selling Dealer No. / Name : 207748 / TEAM HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207748 / TEAM HONDA
Phone No. : 225-298-4100
Address : 6363 SIEGEN LANE
City / State / Zip : BATON ROUGE, LA 70809
Svc District / Sls District : 03D / E03
Warranty Labor Rate / Date : \$86.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-07-2400607-1 / [REDACTED] PRODUC	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-07-2400607-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amit Shah	Type 1 : Product	Status : Subcase Close	Open Date : 7/25/2007 1:41:36 PM
Issue Owner : Amit Shah	Type 2 : Operation	Queue :	Close Date : 8/13/2007 9:28:45 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 13315
Primary Amount : \$179.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$179.00
Approved By : kroyster
Approval Date : 8/9/2007 3:18:53
Status : PROCESSED
Check No. : 1679656
Check Date : 8/10/2007

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : SORRENTO, LA [REDACTED]
Campaign Template # :
Contention Code : 03220
Defect Code : 03214
Category : Regular
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012007-07-2400607

Case Title : 03E - [REDACTED] DIMMER LIGHT REPLACEMENT REQUEST

*** CASE CREATE 7/24/2007 10:04:48 AM, tsonntal

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 7/24/2007 10:06:21 AM, tsonntal

CAMPAIGN CHECK 07/24/2007 10:06:21 AM tsonntal

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE MODIFY 7/24/2007 10:07:06 AM, tsonntal

into WIP ** Default ** and Status of Solving.

*** NOTES 7/24/2007 10:11:23 AM, tsonntal, Action Type : Call from Customer

Auto Shop: Supreme Auto Shop (225-571-2787)

Mechanic: Warren

Customer called informing that a month ago the headlights stopped working. Customer informed that the headlights started to go on and off and then they just turned off. Customer took the vehicle to the body shop on July 11, 2007 and the mechanic replaced the dimmer switch for \$179.00 including parts and labor. Customer informed that she was speaking with a service advisor at Team Honda and he informed that there is a recall on the vehicle(04-015) and it has to do with what she replaced. Customer requests AHM to reimburse her for the repairs. Informed customer that case will be dispatched to a case manager and the case manager will contact her back in 1 to 2 business days. Provided customer with case number and my name. Customer thanked me for assistance.

*** CASE MODIFY 7/24/2007 10:11:59 AM, tsonntal

into WIP ** Default ** and Status of Solving.

*** CASE DISPATCH 7/24/2007 10:12:08 AM, tsonntal

from WIP ** Default ** to Queue Honda Team C.

*** CASE ACCEPT 7/24/2007 11:06:26 AM, ashah

from Queue Honda Team C to WIP Default.

*** CASE CAMPAIGN LOOKUP 7/25/2007 11:21:53 AM, ashah

CAMPAIGN CHECK 07/25/2007 11:21:53 AM ashah

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 7/25/2007 11:57:56 AM, ashah

CAMPAIGN CHECK 07/25/2007 11:57:56 AM ashah

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 7/25/2007 12:34:07 PM, apadungy, Action Type : Call from Customer

Customer information verified.

Customer contacted AHM to speak to her CM and call was transferred to the CM VM due to the CM being unavailable at the time.

*** NOTES 7/25/2007 1:41:22 PM, ashah, Action Type : Call to Customer

Case History

Case ID : N012007-07-2400607

Case Title : 03E - [REDACTED] DIMMER LIGHT REPLACEMENT REQUEST

Spoke to the customer and informed her that she would need to fax us her invoice of the repairs showing that the dimmer switch was replaced along with the proof payment. Customer states that she paid cash, I informed the customer that it would be ok and that she can just fax us the invoice but it should state paid on it. I provided the customer with our fax number 310-783-3023. I informed the customer that we would give her a call once we review the invoice. I also provided the customer with my contact information, customer thanked me and ended the call.

*** SUBCASE N012007-07-2400607-1 CREATE 7/25/2007 1:41:36 PM, ashah

Created in WIP Default with Due Date 7/25/2007 1:41:36 PM.

*** CASE MODIFY 7/25/2007 1:42:40 PM, ashah

into WIP Default and Status of Solving.

*** CASE MODIFY 7/25/2007 1:45:51 PM, ashah

into WIP Default and Status of Solving.

*** NOTES 7/30/2007 10:30:24 AM, tbarnett, Action Type : Letter/Fax

On 7/30/07 ACS received a 3-page fax from customer.

*** NOTES 8/1/2007 3:43:48 PM, ashah, Action Type : Call to Customer

I called the customer and informed her that we did receive her repair invoice be we still need to proof of payment which she can fax to us. I informed the customer that according to the receipt it shows that she paid by check so she can either send us a copy of her canceled check or copy of the bank statement showing the check was made out to the repair facility.

*** NOTES 8/6/2007 12:29:01 PM, tbarnett, Action Type : Letter/Fax

On 8/6/07 ACS received a 2-page letter from customer.

*** NOTES 8/8/2007 11:36:07 AM, ashah, Action Type : Letter/Fax

ACS received a fax from the customer on August 6, 2007. Customer has faxed us a copy of the check showing she paid a technician Warren Dencausse by a personal check in the amount of \$200.

*** CASE CAMPAIGN LOOKUP 8/9/2007 10:30:49 AM, ashah

CAMPAIGN CHECK 08/09/2007 10:30:49 AM ashah

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 8/9/2007 10:38:08 AM, ashah

CAMPAIGN CHECK 08/09/2007 10:38:08 AM ashah

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** NOTES 8/9/2007 10:39:26 AM, ashah, Action Type : Call to Customer

I called the customer to ask her why the check she made out to the technician was for \$200 and the invoice shows that she paid \$179. Customer states that she was only supposed to pay \$179 for the repairs and the rest was a tip to the technician. Customer states that it would be acceptable if she was reimbursed in the amount of \$179. I verified customers contact information. Customer is being reimbursed because the issue seems to be campaign related 04-015.

*** CASE MODIFY 8/9/2007 10:40:54 AM, ashah

into WIP Check Req Review and Status of Solving.

*** CASE MODIFY 8/9/2007 10:45:46 AM, ashah

Case History

Case ID : N012007-07-2400607

Case Title : 03E - [REDACTED] DIMMER LIGHT REPLACEMENT REQUEST

into WIP Check Req Review and Status of Solving.

*** SUBCASE N012007-07-2400607-1 DISPATCH 8/9/2007 10:46:01 AM, ashah
from WIP Default to Queue CkReq - Royster.

*** SUBCASE N012007-07-2400607-1 8/9/2007 3:18:53 PM, kroyster, Action Type :
Check Requisition for 179.00 \$ submitted
Check Requisition for 179.00 \$ submitted by kroyster

*** SUBCASE N012007-07-2400607-1 RETURN 8/9/2007 3:19:08 PM, kroyster
from Queue CkReq - Royster to WIP Subcase.

*** COMMIT 8/10/2007 11:13:35 AM, ashah, Action Type : N/A

check req close

*** SUBCASE N012007-07-2400607-1 COMMIT 8/13/2007 8:02:51 AM, ashah, Action Type : External Commitment
Check processed for check_req_no = 13315 on 2007-08-10-00.00.00.000000

*** NOTES 8/13/2007 9:26:45 AM, pbongco, Action Type : Note-General
check mailed

*** CASE CLOSE 8/13/2007 9:28:45 AM, ashah
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012007-07-2400607-1 CLOSE 8/13/2007 9:28:45 AM, ashah
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N032010-03-2500098	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/25/2010 7:00:42 AM
Case Originator :	Kelly Fuller (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/13/2010 1:51:41 PM
Case Owner :	Farah Sosa (Team CG)	Method :	Phone	Queue :		Days Open :	19
Last Closed By :	Farah Sosa (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - P23 HEADLIGHT SWITCH RECALL REIMBURSEMENT					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SANTA FE, NM [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15581S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 152,000
In Service Date : 01/26/2001
Months In Use : 110
Engine Number : D17A11003386
Originating Dealer No. / Name : 207818 / HONDA OF GRAND FORKS
Selling Dealer No. / Name : 207818 / HONDA OF GRAND FORKS
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-03-2500098-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032010-03-2500098-2 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032010-03-2500098-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/25/2010 7:07:01 AM
Issue Owner : Kelly Fuller	Type 2 : Eligibility	Queue :	Close Date : 3/25/2010 7:07:21 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032010-03-2500098-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/5/2010 10:12:31 AM
Issue Owner : Farah Sosa	Type 2 : Financial Assistance	Queue :	Close Date : 4/13/2010 1:51:41 PM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITCH
Condition Code Desc : Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 3167
Primary Amount : \$186.67
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$186.67
Approved By : rdabb
Approval Date : 4/8/2010 3:45:30
Status : PROCESSED
Check No. : 1852291
Check Date : 4/9/2010

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : SANTA FE, NM [REDACTED]
Campaign Template # :
Contention Code : P2300
Defect Code : 5CN00
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032010-03-2500098

Case Title : [REDACTED] - P23 HEADLIGHT SWITCH RECALL REIMBURSEMENT

*** CASE CREATE 3/25/2010 7:00:42 AM, kfuller

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/25/2010 7:00:45 AM, kfuller

WARRANTY CHECK 03/25/2010 07:00:45 AM kfuller

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/25/2010 7:00:48 AM, kfuller

CLAIM CHECK 03/25/2010 07:00:48 AM kfuller

The following Claim History information was found

0; 2010-03-05; 208170; 240562; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE SUPPLIED TOOLS TO INSPECT THE HOSE CLAMPS FOR PR

*** CASE CAMPAIGN LOOKUP 3/25/2010 7:00:54 AM, kfuller

CAMPAIGN CHECK 03/25/2010 07:00:54 AM kfuller

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/10; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 03/18/10; FX;

*** CASE VSC LOOKUP 3/25/2010 7:00:55 AM, kfuller

VSC-CUC CHECK 03/25/2010 07:00:55 AM kfuller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/25/2010 7:01:03 AM, kfuller

CAMPAIGN CHECK 03/25/2010 07:01:03 AM kfuller

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/10; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 03/18/10; FX;

*** CASE MODIFY 3/25/2010 7:01:23 AM, kfuller

into WIP default and Status of Solving.

*** NOTES 3/25/2010 7:06:11 AM, kfuller, Action Type : Call from Customer

The customer called regarding the headlight switch recall. I verified contact information and checked for any outstanding campaigns. The customer stated her headlights went out before and she tried to get them fixed at the dealer. The dealer never would call her back for an appointment, so she took the car to an IRF. She did not know about the recall at the time. She is now requesting reimbursement. I advised her to submit her invoice and proof of payment for reimbursement consideration. I provided the fax number 909-664-9009. The customer needed no further assistance.

*** CASE CREATE 3/25/2010 7:07:01 AM, kfuller

Number = N032010-03-2500098-1, Created in WIP default with due date 03/26/2010 07:07:01 AM..

*** SUBCASE N032010-03-2500098-1 CREATE 3/25/2010 7:07:01 AM, kfuller, Action Type :

Created in WIP default with due date 03/26/2010 07:07:01 AM.

*** SUBCASE N032010-03-2500098-1 MODIFY 3/25/2010 7:07:17 AM, kfuller

into WIP default and Status of Solving.

Case History

Case ID : N032010-03-2500098

Case Title : [REDACTED] P23 HEADLIGHT SWITCH RECALL REIMBURSEMENT

*** CASE CLOSE 3/25/2010 7:07:21 AM, kfuller

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032010-03-2500098-1 CLOSE 3/25/2010 7:07:21 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 4/5/2010 10:03:35 AM, fsosa

with Condition of Open and Status of Solving.

*** CASE DISPATCH 4/5/2010 10:03:44 AM, fsosa

from WIP default to Queue Chino Team CB.

*** CASE YANKED 4/5/2010 10:03:47 AM, fsosa

Yanked by fsosa into WIPbin default.

*** NOTES 4/5/2010 10:03:59 AM, fsosa, Action Type : Documents Received

AHM received copy of invoice # 1486 from Ken's Automotive, dated 12/28/09 in the amount of 186.67. Mileage at the time was 148660 and invoice shows headlight switch was replaced.

AHM received copy of credit card receipt from Ken's Automotive, dated 12/29/09 in the amount of \$186.67. Name of payer not specified.

No other documents received.

*** NOTES 4/5/2010 10:11:53 AM, fsosa, Action Type : Call to Customer

I called the customer at [REDACTED] and introduced myself as CM. I requested copy of proof of payment reflecting payer's name. I provided fax, case and my contact information.

*** CASE MODIFY 4/5/2010 10:12:06 AM, fsosa

into WIP default and Status of Solving.

*** CASE CREATE 4/5/2010 10:12:31 AM, fsosa

Number = N032010-03-2500098-2, Created in WIP default with due date 04/06/2010 10:12:31 AM..

*** SUBCASE N032010-03-2500098-2 CREATE 4/5/2010 10:12:31 AM, fsosa, Action Type :

Created in WIP default with due date 04/06/2010 10:12:31 AM.

*** SUBCASE N032010-03-2500098-2 MODIFY 4/5/2010 10:12:37 AM, fsosa

into WIP default and Status of Solving.

*** COMMIT 4/5/2010 10:12:48 AM, fsosa, Action Type : N/A

P23 - pop in? (2)

*** CASE MODIFY 4/5/2010 10:13:19 AM, fsosa

into WIP default and Status of Solving.

*** NOTES 4/7/2010 3:43:46 PM, fsosa, Action Type : Documents Received

AHM received front copy of Visa card ending in 6405 under the name of Beverly Romero.

No other documents received.

*** CASE CAMPAIGN LOOKUP 4/7/2010 3:47:36 PM, fsosa

Case History

Case ID : N032010-03-2500098

Case Title : [REDACTED] - P23 HEADLIGHT SWITCH RECALL REIMBURSEMENT

CAMPAIGN CHECK 04/07/2010 03:47:36 PM fsosa

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/18/10; FX;

08-093; Q96; DRIVERS AIRBAG INFLATOR; 03/18/10; FX;

*** NOTES 4/7/2010 3:48:40 PM, fsosa, Action Type : Note-General

Verified customer falls under campaign.

The customer sent in documentation for reimbursement consideration for the cost incurred due to repairs related to Headlight Switch.

\$186.67 requested.

The customer is eligible for the repair.

Parts: ☐\$ 45.24Labor: ☐\$127.50Tax: ☐\$ 13.93 (8% parts)

Grand total: \$186.67

*** NOTES 4/7/2010 3:48:47 PM, fsosa, Action Type : Note-Resolution

The customer requested reimbursement for Headlight switch replacement at IRF. The campaign has been completed and the customer provided the necessary documents for review. The customer will be reimbursed \$186.67.

*** CASE MODIFY 4/7/2010 3:56:36 PM, fsosa

into WIP Reimbursement and Status of Solving.

*** NOTES 4/7/2010 4:18:12 PM, fsosa, Action Type : Call to Customer

I called the customer and advised having received proof of payment. I am requesting check for approval in the amount of 186.67. I will contact her in the near future for follow up.

ALL CONTACT INFORMATION WAS VERIFIED WITH CUSTOMER.

*** SUBCASE N032010-03-2500098-2 DISPATCH 4/7/2010 4:18:24 PM, fsosa

from WIP sub-cases to Queue Check Req - B. Aguirre.

*** CASE FULFILL 4/7/2010 4:18:35 PM, fsosa

Fulfilled for [REDACTED] due 04/07/2010 12:00:00 AM.

*** COMMIT 4/7/2010 4:18:36 PM, fsosa, Action Type : N/A

P23 - ck a?

*** CASE MODIFY 4/7/2010 4:18:53 PM, fsosa

into WIP Reimbursement and Status of Solving.

*** NOTES 4/8/2010 11:08:33 AM, baguirre, Action Type : Note-General

Case reviewed.

Case History

Case ID : N032010-03-2500098

Case Title :

P23 HEADLIGHT SWITCH RECALL REIMBURSEMENT

*** SUBCASE N032010-03-2500098-2 FORWARD 4/8/2010 11:08:44 AM, baguirre
from Queue Check Req - B. Aguirre to Queue Check Req - R. Dabb.

*** SUBCASE N032010-03-2500098-2 RULE ACTION 4/8/2010 3:18:24 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032010-03-2500098-2 4/8/2010 3:45:30 PM, rdabb, Action Type :
Check Requisition for 186.67 \$ submitted
Check Requisition for 186.67 \$ submitted by rdabb

*** SUBCASE N032010-03-2500098-2 FORWARD 4/8/2010 3:45:35 PM, rdabb
from Queue Check Req - R. Dabb to Queue Check Approved - Sat.

*** NOTES 4/9/2010 11:10:18 AM, fsosa, Action Type : Note-General
Check approved. Mailing pending.

*** CASE FULFILL 4/9/2010 11:10:30 AM, fsosa
Fulfilled for [REDACTED] due 04/09/2010 12:00:00 AM.

*** COMMIT 4/9/2010 11:10:30 AM, fsosa, Action Type : N/A

P23 - ck m?

*** CASE MODIFY 4/9/2010 11:10:39 AM, fsosa
into WIP cks and Status of Solving.

*** SUBCASE N032010-03-2500098-2 RULE ACTION 4/9/2010 3:18:24 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032010-03-2500098-2 COMMIT 4/12/2010 8:01:43 AM, fsosa, Action Type : External Commitment
Check processed for check_req_no = 3167 on 2010-04-09-00.00.00.000000

*** SUBCASE N032010-03-2500098-2 FULFILL 4/12/2010 10:22:12 AM, fsosa
Fulfilled for [REDACTED] due ??/? ??:?.

*** NOTES 4/12/2010 4:15:42 PM, vsegura, Action Type : Note-General
Check # [REDACTED] totaling \$186.67 was mailed on 04/13/10.

*** SUBCASE N032010-03-2500098-2 ACCEPT 4/12/2010 4:15:47 PM, vsegura
from Queue Check Approved - Sat to WIP default.

*** SUBCASE N032010-03-2500098-2 ASSIGN 4/12/2010 4:15:54 PM, vsegura
N032010-03-2500098-2 to fsosa, WIP @

*** SUBCASE N032010-03-2500098-2 RULE ACTION 4/12/2010 4:15:55 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 4/13/2010 1:51:38 PM, fsosa, Action Type : Call to Customer

I called the customer at [REDACTED] reached VM and informed that check was mailed today. I encouraged her to contact AHM should concerns arise.

The case will be closed.

*** SUBCASE N032010-03-2500098-2 CLOSE 4/13/2010 1:51:41 PM, fsosa
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032010-03-2500098

Case Title : [REDACTED] - P23 HEADLIGHT SWITCH RECALL REIMBURSEMENT

*** CASE CLOSE 4/13/2010 1:51:41 PM, fsosa

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032005-12-2800401 Division : Honda - Auto Condition : Closed Open Date : 12/28/2005 9:27:23 AM
Case Originator : Harmeet Kaur (Team PA) Sub Division : Satellite Center Status : Closed Close Date : 1/6/2006 9:30:18 AM
Case Owner : Chris Kibodeaux (Team HD) Method : Phone Queue : Days Open : 9
Last Closed By : Chris Kibodeaux (Team HD) Point of Origin : Customer Wipbin :
Case Title : 3E-206627- [REDACTED] HEADLIGHT REPLACEMENT ASST. No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : WALKER, LA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES16561L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 88,000
In Service Date : 09/29/2000
Months In Use : 63
Engine Number : D17A11402076
Originating Dealer No. / Name : 206627 / RICHARDS HONDA
Selling Dealer No. / Name : 206627 / RICHARDS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206627 / RICHARDS HONDA
Phone No. : 225-928-6100
Address : 7791 FLORIDA BLVD.
City / State / Zip : BATON ROUGE, LA 70806
Svc District / Sls District : 03D / E03
Warranty Labor Rate / Date : \$95.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-12-2800401-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032005-12-2800401-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Kibodeaux	Type 1 : Product	Status : Subcase Close	Open Date : 1/4/2006 10:28:53 AM
Issue Owner : Chris Kibodeaux	Type 2 : Operation	Queue :	Close Date : 1/6/2006 9:29:30 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-12-2800401

Case Title : 3E-206627- [REDACTED] - HEADLIGHT REPLACEMENT ASST.

*** CASE CREATE 12/28/2005 9:27:23 AM, hkaur

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/28/2005 9:27:25 AM, hkaur

WARRANTY CHECK 12/28/2005 09:27:25 AM hkaur

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/28/2005 9:27:28 AM, hkaur

CLAIM CHECK 12/28/2005 09:27:28 AM hkaur

The following Claim History information was found

0; 2004-11-10; 206627; 340476; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN T

*** CASE CAMPAIGN LOOKUP 12/28/2005 9:27:35 AM, hkaur

CAMPAIGN CHECK 12/28/2005 09:27:35 AM hkaur

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-03-23; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-11-10; FX

*** NOTES 12/28/2005 9:41:24 AM, hkaur, Action Type : Call from Customer

Customer said that on November 4, 2004 she had the recall performed on the vehicle regarding the headlights. Customer said that her headlights were dim when she took the vehicle in to have the recall done. Customer said that the lights had gone out again. Customer said that her dim light have gone completely out and she can only drive with the blind lights on. Customer said that she feels that this is related to the recall and Honda needs to cover this. Customer said that she called Richards Honda and they told her that it will cost \$135 for the labor alone. Customer said that it is not right that she pays for this because it is not wear and tear item that is causing this part to go out. Customer said that it is going out because of the safety recall and she should not have to pay for this. Customer said that she spoke with Susan who told her that the part was only under warranty for 12 months/12,000 miles.

This is the customer's first Honda vehicle and she gets the vehicle regularly maintained at a Honda dealership. Customer said that she will contact Richards Honda to see when she can bring in her vehicle for the diagnosis. I told the customer that I will open up a case for her but she needs to take her vehicle to a Honda dealership for diagnosis. Customer asked if she needs to pay for the diagnosis. I told the customer that she needs to pay for the diagnosis because we need to know what is wrong with the vehicle, if this is related to the recall, what needs to be replaced and how much it is going to cost for the replacement. Customer asked what if the dealership cheats her and just says that this is not related to the recall? I told the customer that we need this information before we can make a decision on her case and we trust the diagnosis of the Honda dealerships. Customer stated that dealerships cheat women all the time and I told the customer that this is her opinion but she needs to have a diagnosis so that we can open up a case for her. Customer understood. Customer said thank you so much for your help and the call was ended.

*** CASE MODIFY 12/28/2005 9:41:46 AM, hkaur

into WIP default and Status of Solving.

*** CASE MODIFY 12/28/2005 9:42:09 AM, hkaur

into WIP default and Status of Solving.

*** CASE ASSIGN 12/28/2005 9:42:17 AM, hkaur

N032005-12-2800401 to jbanks, WIP

*** CASE RULE ACTION 12/28/2005 9:42:18 AM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N032005-12-2800401

Case Title : 3E-206627- [REDACTED] - HEADLIGHT REPLACEMENT ASST.

*** CASE CAMPAIGN LOOKUP 12/30/2005 7:25:38 AM, jbanks

CAMPAIGN CHECK 12/30/2005 07:25:38 AM jbanks

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-03-23; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-11-10; FX

*** CASE MODIFY 12/30/2005 7:25:41 AM, jbanks

into WIP DEFAULT and Status of Solving.

*** CASE DISPATCH 12/30/2005 7:25:57 AM, jbanks

from WIP DEFAULT to Queue Honda Team F.

*** CASE RULE ACTION 12/31/2005 7:25:57 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 1/1/2006 7:25:57 AM, sa

Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

*** CASE ASSIGN 1/3/2006 6:42:14 AM, dpippin

N032005-12-2800401 to ckibodea, WIP oýý.F

*** CASE RULE ACTION 1/3/2006 6:42:14 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/4/2006 10:19:29 AM, ckibodea

into WIP default and Status of Solving.

*** SUBCASE N032005-12-2800401-1 CREATE 1/4/2006 10:28:53 AM, ckibodea

Created in WIP Default with Due Date 1/4/2006 10:28:53 AM.

*** COMMIT 1/4/2006 10:29:00 AM, ckibodea, Action Type : N/A

Call dealer / customer

*** CASE MODIFY 1/4/2006 10:29:21 AM, ckibodea

into WIP default and Status of Solving.

*** NOTES 1/6/2006 9:29:13 AM, ckibodea, Action Type : Call to Customer

I contacted the customer on day phone.

The customer stated that she has not taken the vehicle into the dealership yet. I advised the customer that the vehicle would need to be inspected by the dealership prior to AHM considering any type of assistance. The customer stated she does not have the money to pay for the diagnostic fee at this time. The customer stated she does not know when she would be able to take the vehicle to the dealership. The customer advised to close the case out until she can take the vehicle to the dealership. I advised the customer to contact AHM if there are any further questions or concerns. The customer clearly understood and thanked me for assistance. Nothing further was required.

*** SUBCASE N032005-12-2800401-1 CLOSE 1/6/2006 9:29:30 AM, ckibodea

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/6/2006 9:30:12 AM, ckibodea

into WIP 3E and Status of Solving.

Case History

Case ID : N032005-12-2800401

Case Title : 3E-206627- [REDACTED] HEADLIGHT REPLACEMENT ASST.

*** CASE CLOSE 1/6/2006 9:30:18 AM, ckibodea

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-06-2301825	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/23/2008 10:17:18 AM
Case Originator :	Robert Castillo (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/23/2008 10:23:51 AM
Case Owner :	Robert Castillo (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Robert Castillo (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT SWITCH RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : TERRE HAUTE, IN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26751S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 77,000
In Service Date : 06/29/2001
Months In Use : 84
Engine Number : D17A21007440
Originating Dealer No. / Name : 208172 / MCDAVID HONDA
Selling Dealer No. / Name : 208172 / MCDAVID HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207161 / THOMPSON'S HONDA
Phone No. : 812-232-1111
Address : 101 SOUTH 1ST STREET
City / State / Zip : TERRE HAUTE, IN 47807
Svc District / Sls District : 04E / G04
Warranty Labor Rate / Date : \$78.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-06-2301825-1 / [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-06-2301825-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Castillo	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/23/2008 10:23:19 AM
Issue Owner : Robert Castillo	Type 2 : Eligibility	Queue :	Close Date : 6/23/2008 10:23:51 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-06-2301825

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 6/23/2008 10:17:18 AM, rcastill

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 6/23/2008 10:17:18 AM, rcastill, Action Type :

The customer's information was updated [REDACTED] The customer is contacting AHM to check for a recall for the low beams in her vehicle. The customer stated that she learned about a recall online about the combination light switch.

*** NOTES 6/23/2008 10:20:51 AM, rcastill, Action Type : Call from Customer

The customer was advised that a terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. Although the high-beam position remains operational, an unexpected loss of low beams could result in a crash, per SB# 04-015.

The customer understood and stated that she will be contacting Thompson Honda to address this. The customer was provided with Thompson's Honda contact telephone number and she did not request for any additional assistance. I thanked the customer for contacting AHM and the call was ended.

*** NOTES 6/23/2008 10:21:35 AM, rcastill, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer is looking to address SB#04-015, and she stated that her vehicle lost the lowbeam lights.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Robert Castillo

Automobile Customer Service

*** CASE MODIFY 6/23/2008 10:21:36 AM, rcastill

into WIP default and Status of Solving.

*** SUBCASE N032008-06-2301825-1 CREATE 6/23/2008 10:23:19 AM, rcastill

Created in WIP Default with Due Date 6/23/2008 10:23:19 AM.

*** CASE MODIFY 6/23/2008 10:23:26 AM, rcastill

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/23/2008 10:23:41 AM, rcastill

WARRANTY CHECK 06/23/2008 10:23:41 AM rcastill

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/23/2008 10:23:43 AM, rcastill

CLAIM HISTORY CHECK 06/23/2008 10:23:43 AM rcastill

No data found for VIN.

*** CASE VSC LOOKUP 6/23/2008 10:23:46 AM, rcastill

VSC-CUC CHECK 06/23/2008 10:23:46 AM rcastill

No data found for VIN.

Case History

Case ID : N032008-06-2301825

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** SUBCASE N032008-06-2301825-1 CLOSE 6/23/2008 10:23:51 AM, rcastill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/23/2008 10:23:51 AM, rcastill

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012010-01-2000812	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/20/2010 11:28:02 AM
Case Originator :	Bridgette Samonte (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/20/2010 11:57:37 AM
Case Owner :	Bridgette Samonte (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Bridgette Samonte (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH / 04-015				No. of Attachments :	0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : DENTON, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26751S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 120,000
In Service Date : 06/11/2001
Months In Use : 103
Engine Number : D17A21007494
Originating Dealer No. / Name : 207945 / RUSTY WALLIS HONDA
Selling Dealer No. / Name : 207945 / RUSTY WALLIS HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207788 / JIM MCNATT HONDA NORTH
Phone No. : 940-239-5300
Address : 4050 SOUTH I-35 E
City / State / Zip : DENTON, TX 76210
Svc District / Sls District : 03F / A03
Warranty Labor Rate / Date : \$85.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-2000812-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-2000812-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 1/20/2010 11:37:22 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 1/20/2010 11:55:43 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-2000812

Case Title : [REDACTED] COMBINATION LIGHT SWITCH / 04-015

*** CASE CREATE 1/20/2010 11:28:02 AM, bsamonte

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/20/2010 11:28:05 AM, bsamonte

WARRANTY CHECK 01/20/2010 11:28:05 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/20/2010 11:28:08 AM, bsamonte

CLAIM HISTORY CHECK 01/20/2010 11:28:08 AM bsamonte

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/20/2010 11:28:48 AM, bsamonte

CAMPAIGN CHECK 01/20/2010 11:28:48 AM bsamonte

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE VSC LOOKUP 1/20/2010 11:28:49 AM, bsamonte

VSC-CUC CHECK 01/20/2010 11:28:49 AM bsamonte

No data found for VIN.

*** CASE MODIFY 1/20/2010 11:32:18 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 1/20/2010 11:36:28 AM, bsamonte, Action Type : Call from Customer

Contact Info Updated

Phone 940-231-9012

Customer says her low beams are failing and yesterday she noticed a string of smoke coming from the vehicle.

Customer would like to know if the vehicle has a recall.

ACS informed customer of 04-015 combination light switch and 08-093 airbag inflator.

Customer declined DCS to be sent. ACS referred to JIM MCNATT HONDA NORTH.

Customer has no further questions.

*** SUBCASE N012010-01-2000812-1 CREATE 1/20/2010 11:37:22 AM, bsamonte

Created in WIP Default with Due Date 1/20/2010 11:37:22 AM.

*** NOTES 1/20/2010 11:38:14 AM, bsamonte, Action Type : Call from Customer

ACS also referred customer to owners.honda.com to view recalls.

*** SUBCASE N012010-01-2000812-1 CLOSE 1/20/2010 11:55:43 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/20/2010 11:57:37 AM, bsamonte

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012003-09-1200688	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/12/2003 10:49:37 AM
Case Originator :	Olivia Goodman (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/15/2003 2:29:57 PM
Case Owner :	Anthony Hill (Team HA)	Method :	Phone	Queue :		Days Open :	3
Last Closed By :	Anthony Hill (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] WIRE HARNESS ON B/O			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LAGUNA NIGUEL, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16501S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 45,000
In Service Date : 06/10/2001
Months In Use : 27
Engine Number : D17A11004465
Originating Dealer No. / Name : 207237 / FLADEBOE HONDA
Selling Dealer No. / Name : 207237 / FLADEBOE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207237 / FLADEBOE HONDA
Phone No. : 949-830-7600
Address : 16 AUTO CENTER DR.
City / State / Zip : IRVINE, CA 92618
Svc District / Sls District : 01F / C01
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-09-1200688-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-09-1200688-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Anthony Hill	Type 1 : Product	Status : Subcase Close	Open Date : 9/15/2003 2:28:52 PM
Issue Owner : Anthony Hill	Type 2 : Operation	Queue :	Close Date : 9/15/2003 2:29:53 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-09-1200688

Case Title : [REDACTED] - WIRE HARNESS ON B/O

*** CASE CREATE 9/12/2003 10:49:37 AM, ogoodman

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/12/2003 10:49:43 AM, ogoodman

CAMPAIGN CHECK 09/12/2003 10:49:43 AM ogoodman

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** NOTES 9/12/2003 10:57:29 AM, ogoodman, Action Type : Call from Customer

Customer states that the wire harness had gone out on the vehicle and the dealer (Fladeboe Honda) ordered the part over 3 weeks ago and the part is still not in. The customer states that 3 days ago she started to smell a burning plastic smell in the vehicle and has had to contact the dealer on several occasions and no one is calling her back. The customer states that the sm, she does not have his name, had advised that AHM approved to cover the repair under goodwill. The customer does not know what to do.

Advised to make an appointment with the dealer to find out what is going on with the burning smell. Advised that I will forward the case to a cm for further research on the wiring harness. Customer understands. Gave case # and advised of 3-5 business day turn around.

*** CASE MODIFY 9/12/2003 10:57:37 AM, ogoodman

into WIP default and Status of Solving.

*** CASE DISPATCH 9/12/2003 10:57:46 AM, ogoodman

from WIP default to Queue Team A.

*** CASE ACCEPT 9/12/2003 4:20:12 PM, esimmons

from Queue Team A to WIP default.

*** CASE ASSIGN 9/12/2003 4:20:24 PM, esimmons

N012003-09-1200688 to ahill, WIP 5

*** CASE RULE ACTION 9/12/2003 4:20:25 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 9/15/2003 10:54:58 AM, ahill, Action Type : Call to Dealer

Wayne, Parts Manager, advised that a post card was mailed to the customer last Friday that the part arrived.

*** NOTES 9/15/2003 2:28:14 PM, ahill, Action Type : Call to Customer

A machine answered; and, I left a message advising of the receipt of the desired part by the Dealership, and the notice sent last Friday announcing the same. I asked that she call with any further concerns in connection with this matter.

Wayne advised that the technician working on the vehicle of the customer was trying to order the connectors only of the sub-harness of the headlights, but was advised by the Parts Analyst of American Honda that the entire Harness must be ordered; and, that the connectors are not individually available.

The concern of the customer is no longer outstanding, and the associated request for assistance mote. The case is being closed accordingly.

*** SUBCASE N012003-09-1200688-1 CREATE 9/15/2003 2:28:52 PM, ahill

Created in WIP Default with Due Date 9/15/2003 2:28:52 PM.

*** SUBCASE N012003-09-1200688-1 CLOSE 9/15/2003 2:29:53 PM, ahill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/15/2003 2:29:57 PM, ahill

Case History

Case ID : N012003-09-1200688

Case Title : [REDACTED] - WIRE HARNESS ON B/O

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-07-0101720	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/1/2008 2:56:26 PM
Case Originator :	LeRoy Lee (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/1/2008 5:28:10 PM
Case Owner :	LeRoy Lee (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	LeRoy Lee (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED]-COMBINATION LIGHT SWITCH			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : BRIGHAM CITY, UT [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16591S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 130,000
In Service Date : 03/14/2001
Months In Use : 88
Engine Number : D17A11004741
Originating Dealer No. / Name : 206993 / ED NAPLETON HONDA
Selling Dealer No. / Name : 206993 / ED NAPLETON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208294 / ENSIGN HONDA
Phone No. : 435-752-5636
Address : 1945 NORTH MAIN STREET
City / State / Zip : LOGAN, UT 84341
Svc District / Sls District : 10F / E10
Warranty Labor Rate / Date : \$86.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-07-0101720-1 [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-07-0101720-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : LeRoy Lee	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/1/2008 3:23:10 PM
Issue Owner : LeRoy Lee	Type 2 : Eligibility	Queue :	Close Date : 7/1/2008 5:28:10 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information, Updated Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-07-0101720

Case Title : [REDACTED]-COMBINATION LIGHT SWITCH

*** CASE CREATE 7/1/2008 2:56:26 PM, Ilee

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 7/1/2008 2:56:26 PM, Ilee, Action Type :

The customer's information was updated [REDACTED]

*** NOTES 7/1/2008 3:00:32 PM, Ilee, Action Type : Call from Customer

The customer is calling in regards to the low beam headlight recall. The customer stated that his vehicles headlights went out and the high beams still work.

I informed the customer that his vehicle is covered under the recall. The customer stated that he would be taking the vehicle in to have his vehicle serviced this week or next week.

I asked if there was anything else that I could assist with and no further assistance was needed.

*** CASE MODIFY 7/1/2008 3:00:43 PM, Ilee

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 7/1/2008 3:20:22 PM, Ilee

CLAIM HISTORY CHECK 07/01/2008 03:20:22 PM Ilee

No data found for VIN.

*** CASE VSC LOOKUP 7/1/2008 3:20:25 PM, Ilee

VSC-CUC CHECK 07/01/2008 03:20:25 PM Ilee

No data found for VIN.

*** NOTES 7/1/2008 3:20:48 PM, Ilee, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

The customer called in regards to the combination light switch recall service bulletin 04-015.

The customer stated that he would be bringing his vehicle in to have this recall service performed within the next week.

This is for your information only and no response is required.

Thank you for your attention to this matter.

LeRoy Lee

Automobile Customer Service

*** CASE MODIFY 7/1/2008 3:21:03 PM, Ilee

into WIP default and Status of Solving.

*** CASE CREATE 7/1/2008 3:23:10 PM, Ilee

Number = N032008-07-0101720-1, Created in WIP default with due date 07/02/2008 03:23:10 PM..

*** SUBCASE N032008-07-0101720-1 CREATE 7/1/2008 3:23:10 PM, Ilee, Action Type :

Created in WIP default with due date 07/02/2008 03:23:10 PM.

*** CASE MODIFY 7/1/2008 3:23:25 PM, Ilee

into WIP default and Status of Solving.

Case History

Case ID : N032008-07-0101720

Case Title : [REDACTED]-COMBINATION LIGHT SWITCH

*** CASE MODIFY 7/1/2008 3:45:48 PM, Ilee
into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2008 4:09:49 PM, Ilee
into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2008 4:10:05 PM, Ilee
into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2008 4:10:16 PM, Ilee
into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2008 4:17:15 PM, Ilee
into WIP Ready to review and Status of Solving.

*** SUBCASE N032008-07-0101720-1 CLOSE 7/1/2008 5:28:10 PM, Ilee
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/1/2008 5:28:10 PM, Ilee
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032009-08-1701637	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2009 1:14:34 PM
Case Originator :	David Angel (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/1/2009 7:14:20 AM
Case Owner :	Priscilla Samaniego (Team CA)	Method :	Phone	Queue :		Days Open :	15
Last Closed By :	Priscilla Samaniego (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : STOW, OH
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16541L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 95,000
In Service Date : 10/03/2000
Months In Use : 106
Engine Number : D17A11403808
Originating Dealer No. / Name : 206789 / RICK CASE HONDA
Selling Dealer No. / Name : 206723 / RICK CASE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-08-1701637-1 / CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-08-1701637-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Angel	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/17/2009 1:23:17 PM
Issue Owner : David Angel	Type 2 : Eligibility	Queue :	Close Date : 8/17/2009 1:23:32 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-08-1701637

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 8/17/2009 1:14:34 PM, dangel

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/17/2009 1:14:37 PM, dangel

WARRANTY CHECK 08/17/2009 01:14:37 PM dangel

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/17/2009 1:14:40 PM, dangel

CLAIM HISTORY CHECK 08/17/2009 01:14:40 PM dangel

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/17/2009 1:14:47 PM, dangel

CAMPAIGN CHECK 08/17/2009 01:14:47 PM dangel

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFL

*** CASE VSC LOOKUP 8/17/2009 1:14:48 PM, dangel

VSC-CUC CHECK 08/17/2009 01:14:48 PM dangel

No data found for VIN.

*** CASE MODIFY 8/17/2009 1:14:51 PM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2009 1:18:49 PM, dangel

into WIP default and Status of Solving.

*** NOTES 8/17/2009 1:22:30 PM, dangel, Action Type : Call from Customer

The customers contact information was verified.

The customer is calling because his low beams headlights have failed without warning. The customer would like to know if his vehicle is affected by the combination light switch safety recall. I explained to the customer that his vehicle is affected by the safety recall for the combination light switch and he will need to visit a local Honda dealer to have it completed. I also advised the customer of the other campaigns affecting his vehicle:

00-098; L09; 2001 CIVIC PCM

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS

08-093; Q96; DRIVERS AIRBAG INFLATOR

The customer understood.

No further assistance was needed, the call ended.

*** CASE MODIFY 8/17/2009 1:22:34 PM, dangel

into WIP default and Status of Solving.

*** CASE CREATE 8/17/2009 1:23:17 PM, dangel

Case History

Case ID : N032009-08-1701637

Case Title : [REDACTED] - RECALL INQUIRY

Number = N032009-08-1701637-1, Created in WIP default with due date 08/18/2009 01:23:17 PM..

*** SUBCASE N032009-08-1701637-1 CREATE 8/17/2009 1:23:17 PM, dangel, Action Type :

Created in WIP default with due date 08/18/2009 01:23:17 PM.

*** SUBCASE N032009-08-1701637-1 MODIFY 8/17/2009 1:23:27 PM, dangel
into WIP default and Status of Solving.*** CASE MODIFY 8/17/2009 1:23:31 PM, dangel
into WIP default and Status of Solving.*** SUBCASE N032009-08-1701637-1 CLOSE 8/17/2009 1:23:32 PM, dangel
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 8/17/2009 1:23:32 PM, dangel
Status = Closed, Resolution Code = Instruction Given, State = Open*** CASE REOPEN 8/20/2009 7:38:34 AM, psamanie
with Condition of Open and Status of Solving.

*** NOTES 8/20/2009 7:42:28 AM, psamanie, Action Type : Call from Customer

The customer called to find out his vehicle has the combination light switch recall. I advised that it does. The customer stated that he just wanted to confirm before he goes to the dealer. There were no further questions. The customer was thanked and the call ended.

Customer phone verified: 330-686-0255

*** CASE MODIFY 8/20/2009 7:42:33 AM, psamanie
into WIP default and Status of Solving.*** CASE MODIFY 8/20/2009 7:42:40 AM, psamanie
into WIP default and Status of Solving.*** CASE CLOSE 8/20/2009 7:42:41 AM, psamanie
Status = Closed, Resolution Code = Instruction Given, State = Open*** CASE REOPEN 9/1/2009 7:13:48 AM, psamanie
with Condition of Open and Status of Solving.

*** NOTES 9/1/2009 7:13:53 AM, psamanie, Action Type : Call from Customer

The customer called to find out if after he sells his vehicle the new owner can take the vehicle to have the remaining recalls done on this vehicle. I advised that he can. There were no further questions. The customer was thanked and the call ended.

Customer phone verified: [REDACTED]

*** CASE MODIFY 9/1/2009 7:14:19 AM, psamanie
into WIP default and Status of Solving.*** CASE CLOSE 9/1/2009 7:14:20 AM, psamanie
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012005-02-1600330 Division : Honda - Auto Condition : Closed Open Date : 2/16/2005 8:45:18 AM
Case Originator : Lawrence Brown (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2005 8:57:07 AM
Case Owner : Lawrence Brown (Team HG) Method : Phone Queue : Days Open : 0
Last Closed By : Lawrence Brown (Team HG) Point of Origin : Customer Wipbin :
Case Title : 3-C [REDACTED] HEADLIGHT SWITCH FAILURE/NEW OWNER UPDATE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : HOUSTON, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16521L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 32,000
In Service Date : 09/25/2000
Months In Use : 53
Engine Number : D17A11403772
Originating Dealer No. / Name : 206602 / GILLMAN HONDA
Selling Dealer No. / Name : 206602 / GILLMAN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208172 / MCDAVID HONDA
Phone No. : 713-948-1900
Address : 11200 GULF FREEWAY
City / State / Zip : HOUSTON, TX 77034
Svc District / Sls District : 03C / C03
Warranty Labor Rate / Date : \$87.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-02-1600330-1 / [REDACTED]	Subcase Close	Product	Change Owner/Info.		
N012005-02-1600330-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012005-02-1600330-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lawrence Brown	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2005 8:55:32 AM
Issue Owner : Lawrence Brown	Type 2 : Change Owner/Info.	Queue :	Close Date : 2/16/2005 8:56:57 AM
Issue Title : [REDACTED] - PRODUCT INFORMATION - CHANGE OWNER/INFO.			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code :
Resolutions : Updated Information
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012005-02-1600330-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lawrence Brown	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2005 8:56:26 AM
Issue Owner : Lawrence Brown	Type 2 : Operation	Queue :	Close Date : 2/16/2005 8:56:49 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-02-1600330

Case Title : 3-C [REDACTED] - HEADLIGHT SWITCH FAILURE/NEW OWNER UPDATE

*** CASE CREATE 2/16/2005 8:45:18 AM, lbrown

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 2/16/2005 8:54:00 AM, lbrown, Action Type : Call from Customer

The customer called to find out the nearest dealer so he can take the vehicle for headlight diagnosis.

The headlight switch does not work for the low beams, you have to use the high beams.

The switch failed 120 days ago. The vehicle has not been to a dealership.

I advised to see a dealer and offered the McDavid Honda phone number.

I offered a case number

*** NOTES 2/16/2005 8:54:55 AM, lbrown, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer will come in for headlight switch failure for low beams.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Lawrence Brown

Automobile Customer Service

*** CASE MODIFY 2/16/2005 8:55:23 AM, lbrown

into WIP default and Status of Solving.

*** SUBCASE N012005-02-1600330-1 CREATE 2/16/2005 8:55:32 AM, lbrown

Created in WIP Default with Due Date 2/16/2005 8:55:32 AM.

*** SUBCASE N012005-02-1600330-2 CREATE 2/16/2005 8:56:26 AM, lbrown

Created in WIP Default with Due Date 2/16/2005 8:56:26 AM.

*** SUBCASE N012005-02-1600330-2 CLOSE 2/16/2005 8:56:49 AM, lbrown

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012005-02-1600330-1 CLOSE 2/16/2005 8:56:57 AM, lbrown

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2005 8:57:07 AM, lbrown

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-01-2200123	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/22/2010 6:59:01 AM
Case Originator :	Michael Hancock (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/22/2010 7:10:19 AM
Case Owner :	Michael Hancock (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Hancock (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT SWITCH			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : WILMINGTON, DE [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHME516551S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 100,000
In Service Date : 04/10/2001
Months In Use : 105
Engine Number : D17A11004822
Originating Dealer No. / Name : 206861 / FRANK ANCONA HONDA
Selling Dealer No. / Name : 206861 / FRANK ANCONA HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name :
Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-01-2200123-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-01-2200123-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/22/2010 7:03:49 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 1/22/2010 7:03:58 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-01-2200123

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

*** CASE CREATE 1/22/2010 6:59:01 AM, mhancock

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2010 6:59:05 AM, mhancock

WARRANTY CHECK 01/22/2010 06:59:05 AM mhancock

No data found for VIN.

*** CASE VSC LOOKUP 1/22/2010 6:59:08 AM, mhancock

VSC-CUC CHECK 01/22/2010 06:59:08 AM mhancock

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2010 6:59:12 AM, mhancock

WARRANTY CHECK 01/22/2010 06:59:12 AM mhancock

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/22/2010 6:59:16 AM, mhancock

CLAIM HISTORY CHECK 01/22/2010 06:59:16 AM mhancock

No data found for VIN.

*** CASE CREATE 1/22/2010 7:03:49 AM, mhancock

Number = N032010-01-2200123-1, Created in WIP default with due date 01/23/2010 07:03:49 AM..

*** SUBCASE N032010-01-2200123-1 CREATE 1/22/2010 7:03:49 AM, mhancock, Action Type :

Created in WIP default with due date 01/23/2010 07:03:49 AM.

*** SUBCASE N032010-01-2200123-1 MODIFY 1/22/2010 7:03:57 AM, mhancock

into WIP default and Status of Solving.

*** SUBCASE N032010-01-2200123-1 CLOSE 1/22/2010 7:03:58 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 1/22/2010 7:04:00 AM, mhancock

CAMPAIGN CHECK 01/22/2010 07:04:00 AM mhancock

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/15/04; FX;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2010 7:05:07 AM, mhancock

WARRANTY CHECK 01/22/2010 07:05:07 AM mhancock

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/22/2010 7:05:10 AM, mhancock

CLAIM HISTORY CHECK 01/22/2010 07:05:10 AM mhancock

No data found for VIN.

*** CASE VSC LOOKUP 1/22/2010 7:05:13 AM, mhancock

VSC-CUC CHECK 01/22/2010 07:05:13 AM mhancock

No data found for VIN.

*** NOTES 1/22/2010 7:10:15 AM, mhancock, Action Type : Call from Customer

Case History

Case ID : N032010-01-2200123

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

I updated the customer's information

The customer called AHM in regards to the light switch recall. The customer stated that the low beam headlights went out last night while driving home from the store. The customer stated that upon searching for recalls on his ownerlink account the customer stated that he found a recall for his combination light switch. I informed the customer that the vehicle was included in the light switch recall however I informed the customer that the recall was already performed on 6-15-04. I informed the customer that if he feels the issue is related to the recall I informed the customer that he will need to have the vehicle diagnosed by a Honda dealership and incur the diagnoses fee. I informed the customer that if the issue is related to the recall I informed the customer that AHM can review his request for assistance. In addition I informed the customer that his case will be reviewed on a case by case basis with no guarantees. The customer understood and sought no further assistance with AHM. The customer was informed about the airbag recall.

*** CASE CAMPAIGN LOOKUP 1/22/2010 7:10:17 AM, mhancock

CAMPAIGN CHECK 01/22/2010 07:10:17 AM mhancock

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/15/04; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE CLOSE 1/22/2010 7:10:19 AM, mhancock

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-10-1401272	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/14/2003 12:02:59
Case Originator :	Jig Patel (Team MA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/28/2003 6:33:13 AM
Case Owner :	Michelle Schwabe (Team HB)	Method :	Phone	Queue :		Days Open :	14
Last Closed By :	Michelle Schwabe (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] GW CONSIDERATION-ELECTRICAL SHORTAGE REPAIR No. of Attachments : 0						

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : WHARTON, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16541L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 51,377
In Service Date : 09/22/2000
Months In Use : 37
Engine Number : D17A11404398
Originating Dealer No. / Name : 207249 / SUSSEX HONDA
Selling Dealer No. / Name : 207249 / SUSSEX HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207167 / JOYCE HONDA
Phone No. : 973-361-3000
Address : 3166 ROUTE 10
City / State / Zip : DENVILLE, NJ 07834
Svc District / Sls District : 05D / B05
Warranty Labor Rate / Date : \$118.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-1401272-1 [REDACTED]	Subcase Close	Product	Operation	712102	HEADLIGHT LENS (BOT

Issue Details

Issue ID : N012003-10-1401272-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelle Schwabe	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2003 10:42:43
Issue Owner : Michelle Schwabe	Type 2 : Operation	Queue :	Close Date : 10/28/2003 6:33:10 AM
Issue Title : [REDACTED]	- PRODUCT COMPLAINT -		

Coding Info :

Labor Code / Desc : 712102 / HEADLIGHT LENS (BOTH) - REPLACE. INCLUDE
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : CR Generated Gdwill, Assist - AHM Partial
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Retail

Check Req Info :

Check Requisition No. : 10726
Primary Amount : \$255.24
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$255.24
Approved By : jlifosjo
Approval Date : 10/23/2003
Status : PROCESSED
Check No. : 1362714
Check Date : 10/24/2003

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : WHARTON, NJ [REDACTED]
Campaign Template # :
Contention Code : B01
Defect Code : 032
Category : Regular
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012003-10-1401272

Case Title : [REDACTED] - GW CONSIDERATION-ELECTRICAL SHORTAGE REPAIR

*** CASE CREATE 10/14/2003 12:02:59 PM, jpatel

Contact [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 10/14/2003 12:05:47 PM, jpatel

into WIP default and Status of Solving.

*** CASE MODIFY 10/14/2003 12:07:01 PM, jpatel

into WIP default and Status of Solving.

*** NOTES 10/14/2003 12:11:35 PM, jpatel, Action Type : Call from Customer

cust states that the dealer referred him to ACS for GW consideration....cust states that his headlights stop working....cust took vehicle to dealership and they discovered that there was a electrical shortage that burned-out the switch which caused the head-lights to fail....cust states that he had to pay \$500.00 for the repairs out of pocket...cust states that this is not a moving device, and feels this failure is premature...cust would like to be considered for GW reimbursement...cust states that he is a loyal honda owner and that he currently just purchased two honda vehicles.

I advised cust that I would need to assign the case to a CM for GW assistance consideration. I informed cust that a CM will contact her in 3-5 business days....cust understood....I provided cust with case #. I made it very clear that there is no guarantee on assistance but on a case-by-case basis AHM will review the matter for consideration. cust understood.

*** CASE MODIFY 10/14/2003 12:12:16 PM, jpatel

into WIP default and Status of Solving.

*** CASE MODIFY 10/14/2003 12:12:24 PM, jpatel

into WIP default and Status of Solving.

*** CASE MODIFY 10/14/2003 12:12:48 PM, jpatel

into WIP default and Status of Solving.

*** CASE DISPATCH 10/14/2003 12:13:27 PM, jpatel

from WIP default to Queue Team D.

*** CASE ACCEPT 10/15/2003 7:41:11 AM, jlifosjo

from Queue Team D to WIP TEAM D CASES.

*** CASE ASSIGN 10/15/2003 7:41:51 AM, jlifosjo

N012003-10-1401272 to mschwabe, WIP

*** CASE RULE ACTION 10/15/2003 7:41:52 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-10-1401272-1 CREATE 10/15/2003 10:42:43 AM, mschwabe

Created in WIP Default with Due Date 10/15/2003 10:42:43 AM.

*** CASE MODIFY 10/15/2003 2:21:25 PM, mschwabe

into WIP DEFAULT and Status of Solving.

*** COMMIT 10/16/2003 7:27:26 AM, mschwabe, Action Type :

Made to [REDACTED] due 10/19/2003 07:27:28 AM.

DCS Follow-Up

*** SUBCASE N012003-10-1401272-1 NOTES 10/16/2003 7:28:03 AM, mschwabe, Action Type : Dealer Communication

Case History

Case ID : N012003-10-1401272

Case Title : [REDACTED] - GW CONSIDERATION-ELECTRICAL SHORTAGE REPAIR

ATTN: SERVICE MANAGER (Jeff Lewis)

RESOLUTION DUE DATE : 10/19/2003

This customer contacted our office regarding the following issue(s):

cust states that the dealer referred him to ACS for GW consideration....cust states that his headlights stop working....cust took vehicle to dealership and they discovered that there was a electrical shortage that burned-out the switch which caused the head-lights to fail....cust states that he had to pay \$500.00 for the repairs out of pocket...cust states that this is not a moving device, and feels this failure is premature...cust would like to be considered for GW reimbursement...cust states that he is a loyal honda owner and that he currently just purchased two honda vehicles.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

PLEASE CONTACT ACS TO DISCUSS THIS CUSTOMER'S VEHICLE DIAGNOSIS / REPAIR

Please call or transmit a DCS response to the Customer Service Office by the due date.Thank you for your prompt attention to this matter.

Michelle Schwabe
Automobile Customer Service

*** NOTES 10/16/2003 7:34:00 AM, mschwabe, Action Type : Call to Dealer
Spoke To Jeff Lewis (Service Manager) @ Joyce Honda

10/3/2003 (51,377 Miles)

Vehicle came in with complaint that low beams aren't working

The dealership diagnosed vehicle as headlight switch and wiring harness need replacing due to wire shortage.

The customer authorized and paid for repairs

6/6/2002

The dealership recommended 30K - The customer declined

However, authorized routine Oil/Filter

The dealership installed front struts under warranty.

4/16/2002

Oil/Filter

12/17/2001

Recalls Performed

Check Engine Light - Fuel Hose Clamp (Recall Performed/Completed)

However, the Check Engine Light wasn't on, It was the Maint Req Light

The dealership recommended 15K - The customer declined and had oil/filter changed

Dome Light Switch Replaced

NOTE: The customer also owns a 2003 CR-V - However, only a few oil/filter changes have been performed on the CR-V with Joyce Honda
The customer doesn't have a good service/maintenance history on either vehicles

Case History

Case ID : N012003-10-1401272

Case Title : [REDACTED] - GW CONSIDERATION-ELECTRICAL SHORTAGE REPAIR

*** CASE MODIFY 10/16/2003 10:48:47 AM, mschwabe
into WIP Joyce Honda and Status of Solving.

*** NOTES 10/21/2003 2:10:00 PM, mschwabe, Action Type : Call to Customer
I called the customer @ wrk# as listed in case
I left a detailed intro vm message and requested c/b
I provided my name/telephone#/extension#

*** NOTES 10/22/2003 2:11:04 PM, mschwabe, Action Type : Call from Customer
[REDACTED] returned call. He explained that he went ahead and paid for the repairs because of the safety concern of driving around without use of the low beams. The customer said that he doesn't service the vehicle with Joyce Honda, however, the electrical short wasn't necessarily caused by a lack of maintenance or wear'n'tear. The customer said that this type of failure was premature and he is asking that AHM issue reimbursement for the cost of the repairs.

I conveyed to the customer that AHM would not be able to reimburse for the entire repair as his vehicle is out of warranty, However, I requested that he fax over the invoice and AHM would review for reimbursement.

*** CASE MODIFY 10/23/2003 7:28:16 AM, mschwabe
into WIP CHECK REQ's and Status of Solving.

*** SUBCASE N012003-10-1401272-1 DISPATCH 10/23/2003 7:43:26 AM, mschwabe
from WIP Subcases to Queue Ck Req - Li Fo Sjo.

*** CASE MODIFY 10/23/2003 7:43:38 AM, mschwabe
into WIP CHECK REQ's and Status of Solving.

*** SUBCASE N012003-10-1401272-1 10/23/2003 1:26:40 PM, jlifosjo, Action Type :
Check Requisition for 255.24 \$ submitted
Check Requisition for 255.24 \$ submitted by jlifosjo

*** SUBCASE N012003-10-1401272-1 RETURN 10/23/2003 1:47:29 PM, jlifosjo
from Queue Ck Req - Li Fo Sjo to WIP Subcases .

*** NOTES 10/24/2003 9:55:02 AM, mschwabe, Action Type : Call from Customer
9:32AM Friday, October 24, 2003
[REDACTED] left a vm message. He said that he faxed over the repair invoice as requested c/b to confirm receipt
He requested c/b @ (973) 331-7100 Extension 229

*** SUBCASE N012003-10-1401272-1 COMMIT 10/27/2003 8:02:11 AM, mschwabe, Action Type : External Commitment
Check processed for check_req_no = 10726 on 2003-10-24-00.00.00.000000

*** NOTES 10/27/2003 12:45:54 PM, Awilli01, Action Type : Call to Customer
Left a voice message for Richard Slayton, informed customer that check [REDACTED] n the amount of \$255.24 is to be mailed out on Monday October 27, 2003.

*** SUBCASE N012003-10-1401272-1 CLOSE 10/28/2003 6:33:10 AM, mschwabe
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/28/2003 6:33:13 AM, mschwabe
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012009-06-0900156	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/9/2009 7:23:13 AM
Case Originator :	Bridgette Samonte (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/9/2009 8:45:04 AM
Case Owner :	Bridgette Samonte (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Bridgette Samonte (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LIGHT SWITCH 04-015			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LOVELAND, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26781S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 90,000
In Service Date : 08/04/2001
Months In Use : 94
Engine Number : D17A21008726
Originating Dealer No. / Name : 208169 / JEFF WYLER HONDA
Selling Dealer No. / Name : 208169 / JEFF WYLER HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TJ
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-0900156-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-06-0900156-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 6/9/2009 8:44:54 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 6/9/2009 8:45:02 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-0900156

Case Title : [REDACTED] LIGHT SWITCH 04-015

*** CASE CREATE 6/9/2009 7:23:13 AM, bsamonte

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/9/2009 7:23:16 AM, bsamonte

WARRANTY CHECK 06/09/2009 07:23:16 AM bsamonte

No data found for VIN.

*** CASE CUC LOOKUP 6/9/2009 7:23:20 AM, bsamonte

CUC CHECK 06/09/2009 07:23:20 AM bsamonte

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 6/9/2009 7:23:20 AM, bsamonte

VSC CHECK 06/09/2009 07:23:20 AM bsamonte

The following VSC information was found

DONNA & JEFFREY;BENKE;V001088760;A70;(NEW) PREMIUM 7YR 100K \$50 DED;EXPIRED;;2001-08-04;2008-08-03;100000;103;208169;50.00

*** CASE CLAIMS LOOKUP 6/9/2009 7:23:21 AM, bsamonte

CLAIM HISTORY CHECK 06/09/2009 07:23:21 AM bsamonte

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/9/2009 7:23:26 AM, bsamonte

CAMPAIGN CHECK 06/09/2009 07:23:26 AM bsamonte

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/20/04; FX;

*** CASE MODIFY 6/9/2009 7:23:36 AM, bsamonte

into WIP default and Status of Solving.

*** CASE MODIFY 6/9/2009 7:33:31 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 6/9/2009 8:43:52 AM, bsamonte, Action Type : Call from Customer

Contact Info updated

Customer is upset because the headlights are defective. Customer says she should be under the recall. ACS advised customer she had recall 04-015 performed 10/20/04. ACS advised recalls are only performed once. Customer feels the part is defective. ACS advised AHM cannot guarantee how long any component will last. ACS recommended customer to bring vehicle to a Honda dealer to be inspected. Customer is not happy.

*** CASE MODIFY 6/9/2009 8:44:24 AM, bsamonte

into WIP default and Status of Solving.

*** SUBCASE N012009-06-0900156-1 CREATE 6/9/2009 8:44:54 AM, bsamonte

Created in WIP Default with Due Date 6/9/2009 8:44:54 AM.

*** SUBCASE N012009-06-0900156-1 CLOSE 6/9/2009 8:45:02 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/9/2009 8:45:04 AM, bsamonte

Case History

Case ID : N012009-06-0900156

Case Title : [REDACTED] LIGHT SWITCH 04-015

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032007-05-1501513 Division : Honda - Auto Condition : Closed Open Date : 5/15/2007 2:45:36 PM
Case Originator : Dan Garnica (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 5/15/2007 3:06:10 PM
Case Owner : Dan Garnica (Team PB) Method : Phone Queue : Days Open : 0
Last Closed By : Dan Garnica (Team PB) Point of Origin : Customer Wipbin :
Case Title : 03B - [REDACTED] LOW BEAM HEADLIGHT SAFETY RECALL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SPRING BRANCH, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16581S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 94,000
In Service Date : 12/30/2000
Months In Use : 77
Engine Number : D17A11004808
Originating Dealer No. / Name : 206643 / BENSON HONDA
Selling Dealer No. / Name : 206643 / BENSON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206643 / BENSON HONDA
Phone No. : 210-341-1356
Address : 9100 SAN PEDRO AVENUE
City / State / Zip : SAN ANTONIO, TX 78216
Svc District / Sls District : 03B / B03
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-05-1501513-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-05-1501513-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Dan Garnica	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/15/2007 2:48:24 PM
Issue Owner : Dan Garnica	Type 2 : Eligibility	Queue :	Close Date : 5/15/2007 3:06:10 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-05-1501513

Case Title : 03B [REDACTED] - LOW BEAM HEADLIGHT SAFETY RECALL

*** CASE CREATE 5/15/2007 2:45:36 PM, dgarnica

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 5/15/2007 2:46:28 PM, dgarnica

into WIP default and Status of Solving.

*** NOTES 5/15/2007 2:47:53 PM, dgarnica, Action Type : Call from Customer

The customer is calling because his low beams have failed and is checking to see if there is a recall against the component.

I updated the customers contact address and phone information.

I explained he has a safety recall for Safety Recall: Combination Light Switch
Service bulletin #04-015. I suggested he have it addressed as soon as possible.

I suggested he call the dealership before stopping by. He will take his vehicle to Benson Honda.

I offered additional assistance which he declined. I thanked him for calling AHMC and terminated communication.

*** CASE CREATE 5/15/2007 2:48:24 PM, dgarnica

Number = N032007-05-1501513-1, Created in WIP default with due date 05/16/2007 02:48:24 PM..

*** SUBCASE N032007-05-1501513-1 CREATE 5/15/2007 2:48:24 PM, dgarnica, Action Type :

Created in WIP default with due date 05/16/2007 02:48:24 PM.

*** NOTES 5/15/2007 2:50:08 PM, dgarnica, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer will be calling to set an appointment to have the low beam headlight safety recall service bulletin # 04-015 addressed.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Dan Garnica

Automobile Customer Service

*** CASE MODIFY 5/15/2007 3:00:40 PM, dgarnica

into WIP default and Status of Solving.

*** CASE MODIFY 5/15/2007 3:04:15 PM, dgarnica

into WIP default and Status of Solving.

*** SUBCASE N032007-05-1501513-1 CLOSE 5/15/2007 3:06:10 PM, dgarnica

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/15/2007 3:06:10 PM, dgarnica

Case History

Case ID : N032007-05-1501513

Case Title : 03B - [REDACTED] LOW BEAM HEADLIGHT SAFETY RECALL

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012006-11-0300794	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/3/2006 10:50:30 AM
Case Originator :	Vanna Chhaury (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/3/2006 4:02:50 PM
Case Owner :	Vanna Chhaury (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Vanna Chhaury (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] DEALER'S COMPLAINT/ WARRANTY REPAIR			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SCOTTSDALE, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16591S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 65,000
In Service Date : 01/21/2001
Months In Use : 70
Engine Number : D17A11005213
Originating Dealer No. / Name : 207990 / FOWLER HONDA
Selling Dealer No. / Name : 207990 / FOWLER HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206596 / JOE MARINA HONDA
Phone No. : 918-496-7833
Address : 9124 SOUTH MEMORIAL
City / State / Zip : TULSA, OK 74133
Svc District / Sls District : 10B / B10
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206594	GUNN HONDA		

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-11-0300794-1	Subcase Close	Product	Operation	712	Headlights
N012006-11-0300794-2	Subcase Close	Service - Dealer	Workmanship		

Issue Details

Issue ID : N012006-11-0300794-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vanna Chhauy	Type 1 : Product	Status : Subcase Close	Open Date : 11/3/2006 4:02:10 PM
Issue Owner : Vanna Chhauy	Type 2 : Operation	Queue :	Close Date : 11/3/2006 4:02:42 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012006-11-0300794-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vanna Chhauy	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 11/3/2006 4:06:32 PM
Issue Owner : Vanna Chhauy	Type 2 : Workmanship	Queue :	Close Date : 11/3/2006 4:08:31 PM
Issue Title : [REDACTED]	SERVICE - DEALER - WORKMANSHIP		

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-11-0300794

Case Title :

DEALER'S COMPLAINT/ WARRANTY REPAIR

*** CASE CREATE 11/3/2006 10:50:30 AM, vchhaury

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 11/3/2006 11:01:42 AM, vchhaury

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2006 2:28:41 PM, vchhaury

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2006 2:36:17 PM, vchhaury

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2006 3:10:48 PM, vchhaury

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/3/2006 3:11:02 PM, vchhaury

WARRANTY CHECK 11/03/2006 03:11:02 PM vchhaury

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/3/2006 3:11:12 PM, vchhaury

CLAIM CHECK 11/03/2006 03:11:12 PM vchhaury

The following Claim History information was found

0; 2003-09-20; 207312; 086181; 510; 123505 ; CODES/OPERATING DATA - RETRIEVE/CLEAR CODES W/ PGM TESTER
OR HONDA DIAGNOSTIC SYSTEM (HDS). ACCESS FLASH CO

*** CASE CAMPAIGN LOOKUP 11/3/2006 3:11:17 PM, vchhaury

CAMPAIGN CHECK 11/03/2006 03:11:17 PM vchhaury

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-03-29; FX

*** CASE VSC LOOKUP 11/3/2006 3:11:19 PM, vchhaury

VSC-CUC CHECK 11/03/2006 03:11:18 PM vchhaury

No data found for VIN.

*** NOTES 11/3/2006 3:19:17 PM, vchhaury, Action Type : Contention

Customer contacted ACS to complain about Joe Marina Honda. She stated on March 29,2005 she took her vehicle into Joe Marina Honda for regular maintenance. She also took her recall letter in for the switch combination for her headlights. She was told by SA that it was not necessary to perform the recall. Recently her headlight went out and she cannot see. She contacted dealership in San Antonio and SA had advise her the recall has been repaired in March. She argued and got dealership to take a look at it. She was informed by mechanic Ron and SA that work was never done. She stated she watched Gunn Honda perform the work and they had to cut through the covering and installed the switch and change some wiring. She is concern that this dealership is cashing in and not performing the work as they state they are. In addition Joe Marina supposedly did the repair 2 days before the bulletin was out and on top of that they never informed her. She wants AH to investigate this. She provided tech number 15476 and invoice number pocs25200. I informed her I have documented her concern and complaint. It will be handled internally. She asked if she would get a call back. I informed her she probably will not be contacted back since AH is handling it internally.

*** CASE MODIFY 11/3/2006 3:19:26 PM, vchhaury

into WIP default and Status of Solving.

Case History

Case ID : N012006-11-0300794

Case Title :

DEALER'S COMPLAINT/ WARRANTY REPAIR

*** SUBCASE N012006-11-0300794-1 CREATE 11/3/2006 4:02:10 PM, vchhaury

Created in WIP Default with Due Date 11/3/2006 4:02:10 PM.

*** SUBCASE N012006-11-0300794-1 CLOSE 11/3/2006 4:02:42 PM, vchhaury

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/3/2006 4:02:50 PM, vchhaury

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012006-11-0300794-2 CREATE 11/3/2006 4:06:32 PM, vchhaury

Created in WIP Default with Due Date 11/3/2006 4:06:32 PM.

*** SUBCASE N012006-11-0300794-2 CLOSE 11/3/2006 4:08:31 PM, vchhaury

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012003-10-2900401	Division : Honda - Auto	Condition : Closed	Open Date : 10/29/2003 8:47:48 AM
Case Originator : Shavonnda Owens (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/4/2003 4:43:53 PM
Case Owner : Samantha Jones (Team SA)	Method : Phone	Queue :	Days Open : 6
Last Closed By : Samantha Jones (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	**URGENT** RENTAL VEHICLE REQUEST No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SANTA ANA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMES16571S
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1651PW / A
 Miles / Hours : 34,000
 In Service Date : 12/30/2000
 Months In Use : 34
 Engine Number : D17A11005254
 Originating Dealer No. / Name : 206559 / HARDIN HONDA
 Selling Dealer No. / Name : 206559 / HARDIN HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206559 / HARDIN HONDA
 Phone No. : 714-533-6200
 Address : 1381 S. AUTO CENTER DR
 City / State / Zip : ANAHEIM, CA 92806
 Svc District / Sls District : 01F / C01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-2900401-I [REDACTED] PA	Subcase Close	Parts - AHM	Backord-Unit Down	712	Headlights

Issue Details

Issue ID : N012003-10-2900401-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Samantha Jones	Type 1 : Parts - AHM	Status : Subcase Close	Open Date : 10/29/2003 3:57:50 PM
Issue Owner : Samantha Jones	Type 2 : Backord-Unit Down	Queue :	Close Date : 11/4/2003 4:43:51 PM
Issue Title : [REDACTED] PARTS - AHM - BACKORD-UNIT DOWN			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
38200-S5A-A31	BOX ASSY., FUSE	Not Applicable

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N012003-10-2900401

Case Title : ****URGENT** RENTAL VEHICLE REQUEST**

*** CASE CREATE 10/29/2003 8:47:48 AM, sowens

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 10/29/2003 8:48:05 AM, sowens

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2003 8:53:03 AM, sowens

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2003 8:55:07 AM, sowens

into WIP default and Status of Solving.

*** NOTES 10/29/2003 9:00:43 AM, sowens, Action Type : Call from Customer

Customer called to advise:

Her vehicle was taken into Hardin Honda 10/14/03 , because the headlights do not work(customer spoke with Jim Marsh-svc advisor) . Dealer inspected the vehicle and advised the vehicle would need a multi plex unit. Dealer ordered the part, but advised the part is on critical back order. Customer advised she has school at night, but she can not drive without headlights. Customer would like AHM to authorize a rental vehicle until her vehicle is fixed. I advised the customer that I would forward her request to a case manager, call back time is 24-48 hours.

****original owner****

**** vehicle is serviced at Hardin Honda for maintenance****

**** First Honda****

*** CASE MODIFY 10/29/2003 9:00:48 AM, sowens

into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2003 9:00:49 AM, sowens

into WIP default and Status of Solving.

*** CASE DISPATCH 10/29/2003 9:00:52 AM, sowens

from WIP default to Queue Team A.

*** CASE ACCEPT 10/29/2003 3:50:21 PM, sjones

from Queue Team A to WIP DEFAULT.

*** SUBCASE N012003-10-2900401-1 CREATE 10/29/2003 3:57:50 PM, sjones

Created in WIP Default with Due Date 10/29/2003 3:57:50 PM.

*** CASE MODIFY 10/29/2003 4:01:38 PM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:01:45 PM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:19:03 PM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:19:04 PM. sjones

into WIP DEFAULT and Status of Solving.

Case History

Case ID : N012003-10-2900401

Case Title : XXXXXXXXXXXXXXXXXXXX ****URGENT** RENTAL VEHICLE REQUEST**

*** CASE MODIFY 10/29/2003 4:19:09 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:20:08 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:20:09 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:20:23 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:20:25 PM, sjones
into WIP DEFAULT and Status of Solving.

*** NOTES 10/29/2003 4:27:17 PM, sjones, Action Type : Call to Dealer
Spoke to SA Jim and obtained part info.
Adv to go ahead and put customer in rental until we can get the part . W/daylight savings time change not safe to drive w/o lights at all. SA to call customer asap. I will update dlr and customer w/parts update asap.

*** CASE MODIFY 10/29/2003 4:27:20 PM, sjones
into WIP DEFAULT and Status of Solving.

*** COMMIT 10/29/2003 4:27:22 PM, sjones, Action Type : N/A
PARTS-MARTINEZ--urgent

*** CASE MODIFY 10/29/2003 4:27:36 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:27:42 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 10/29/2003 4:27:43 PM, sjones
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 11/4/2003 4:38:23 PM, sjones
into WIP 1H Tim Crain and Status of Solving.

*** CASE MODIFY 11/4/2003 4:38:27 PM, sjones
into WIP 1H Tim Crain and Status of Solving.

*** CASE MODIFY 11/4/2003 4:38:28 PM, sjones
into WIP 1H Tim Crain and Status of Solving.

*** CASE MODIFY 11/4/2003 4:38:46 PM, sjones
into WIP 1H Tim Crain and Status of Solving.

*** CASE MODIFY 11/4/2003 4:42:15 PM, sjones
into WIP 1H Tim Crain and Status of Solving.

*** NOTES 11/4/2003 4:43:14 PM, sjones, Action Type : Call to Dealer

COntirmed w/Jim/SA-part came in and car has been repaired/returned to customer. Rental was added to claim-no GW necessary.

Case History

Case ID : N012003-10-2900401

Case Title :

***URGENT** RENTAL VEHICLE REQUEST

*** SUBCASE N012003-10-2900401-1 CLOSE 11/4/2003 4:43:51 PM, sjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/4/2003 4:43:52 PM, sjones
into WIP 1H Tim Crain and Status of Solving.

*** CASE CLOSE 11/4/2003 4:43:53 PM, sjones

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-04-0800700 Division : Honda - Auto Condition : Closed Open Date : 4/8/2009 11:34:02 AM
Case Originator : Jun Hong (Team AA) Sub Division : Customer Relations Status : Closed Close Date : 4/8/2009 12:08:32 PM
Case Owner : Jun Hong (Team AA) Method : Phone Queue : Days Open : 0
Last Closed By : Jun Hong (Team AA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEAD LIGHT ELECTRICAL REIMBURSEMENT REQUEST No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : NORMAN, OK [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15281S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1521PW / A
Miles / Hours : 88,000
In Service Date : 07/22/2001
Months In Use : 93
Engine Number : D17A11005282
Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
Trim : DX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0800700-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-04-0800700-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2009 11:51:05 AM
Issue Owner : Jun Hong	Type 2 : Operation	Queue :	Close Date : 4/8/2009 11:51:17 AM
Issue Title : XXXXXXXXXX	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied, Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-0800700

Case Title : [REDACTED] - HEAD LIGHT ELECTRICAL REIMBURSEMENT REQUEST

*** CASE CREATE 4/8/2009 11:34:02 AM, jhong

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 4/8/2009 11:34:10 AM, jhong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/8/2009 11:34:12 AM, jhong

WARRANTY CHECK 04/08/2009 11:34:12 AM jhong

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/8/2009 11:34:14 AM, jhong

CLAIM HISTORY CHECK 04/08/2009 11:34:14 AM jhong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/8/2009 11:34:17 AM, jhong

CAMPAIGN CHECK 04/08/2009 11:34:17 AM jhong

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; NU;

*** CASE VSC LOOKUP 4/8/2009 11:34:19 AM, jhong

VSC-CUC CHECK 04/08/2009 11:34:18 AM jhong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/8/2009 11:36:16 AM, jhong

CAMPAIGN CHECK 04/08/2009 11:36:16 AM jhong

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; NU;

*** CASE MODIFY 4/8/2009 11:36:18 AM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:39:48 AM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:39:51 AM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:40:01 AM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:40:03 AM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:41:05 AM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:41:07 AM, jhong

into WIP default and Status of Solving.

Case History

Case ID : N012009-04-0800700

Case Title : [REDACTED] - HEAD LIGHT ELECTRICAL REIMBURSEMENT REQUEST

*** CASE MODIFY 4/8/2009 11:41:38 AM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:41:48 AM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:45:47 AM, jhong
into WIP default and Status of Solving.

*** NOTES 4/8/2009 11:49:58 AM, jhong, Action Type : Call from Customer

Updated customer information

[REDACTED] called ACS.

Situation:

Customer said the headlight controls melted and provided the S/B # 63-572.

Request:

She is seeking reimbursement of \$110.00 for the repair at the IRF.

Probing questions:

Customer stated the Headlight control melted. She said there was smoke coming out from the steering wheels. She said it happened on March 16, 2008. She said her low beam head light failed. I asked if it was the left or right. She is both burnt out at different times. She also said all the electronic turned off as well. She said she paid for the repair at the IRF.

IRF found the head light connector melted and then it shorted. She is the IRF is Welch Auto, 405/364-5561. Customer said she did not go to the Honda dealership. She said she saved the vehicle.

ACS conclusion:

I apologized for the issue and advised the customer I have documented the issue. I advised the customer the factory warranty was for 3/36 whichever comes first.

I advised the customer ACS does show a safety recall (S/B # 04-015) for the issue but there was a VIN number range for the vehicles affected. I

advised the customer ACS will not be able to reimburse her for the repair due to the warranty perimeters and since the repair was done at the IRF. I explained

AHM will not be able to confirm the repairs. Customer understood but stated she has the old parts. I advised the customer she still will be denied for reimbursement

because of the warranty perimeter. Customer understood. I apologized for the outcome. I provided the case number for her records. Customer thanked me and I ended the call. She had no other concerns.

*** CASE MODIFY 4/8/2009 11:49:59 AM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:50:10 AM, jhong
into WIP default and Status of Solving.

*** SUBCASE N012009-04-0800700-1 CREATE 4/8/2009 11:51:05 AM, jhong
Created in WIP Default with Due Date 4/8/2009 11:51:05 AM.

*** SUBCASE N012009-04-0800700-1 CLOSE 4/8/2009 11:51:17 AM, jhong
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/8/2009 11:51:19 AM, jhong
into WIP default and Status of Solving.

Case History

Case ID : N012009-04-0800700

Case Title : [REDACTED] HEAD LIGHT ELECTRICAL REIMBURSEMENT REQUEST

*** CASE MODIFY 4/8/2009 11:51:23 AM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2009 11:51:33 AM, jhong
into WIP default and Status of Solving.

*** CASE CLOSE 4/8/2009 11:51:35 AM, jhong
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/8/2009 11:59:06 AM, jhong
with Condition of Open and Status of Solving.

*** NOTES 4/8/2009 12:05:31 PM, jhong, Action Type : Call to Customer

I checked with the team lead regarding the case and was advised the call the customer back for the request to be reviewed. ACS called the customer back at [REDACTED] and advised the customer to call might be recorded. She said its okay. I advised the customer she may submit for reimbursement but there will be no guarantee for the reimbursement but it can be reviewed on a case by case basis. Customer understood. I provided the fax number 310/783-3785 and the mailing address [REDACTED] Torrance, CA [REDACTED] Customer thanked me for researching further. I advised the customer to include the case number. I thanked the customer and I ended the call.

*** NOTES 4/8/2009 12:08:11 PM, jhong, Action Type : Call from Customer

I also informed the customer her vehicle was affected by the safety recall (S/B # 04-015) but her request for reimbursement will have to be reviewed since it was repaired at the IRF. Customer understood.

*** CASE MODIFY 4/8/2009 12:08:30 PM, jhong
into WIP default and Status of Solving.

*** CASE CLOSE 4/8/2009 12:08:32 PM, jhong
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 04/16/2012

Case Details

Case ID :	N032006-08-0300289	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/3/2006 8:16:30 AM
Case Originator :	Rebecca Fregoso	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/31/2006 11:30:32 AM
Case Owner :	Terell Lesley	Method :	Phone	Queue :		Days Open :	28
		Point of Origin :	Customer	Wipbin :			
Case Title :	05A [REDACTED] ASSISTANCE WITH COMBINATION LIGHT SWITCH					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : BROOKLYN, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16541L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 58,000
In Service Date : 11/01/2000
Months In Use : 69
Engine Number : D17A11405000
Originating Dealer No. / Name : 206719 / PARAGON HONDA
Selling Dealer No. / Name : 206719 / PARAGON HONDA
Trim : LX
No. of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Current Dealer Info :

Current Dealer No. / Name : 206719 / PARAGON HONDA
Phone No. : 718-507-5000
Address : 57-02 NORTHERN BLVD.
City / State / Zip : WOODSIDE, NY 11377
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

Involved Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-08-0300289-1 / [REDACTED]	Subcase Close	Information	Product	Operation	712	Headlights

Issue Details

Issue ID : N032006-08-0300289-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Rebecca Fregoso	Type 1 : Product	Status : Subcase Close	Open Date : 8/3/2006 2:57:38 PM
Issue Owner : Rebecca Fregoso	Type 2 : Operation	Queue :	Close Date : 8/3/2006 2:57:55 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] ASSISTANCE WITH COMBINATION LIGHT SWITCH

*** CASE CREATE 8/3/2006 8:16:30 AM, rfregoso

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 8/3/2006 8:16:45 AM, rfregoso

CAMPAIGN CHECK 08/03/2006 08:16:45 AM rfregoso

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-28; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-07; FX

*** CASE CAMPAIGN LOOKUP 8/3/2006 8:17:31 AM, rfregoso

CAMPAIGN CHECK 08/03/2006 08:17:30 AM rfregoso

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-28; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-07; FX

*** NOTES 8/3/2006 8:54:26 AM, rfregoso, Action Type : Call from Customer

Customer states that she has been taking the vehicle to Paragon House of Honda at least once a year to be fixed for the combination light switch. Customer had the recall (04-015) fixed in 2004. The vehicle was again repaired under warranty for the same issue in 2005. She states that she went to have the same issue repaired again in May and now is experiencing the same problem 3 months later. Customer has never been charged for these repairs. Customer believes that she is experiencing the same problem she had fixed when the recall was performed.

Customer states that the low beams aren't working. Customer also states that the blinker will stop making the clicking noise when the temperature drops to 20-30 degrees. This started happening once the recall was performed in 2004. Customer states that she has asked the dealership about this but they have no answer for this.

Customer states she has asked the dealership several times about getting the combination light switch permanently fixed and has asked if others have continuous like hers but has never received an answer. I empathized with customer about having to return to the dealership and asked what she was asking AHM to do for her. Customer states she is requesting assistance with getting her vehicle fixed correctly so the low beams don't keep going out. She would also like an answer for why the clicking noise stops when the temperatures drop.

This is customer's first Honda and customer does not go to the dealership to have the vehicle service there due to the amount of traffic that goes in and out of that dealership. I informed customer that she was important and I would forward the information to case manager to work as a liaison between her and the dealership to determine if there is an appropriate diagnosis of the problem. Customer thanked me for taking the information and is glad that she has not had to pay for the repairs, but states that it is very frustrating when the low beams suddenly stop working.

I informed customer of the turnaround time for a case manager to call the customer back and provided the customer with the case number. No further information was requested and call ended.

*** CASE MODIFY 8/3/2006 8:55:57 AM, rfregoso

into WIP default and Status of Solving.

*** CASE ASSIGN 8/3/2006 9:34:50 AM, rfregoso

N032006-08-0300289 to scervant, WIP

*** CASE RULE ACTION 8/3/2006 9:34:51 AM, sa

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] ASSISTANCE WITH COMBINATION LIGHT SWITCH

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/3/2006 1:06:15 PM, scervant
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/3/2006 2:37:11 PM, scervant
CLAIM CHECK 08/03/2006 02:37:11 PM scervant
The following Claim History information was found
0; 2006-05-02; 206719; 111750; 510; 712115 ; HEADLIGHT BULB, RIGHT - REPLACE.

*** CASE VSC LOOKUP 8/3/2006 2:37:33 PM, scervant
VSC-CUC CHECK 08/03/2006 02:37:33 PM scervant
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/3/2006 2:37:37 PM, scervant
WARRANTY CHECK 08/03/2006 02:37:37 PM scervant
No data found for VIN.

*** CASE MODIFY 8/3/2006 2:46:41 PM, scervant
into WIP default and Status of Solving.

*** CASE ASSIGN 8/3/2006 2:47:03 PM, scervant
N032006-08-0300289 to rfregoso, WIP

*** CASE RULE ACTION 8/3/2006 2:47:04 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/3/2006 2:51:46 PM, rfregoso
into WIP default and Status of Solving.

*** NOTES 8/3/2006 2:55:45 PM, rfregoso, Action Type : Call to Customer
Call to customer to inform her that once the vehicle has been diagnosed, she can call us back for assistance if the vehicle is diagnosed with the same issue.
I was able to reach customer but the customer stated she was on the train and then the call cut off. I attempted to call customer back but got the answering machine and left the message for her to call us back for assistance if the vehicle is diagnosed with the same issue again.

*** SUBCASE N032006-08-0300289-1 CREATE 8/3/2006 2:57:38 PM, rfregoso
Created in WIP Default with Due Date 8/3/2006 2:57:38 PM.

*** CASE MODIFY 8/3/2006 2:57:47 PM, rfregoso
into WIP default and Status of Solving.

*** SUBCASE N032006-08-0300289-1 CLOSE 8/3/2006 2:57:55 PM, rfregoso
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2006 2:57:56 PM, rfregoso
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/3/2006 3:15:41 PM, fsosa
with Condition of Open and Status of Solving.

*** NOTES 8/3/2006 3:20:56 PM, fsosa, Action Type : Call from Customer
The customer contacted AHM to reach C/M, she does not have her vin nor case number. Communication is breaking up and it is hard to hear the customer.

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] ASSISTANCE WITH COMBINATION LIGHT SWITCH

I attempted to contact customer and got only answering machine. Previous rep left message to customer. If customer is seeking assistance most likely she will call AHM once again. Case will be closed.

*** CASE CLOSE 8/3/2006 3:21:02 PM, fsosa

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/4/2006 10:13:13 AM, vquezada

with Condition of Open and Status of Solving.

*** NOTES 8/4/2006 10:13:28 AM, vquezada, Action Type : Call from Customer

The customer contacted AHM in regards to her case for assistance for the combination light switch. The customer stated that every time she calls the call is disconnected. I read over the case notes and verified to the customer that the last previous rep asked for a diagnosis of the vehicle. I asked the customer if the vehicle has been diagnosis. The customer stated no. I informed the customer that for any assistance AHM needs a diagnosis from a Honda dealership. The customer understood and needed no further assistance, the call ended.

*** CASE CLOSE 8/4/2006 10:13:35 AM, vquezada

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/10/2006 1:55:40 PM, jwynn

with Condition of Open and Status of Solving.

*** NOTES 8/10/2006 2:01:24 PM, jwynn, Action Type : Call from Customer

re-opening case:

The customer contacted AHM to inquire about where she could submit the requested documentation. I offered the customer the option of faxing or mailing in the documents. The customer stated that she would like to fax them in.

I provided the customer with the fax number, (909) 664-9009. The customer understood and stated that she is frustrated and will buy a Ford the next time she is in the market for a new vehicle.

I offered to further assist the customer, however she needed no additional assistance at this time. I thanked the customer for calling AHM, and the call ended.

Closing case.

*** CASE CLOSE 8/10/2006 2:01:29 PM, jwynn

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/17/2006 3:19:42 PM, sscott

with Condition of Open and Status of Solving.

*** CASE CLOSE 8/17/2006 3:28:46 PM, sscott

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 8/23/2006 7:35:29 AM, tlesley

with Condition of Open and Status of Solving.

*** NOTES 8/23/2006 7:45:34 AM, tlesley, Action Type : Note-General

COMBINATION LIGHT SWITCH

AHM received documents from the customer in reference to possible reimbursement for the COMBINATION LIGHT SWITCH repair.

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] ASSISTANCE WITH COMBINATION LIGHT SWITCH

AHM received invoice #111550, from Paragon Motors Of Woodside Honda, dated 05/01/06 for the amount of \$ 0.00. The mileage at the time of the repair was 56,454.

The invoice stated the following:

Customer states headlight inop only high
Bulb need to be replaced
27 point inspection

AHM received copy of invoice #111550 as proof of payment reflecting the amount of \$0.00 dated 05/01/06

No other documents received.

COMBINATION LIGHT SWITCH

AHM received documents from the customer in reference to possible reimbursement for the COMBINATION LIGHT SWITCH repair.

AHM received invoice #111750, from Paragon Motors of Woodside Honda, dated 05/02/06 for the amount of \$ 0.00. The mileage at the time of the repair was 56,468.

The invoice stated the following:

Faulty Head light
Headlight Bulb Right replaced
Headlight switch replaced

AHM received copy of invoice #111750 as proof of payment reflecting the amount of \$0.00 dated 05/02/06

No other documents received.

COMBINATION LIGHT SWITCH

AHM received documents from the customer in reference to possible reimbursement for the COMBINATION LIGHT SWITCH repair.

AHM received invoice #48714, from Honda, dated 05/07/04 for the amount of \$ 79.91. The mileage at the time of the repair was 26,118.

The invoice stated the following:

Safety recall Combination Light
Replaced the combination light switch

AHM received copy of invoice #48714 as proof of payment reflecting the amount of \$79.91 dated 05/07/04

No other documents received.

*** CASE MODIFY 8/23/2006 7:58:54 AM, tlesley
into WIP default and Status of Solving.

*** CASE MODIFY 8/23/2006 11:35:53 AM, tlesley

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] - ASSISTANCE WITH COMBINATION LIGHT SWITCH

into WIP default and Status of Solving.

*** COMMIT 8/23/2006 11:44:02 AM, tlesley, Action Type : N/A

intro

*** NOTES 8/24/2006 7:17:29 AM, tlesley, Action Type : Call from Customer

Customer called to complain that the previous rep. had provided no information and had transferred her without warning to someone's voicemail. I informed her that her invoice has been received and provided her with the case managers name and extension. she thanked me and said she would leave a message for the case manager.

*** NOTES 8/24/2006 7:27:48 AM, tlesley, Action Type : Call from Customer

[REDACTED] called and I introduce myself as her case manager.

[REDACTED] states that she has taken her vehicle to Paragon Honda four times for the same problem.

[REDACTED] states that the first time she didn't have a problem for a year.

[REDACTED] states that the part fails every 4 months now.

[REDACTED] states that she does not feel safe driving at night.

[REDACTED] states that she has to drive with her high beams at night and that is not safe.

[REDACTED] states that she would like to have this issue resolve.

I advised [REDACTED] that I will call the dealership speak with the SM and call her back.

[REDACTED] thanked me and call ended.

*** CASE MODIFY 8/24/2006 7:28:17 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** NOTES 8/24/2006 7:56:10 AM, tlesley, Action Type : Call from Customer

I called Paragon Honda and left a message on the SM voice mail asking him to return my call.

*** CASE MODIFY 8/24/2006 7:57:57 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE FULFILL 8/24/2006 7:58:01 AM, tlesley

Fulfilled for [REDACTED] due 08/24/2006 12:00:00 AM.

*** COMMIT 8/24/2006 7:58:04 AM, tlesley, Action Type : N/A

follow up with dlr

*** CASE MODIFY 8/24/2006 7:58:30 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** NOTES 8/25/2006 7:18:30 AM, tlesley, Action Type : Call from Dealer

Anthony returned my call and left me a voice mail.

*** NOTES 8/25/2006 7:20:35 AM, tlesley, Action Type : Call from Customer

I return Anthony call and he is off work for the day, I ask to speak with the ASM.

I left a message with the receptionist for the ASM to give me a call.

*** CASE MODIFY 8/25/2006 7:20:48 AM, tlesley

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] - ASSISTANCE WITH COMBINATION LIGHT SWITCH

into WIP ignition interlock and Status of Solving.

*** CASE FULFILL 8/25/2006 7:23:25 AM, tlesley

Fulfilled for [REDACTED] due 08/25/2006 12:00:00 AM.

*** COMMIT 8/25/2006 7:23:30 AM, tlesley, Action Type : N/A

follow up with dlr

*** CASE MODIFY 8/25/2006 7:23:53 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** NOTES 8/25/2006 8:15:12 AM, tlesley, Action Type : Call to Dealer

I called Paragon Honda spoke with SM Kahn and introduce myself.

Kahn states that the client concern does not have anything to do with the recall.

Kahn states that the client can bring the vehicle to them today or tomorrow.

I thanked Kahn and call ended.

*** NOTES 8/25/2006 8:29:58 AM, tlesley, Action Type : Call to Customer

I called the client and left her a voice mail asking her to return my call.

*** CASE MODIFY 8/25/2006 8:30:18 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE MODIFY 8/25/2006 8:30:33 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** NOTES 8/29/2006 12:03:58 PM, tlesley, Action Type : Call to Dealer

I called and left a message on the SM Anthony voice mail.

*** CASE MODIFY 8/29/2006 12:04:09 PM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE MODIFY 8/29/2006 12:05:32 PM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE MODIFY 8/29/2006 12:06:47 PM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE FULFILL 8/29/2006 12:07:02 PM, tlesley

Fulfilled for [REDACTED] due 08/28/2006 12:00:00 AM.

*** COMMIT 8/29/2006 12:07:06 PM, tlesley, Action Type : N/A

follow up w/dlr

*** NOTES 8/30/2006 11:28:47 AM, tlesley, Action Type : Call to Dealer

I called Paragon Honda spoke with the SM Anthony and introduce myself.

I ask Anthony about the repeated repairs on the vehicle for the head light.

Anthony states that he will research the information and call me back.

I thanked Anthony and call ended.

Case History

Case ID : N032006-08-0300289

Case Title : 05A [REDACTED] ASSISTANCE WITH COMBINATION LIGHT SWITCH

*** NOTES 8/30/2006 11:31:53 AM, tlesley, Action Type : Call to Customer

I called [REDACTED] and left a message on her voice mail asking her to return my call.

*** CASE MODIFY 8/30/2006 11:39:50 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE FULFILL 8/30/2006 11:39:54 AM, tlesley

Fulfilled for [REDACTED] due 08/30/2006 12:00:00 AM.

*** COMMIT 8/30/2006 11:39:58 AM, tlesley, Action Type : N/A

follow up with dlr

*** CASE MODIFY 8/30/2006 11:40:31 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE RULE ACTION 8/31/2006 7:16:30 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 8/31/2006 11:30:18 AM, tlesley, Action Type : Call to Customer

The client states that she is picking up her vehicle today.

The client thanked me and call ended.

*** CASE MODIFY 8/31/2006 11:30:24 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE MODIFY 8/31/2006 11:30:29 AM, tlesley

into WIP ignition interlock and Status of Solving.

*** CASE CLOSE 8/31/2006 11:30:32 AM, tlesley

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012008-06-2301360	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/23/2008 8:20:51 AM
Case Originator :	Shehzeen Ali (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/24/2008 7:54:31 AM
Case Owner :	Shehzeen Ali (Team HA)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Shehzeen Ali (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	05A- [REDACTED] - RECALL ASSISTANCE			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : BROOKLYN, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES165411 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 74,000
In Service Date : 11/01/2000
Months In Use : 91
Engine Number : D17A11405000
Originating Dealer No. / Name : 206719 / PARAGON HONDA
Selling Dealer No. / Name : 206719 / PARAGON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206719 / PARAGON HONDA
Phone No. : 718-507-5000
Address : 57-02 NORTHERN BLVD.
City / State / Zip : WOODSIDE, NY 11377
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-06-2301360-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-06-2301360-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Shehzeen Ali	Type 1 : Product	Status : Subcase Close	Open Date : 6/23/2008 8:35:57 AM
Issue Owner : Shehzeen Ali	Type 2 : Operation	Queue :	Close Date : 6/23/2008 8:36:11 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-06-2301360

Case Title : 05A [REDACTED] - RECALL ASSISTANCE

*** CASE CREATE 6/23/2008 8:20:51 AM, sali

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 6/23/2008 8:33:01 AM, sali, Action Type : Call from Customer

Customer's information was verified.

Received call from: [REDACTED]

Situation: customer said he has a recall on headlights. Paragon Honda has not been able to fix the problem at all. Customer said that she has been there five times and the problem is still present.

Request: AHM to fix the problem

Probing: customer was asked to seek a different dealership to see if they can fix the problem. Customer was not willing to drive anywhere, and wanted us to fix the problem for her. I asked the customer if she had told the dealership about her concern and the frequency of the problem. She said she wanted AHM to do the follow-up.

Inbound Conclusion: customer was not willing to understand that dealerships are the only place who can fix her recall on head lights. Customer asked for my name, and hung up.

*** CASE MODIFY 6/23/2008 8:33:53 AM, sali

into WIP default and Status of Solving.

*** CASE MODIFY 6/23/2008 8:34:07 AM, sali

into WIP default and Status of Solving.

*** CASE MODIFY 6/23/2008 8:34:09 AM, sali

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/23/2008 8:34:16 AM, sali

WARRANTY CHECK 06/23/2008 08:34:16 AM sali

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/23/2008 8:34:20 AM, sali

CLAIM CHECK 06/23/2008 08:34:20 AM sali

The following Claim History information was found

0; 2007-11-28; 206719; 175926; 510; 311135 ; CATALYTIC CONVERTER - REPLACE. S/B# 03-073 S/B# 03-091

*** CASE CAMPAIGN LOOKUP 6/23/2008 8:34:22 AM, sali

CAMPAIGN CHECK 06/23/2008 08:34:22 AM sali

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 02/28/01; FX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/07/04; FX;

*** CASE VSC LOOKUP 6/23/2008 8:34:23 AM, sali

VSC-CUC CHECK 06/23/2008 08:34:23 AM sali

No data found for VIN.

*** CASE MODIFY 6/23/2008 8:34:43 AM, sali

into WIP default and Status of Solving.

*** SUBCASE N012008-06-2301360-1 CREATE 6/23/2008 8:35:57 AM, sali

Case History

Case ID : N012008-06-2301360

Case Title : 05A- [REDACTED] RECALL ASSISTANCE

Created in WIP Default with Due Date 6/23/2008 8:35:57 AM.

*** CASE MODIFY 6/23/2008 8:36:03 AM, sali
into WIP default and Status of Solving.

*** SUBCASE N012008-06-2301360-1 CLOSE 6/23/2008 8:36:11 AM, sali
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/23/2008 8:36:11 AM, sali
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/24/2008 7:54:19 AM, sali
with Condition of Open and Status of Solving.

*** CASE MODIFY 6/24/2008 7:54:29 AM, sali
into WIP default and Status of Solving.

*** CASE CLOSE 6/24/2008 7:54:31 AM, sali
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032009-01-1500117	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/15/2009 7:24:05 AM
Case Originator :	Arlilu Padungyothee (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/15/2009 7:29:10 AM
Case Owner :	Arlilu Padungyothee (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Arlilu Padungyothee (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : OTHELLO, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26791S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 125,000
In Service Date : 06/25/2001
Months In Use : 91
Engine Number : D17A21009394
Originating Dealer No. / Name : 208238 / HONDA OF TRI-CITIES
Selling Dealer No. / Name : 208238 / HONDA OF TRI-CITIES
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207891 / VALLEY HONDA
Phone No. : 509-927-7000
Address : EAST 8201 SPRAGUE AVE.
City / State / Zip : SPOKANE, WA 99212
Svc District / Sls District : 02E / E02
Warranty Labor Rate / Date : \$86.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-01-1500117-1 [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-01-1500117-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/15/2009 7:25:40 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Eligibility	Queue :	Close Date : 1/15/2009 7:29:10 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-01-1500117

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 1/15/2009 7:24:05 AM, apadungy

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 1/15/2009 7:24:52 AM, apadungy

CAMPAIGN CHECK 01/15/2009 07:24:52 AM apadungy

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE CLAIMS LOOKUP 1/15/2009 7:24:54 AM, apadungy

CLAIM HISTORY CHECK 01/15/2009 07:24:54 AM apadungy

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/15/2009 7:24:57 AM, apadungy

WARRANTY CHECK 01/15/2009 07:24:57 AM apadungy

No data found for VIN.

*** CASE VSC LOOKUP 1/15/2009 7:24:59 AM, apadungy

VSC-CUC CHECK 01/15/2009 07:24:59 AM apadungy

No data found for VIN.

*** CASE MODIFY 1/15/2009 7:25:19 AM, apadungy

into WIP default and Status of Solving.

*** CASE CREATE 1/15/2009 7:25:40 AM, apadungy

Number = N032009-01-1500117-1, Created in WIP default with due date 01/16/2009 07:25:40 AM..

*** SUBCASE N032009-01-1500117-1 CREATE 1/15/2009 7:25:40 AM, apadungy, Action Type :

Created in WIP default with due date 01/16/2009 07:25:40 AM.

*** NOTES 1/15/2009 7:29:07 AM, apadungy, Action Type : Call from Customer

Customer contacted AHM inquiring if there were any recalls or warranties on his vehicle as the low beam headlights are out. He was informed that all recalls and extended warranties are vin specific and do not apply to all vehicles. I informed his vehicle does have the combination lights switch recall which indicates the failure of the low beams. I informed that the recall may still be done at any Honda dealership at no charge. I provided the number to Valley Honda he thanked and call ended.

5097506780 information verified.

*** CASE CLOSE 1/15/2009 7:29:10 AM, apadungy

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032009-01-1500117-1 CLOSE 1/15/2009 7:29:10 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032008-11-2400518 Division : Honda - Auto Condition : Closed Open Date : 11/24/2008 8:13:11 AM
Case Originator : Michael Hancock (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 11/24/2008 2:03:05 PM
Case Owner : Michael Hancock (Team CA) Method : Phone Queue : Days Open : 0
Last Closed By : Michael Hancock (Team CA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : [REDACTED] BROKEN ARROW, OK [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES165X1S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 100,000
In Service Date : 02/12/2001
Months In Use : 93
Engine Number : D17A11005547
Originating Dealer No. / Name : 207312 / DON CARLTON HONDA
Selling Dealer No. / Name : 207312 / DON CARLTON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-11-2400518-1 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-11-2400518-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/24/2008 8:27:27 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 11/24/2008 8:27:35 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-11-2400518

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 11/24/2008 8:13:11 AM, mhancock

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 11/24/2008 8:13:13 AM, mhancock, Action Type :

I updated the customer's information [REDACTED]

The customer contacted AHM to inquire if her vehicle is affected by a combination light switch recall. The customer stated that the low beam headlights on her vehicle went out while driving home last night. The customer stated that upon doing some further research on the vehicle the customer stated that she found a head light recall. I advised the customer that her vehicle was affected by the light switch recall and advised the customer that the recall has already been performed on her vehicle on 02/18/05. I advised the customer that all recalls are one time fixed and being that the vehicle is outside the warranty parameters any type of repairs at this point will be the owner's responsibility. The customer was not happy with the information I provided her. The customer sought no further assistance with AHM and the call ended.

*** CASE EXTENDED WARRANTY LOOKUP 11/24/2008 8:26:42 AM, mhancock

WARRANTY CHECK 11/24/2008 08:26:42 AM mhancock

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/24/2008 8:26:46 AM, mhancock

CLAIM HISTORY CHECK 11/24/2008 08:26:45 AM mhancock

No data found for VIN.

*** CASE VSC LOOKUP 11/24/2008 8:26:49 AM, mhancock

VSC-CUC CHECK 11/24/2008 08:26:48 AM mhancock

No data found for VIN.

*** CASE CREATE 11/24/2008 8:27:27 AM, mhancock

Number = N032008-11-2400518-1, Created in WIP default with due date 11/25/2008 08:27:27 AM..

*** SUBCASE N032008-11-2400518-1 CREATE 11/24/2008 8:27:27 AM, mhancock, Action Type :

Created in WIP default with due date 11/25/2008 08:27:27 AM.

*** SUBCASE N032008-11-2400518-1 MODIFY 11/24/2008 8:27:33 AM, mhancock

into WIP default and Status of Solving.

*** SUBCASE N032008-11-2400518-1 CLOSE 11/24/2008 8:27:35 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 11/24/2008 8:27:38 AM, mhancock

CAMPAIGN CHECK 11/24/2008 08:27:37 AM mhancock

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/18/05; FX;

*** CASE VSC LOOKUP 11/24/2008 8:27:42 AM, mhancock

VSC-CUC CHECK 11/24/2008 08:27:41 AM mhancock

No data found for VIN.

*** CASE CLOSE 11/24/2008 8:27:46 AM, mhancock

Status = Closed, Resolution Code = Instruction Given, State = Open

Case History

Case ID : N032008-11-2400518

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE REOPEN 11/24/2008 2:02:32 PM, mhancock
with Condition of Open and Status of Solving.

*** CASE MODIFY 11/24/2008 2:02:58 PM, mhancock
into WIP default and Status of Solving.

*** CASE CLOSE 11/24/2008 2:03:05 PM, mhancock
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-06-1700382	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/17/2009 9:11:46 AM
Case Originator :	Reginald Richardson (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/17/2009 9:37:57 AM
Case Owner :	Reginald Richardson (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Reginald Richardson (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT SWITCH RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : CHAMPAIGN, IL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26751S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 90,000
In Service Date : 08/20/2001
Months In Use : 94
Engine Number : D17A21009582
Originating Dealer No. / Name : 207854 / MCGRATH HONDA OF ST. CHARLE
Selling Dealer No. / Name : 206605 / TWIN CITY HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206605 / TWIN CITY HONDA
Phone No. : 217-356-0303
Address : 100 BURWASH
City / State / Zip : SAVOY, IL 61874
Svc District / Sls District : 08J / E08
Warranty Labor Rate / Date : \$82.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-1700382-1 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012009-06-1700382-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/17/2009 9:19:08 AM
Issue Owner : Reginald Richardson	Type 2 : Eligibility	Queue :	Close Date : 6/17/2009 9:37:56 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Referred to Dealer, Provided Information, Referred to Website
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-1700382

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 6/17/2009 9:11:46 AM, rrichard

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 6/17/2009 9:11:47 AM, rrichard, Action Type :

updated contact [REDACTED]

*** NOTES 6/17/2009 9:16:27 AM, rrichard, Action Type : Call from Customer

The customer is calling because the low beams are not working. The customer would like to know if his vehicle was affected by the Combination switch recall. I confirmed that the vehicle was affected by that recall. I informed the customer that all he would need to do is contact his local dealer and schedule an appointment to have the vehicle inspected and have the repairs completed at no cost to him. The customer understood and I provided him with the number to Twin City Honda. No further assistance was needed.

*** CASE MODIFY 6/17/2009 9:16:39 AM, rrichard

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/17/2009 9:16:42 AM, rrichard

WARRANTY CHECK 06/17/2009 09:16:42 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/17/2009 9:16:45 AM, rrichard

CLAIM HISTORY CHECK 06/17/2009 09:16:45 AM rrichard

No data found for VIN.

*** CASE VSC LOOKUP 6/17/2009 9:16:48 AM, rrichard

VSC-CUC CHECK 06/17/2009 09:16:48 AM rrichard

No data found for VIN.

*** CASE CREATE 6/17/2009 9:19:08 AM, rrichard

Number = N012009-06-1700382-1, Created in WIP default with due date 06/18/2009 09:19:08 AM..

*** SUBCASE N012009-06-1700382-1 CREATE 6/17/2009 9:19:08 AM, rrichard, Action Type :

Created in WIP default with due date 06/18/2009 09:19:08 AM.

*** SUBCASE N012009-06-1700382-1 MODIFY 6/17/2009 9:19:23 AM, rrichard

into WIP default and Status of Solving.

*** SUBCASE N012009-06-1700382-1 MODIFY 6/17/2009 9:19:53 AM, rrichard

into WIP default and Status of Solving.

*** NOTES 6/17/2009 9:37:27 AM, rrichard, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer may be contacting you to have her light switch inspected.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Case History

Case ID : N012009-06-1700382

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

Reginald Richardson
Automobile Customer Service

*** SUBCASE N012009-06-1700382-1 CLOSE 6/17/2009 9:37:56 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/17/2009 9:37:57 AM, rrichard

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032006-11-0300166	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/3/2006 7:13:36 AM
Case Originator :	David Barilla (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	11/3/2006 7:30:06 AM
Case Owner :	David Barilla (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	David Barilla (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	11J [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY	No. of Attachments :	0				

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : SANTA CRUZ, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES15531L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 70,000
In Service Date : 09/21/2000
Months In Use : 74
Engine Number : D17A11405161
Originating Dealer No. / Name : 207837 / HONDA OF OAKLAND
Selling Dealer No. / Name : 207837 / HONDA OF OAKLAND
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207866 / OCEAN HONDA
Phone No. : 831-464-1500
Address : 3801 SOQUEL DRIVE
City / State / Zip : SOQUEL, CA 95073
Svc District / Sls District : 12H / D12
Warranty Labor Rate / Date : \$108.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-11-0300166-1 / [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-11-0300166-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Barilla	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/3/2006 7:26:44 AM
Issue Owner : David Barilla	Type 2 : Eligibility	Queue :	Close Date : 11/3/2006 7:30:06 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information, Updated Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-11-0300166

Case Title : 11J [REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 11/3/2006 7:13:36 AM, dbarilla

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 11/3/2006 7:20:25 AM, dbarilla

into WIP default and Status of Solving.

*** NOTES 11/3/2006 7:25:09 AM, dbarilla, Action Type : Call from Customer

The customer contacted AHM to inquire if there were any recalls that pertain to her vehicle. I verified and updated the customer contact information. I checked CICS and informed the customer the vehicle is affected by the combination light switch d=safety recall. I also informed the customer the vehicle is apart of the Civic fuel clamps safety recall. I also informed the customer the vehicle is apart of the PCM product update. I informed the customer all of the services can be performed at her local Honda dealership free of charge. I provided the customer the number to Ocean Honda. The customer thanked me. i thanked the customer for contacting AHM

*** CASE EXTENDED WARRANTY LOOKUP 11/3/2006 7:25:12 AM, dbarilla

WARRANTY CHECK 11/03/2006 07:25:12 AM dbarilla

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/3/2006 7:25:15 AM, dbarilla

CLAIM HISTORY CHECK 11/03/2006 07:25:15 AM dbarilla

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/3/2006 7:25:19 AM, dbarilla

CAMPAIGN CHECK 11/03/2006 07:25:19 AM dbarilla

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE CAMPAIGN LOOKUP 11/3/2006 7:25:21 AM, dbarilla

CAMPAIGN CHECK 11/03/2006 07:25:21 AM dbarilla

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; NU

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 11/3/2006 7:25:22 AM, dbarilla

VSC-CUC CHECK 11/03/2006 07:25:22 AM dbarilla

No data found for VIN.

*** CASE CREATE 11/3/2006 7:26:44 AM, dbarilla

Number = N032006-11-0300166-1, Created in WIP default with due date 11/04/2006 07:26:44 AM..

*** SUBCASE N032006-11-0300166-1 CREATE 11/3/2006 7:26:44 AM, dbarilla, Action Type :

Created in WIP default with due date 11/04/2006 07:26:44 AM.

*** SUBCASE N032006-11-0300166-1 MODIFY 11/3/2006 7:26:59 AM, dbarilla

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2006 7:27:14 AM, dbarilla

Case History

Case ID : N032006-11-0300166

Case Title : 11J [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

into WIP default and Status of Solving.

*** NOTES 11/3/2006 7:29:55 AM, dbarilla, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer [REDACTED] may contact you in regards to the following:

Combination light switch safety recall

PCM product update

Civic fuel hose clamps safety recall

The customer advised she is currently experiencing issue with her headlights and advised that smoke comes out from the steering wheel.

This is for your information only and no response is required.

Thank you for your attention to this matter.

David Barilla

Automobile Customer Service

*** CASE MODIFY 11/3/2006 7:30:00 AM, dbarilla

into WIP default and Status of Solving.

*** CASE CLOSE 11/3/2006 7:30:06 AM, dbarilla

Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032006-11-0300166-1 CLOSE 11/3/2006 7:30:06 AM, dbarilla

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 04/18/2012

Case Details

Case ID : N012009-12-2300635 Division : Honda - Auto Condition : Closed Open Date : 12/23/2009 10:56:00
Case Originator : Kawana Riley Sub Division : Customer Relations Status : Closed Close Date : 12/23/2009 12:43:50
Case Owner : Kawana Riley Method : Phone Queue : Days Open : 0
Point of Origin : Customer Wipbin :
Case Title : [REDACTED] LOW BEAM HEADLIGHT RECALL No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : HOUSTON, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES26781S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 107,366
In Service Date : 08/13/2001
Months In Use : 100
Engine Number : D17A21009663
Originating Dealer No. / Name : 207337 / MOSS HONDA
Selling Dealer No. / Name : 207722 / TWIN CITY HONDA
Trim : EX
No. of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-2300635-1 / [REDACTED] CAMPA	Subcase Close	Complaint	Campaign	Eligibility	712	Headlights

Case Detail Report

Run Date : 04/18/2012

Issue Details

Issue ID : N012009-12-2300635-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/23/2009 12:43:31
Issue Owner : Kawana Riley	Type 2 : Eligibility	Queue :	Close Date : 12/23/2009 12:43:43
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Wiring/Connec 7122

Campaign Code / Desc : /

Temperament

Resolutions : Provided Information

Component Category : NR - No Category Found

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-12-2300635

Case Title : [REDACTED] LOW BEAM HEADLIGHT RECALL

*** CASE CREATE 12/23/2009 10:56:00 AM, kriley

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/23/2009 10:56:05 AM, kriley

WARRANTY CHECK 12/23/2009 10:56:05 AM kriley

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/23/2009 10:56:08 AM, kriley

CLAIM HISTORY CHECK 12/23/2009 10:56:08 AM kriley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/23/2009 10:58:02 AM, kriley

CAMPAIGN CHECK 12/23/2009 10:58:02 AM kriley

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE CAMPAIGN LOOKUP 12/23/2009 11:08:25 AM, kriley

CAMPAIGN CHECK 12/23/2009 11:08:24 AM kriley

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE MODIFY 12/23/2009 12:01:05 PM, kriley

into WIP default and Status of Solving.

*** NOTES 12/23/2009 12:41:58 PM, kriley, Action Type : Call from Customer

verified customer contact information.

situation: low beam headlight recall

probing questions: Customer stated that his low beam headlights are malfunctioning. He read online that he may have a recall on the vehicle for this problem. He is calling to ask if there is a recall and what he should do.

inbound summary: acs explained that yes he does have the recall and he needs to call any honda dealership and make an appointment for free repair. Customer thanked acs and ended the call.

*** SUBCASE N012009-12-2300635-1 CREATE 12/23/2009 12:43:31 PM, kriley

Created in WIP Default with Due Date 12/23/2009 12:43:31 PM.

*** SUBCASE N012009-12-2300635-1 CLOSE 12/23/2009 12:43:43 PM, kriley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/23/2009 12:43:45 PM, kriley

into WIP default and Status of Solving.

*** CASE CLOSE 12/23/2009 12:43:50 PM, kriley

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012004-03-0801214	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/8/2004 1:40:51 PM
Case Originator :	Astrid Munir (Team HG)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/8/2004 3:15:44 PM
Case Owner :	Astrid Munir (Team HG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Astrid Munir (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title	[REDACTED] HEADLIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : TACOMA, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16591S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 60,000
In Service Date : 01/26/2001
Months In Use : 38
Engine Number : D17A11005633
Originating Dealer No. / Name : 206526 / HINSHAW'S HONDA
Selling Dealer No. / Name : 206526 / HINSHAW'S HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207697 / SOUTH TACOMA HONDA
Phone No. : 253-472-2300
Address : 7802 SOUTH TACOMA WAY
City / State / Zip : TACOMA, WA 98409
Svc District / Sls District : 02B / A02
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-03-0801214-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-03-0801214-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Astrid Munir	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2004 3:12:47 PM
Issue Owner : Astrid Munir	Type 2 : Operation	Queue :	Close Date : 3/8/2004 3:14:42 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-03-0801214

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 3/8/2004 1:40:51 PM, amunir

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CLAIMS LOOKUP 3/8/2004 1:41:00 PM, amunir

CLAIM CHECK 03/08/2004 01:41:00 PM amunir

The following Claim History information was found

0; 2001-07-17; 207697; 129290; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

*** CASE CAMPAIGN LOOKUP 3/8/2004 1:41:03 PM, amunir

CAMPAIGN CHECK 03/08/2004 01:41:03 PM amunir

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE CAMPAIGN LOOKUP 3/8/2004 1:46:55 PM, amunir

CAMPAIGN CHECK 03/08/2004 01:46:55 PM amunir

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE CAMPAIGN LOOKUP 3/8/2004 1:55:07 PM, amunir

CAMPAIGN CHECK 03/08/2004 01:55:07 PM amunir

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** CASE MODIFY 3/8/2004 1:55:50 PM, amunir

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2004 1:57:19 PM, amunir

into WIP default and Status of Solving.

*** NOTES 3/8/2004 2:19:11 PM, amunir, Action Type : Call from Customer

The cust stated that he called ACS to inquire about the headlight recall and the re was not helpful at all.

*** NOTES 3/8/2004 2:26:25 PM, amunir, Action Type : Call from Customer

The cust stated that the dealer advised him that there is a recall pending for the headlights but they cannot repair his vehicle under that warranty until they get the authorization (Recall notice) from AHM. The cust is very upset and wanted someone from ACS to authorize the repair. The cust stated that he has received a warning from the police because of the headlights.

I apologized for the inconvenience. I advised the cust that the information he received from the dealer was partially right. I advised the cust that AHM plans to send a notice about the recall to the cust that are affected by the recall starting late March early April. I advised the cust that not all 2001 Civics would be affected. I educated the cust on the recall notice process.

*** CASE MODIFY 3/8/2004 2:41:31 PM, amunir

into WIP default and Status of Solving.

*** NOTES 3/8/2004 2:45:34 PM, amunir, Action Type : Call from Customer

I advised the cust that there is a possibility that his vehicle is not involved in the recall. I advised the cust that if his vehicle is not included he would be responsible to pay for the repairs. I advised the cust that AC considers goodwill assistance on a case-by-case basis.

*** CASE MODIFY 3/8/2004 3:05:32 PM, amunir

Case History

Case ID : N012004-03-0801214

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

into WIP default and Status of Solving.

*** NOTES 3/8/2004 3:11:48 PM, amunir, Action Type : Call from Customer

The cust agreed to wait for a letter. The cust stated that if he does not receive a letter, he would call ACS directly to request assistance.

*** CASE CLAIMS LOOKUP 3/8/2004 3:12:16 PM, amunir

CLAIM CHECK 03/08/2004 03:12:16 PM amunir

The following Claim History information was found

0; 2001-07-17; 207697; 129290; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

*** SUBCASE N012004-03-0801214-1 CREATE 3/8/2004 3:12:47 PM, amunir

Created in WIP Default with Due Date 3/8/2004 3:12:47 PM.

*** SUBCASE N012004-03-0801214-1 CLOSE 3/8/2004 3:14:42 PM, amunir

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/8/2004 3:15:40 PM, amunir, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The cust stated that the South Tacoma Honda advised him that there is a recall pending for the headlights but they cannot repair his vehicle under that warranty until they get the authorization (Recall notice) from AHM. The cust is very upset and wanted someone from ACS to authorize the repair. The cust stated that he has received a warning from the police because of the headlights.

I apologized for the inconvenience. I advised the cust that the information he received from the dealer was partially right. I advised the cust that AHM plans to send a notice about the recall to the cust that are affected by the recall starting late March early April. I advised the cust that not all 2001 Civics would be affected. I educated the cust on the recall notice process.

The cust stated that he has a very good relationship with your personnel.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Astrid Munir

Automobile Customer Service

*** CASE CLOSE 3/8/2004 3:15:44 PM, amunir

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032004-03-0801224	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/8/2004 1:45:34 PM
Case Originator :	Jessica Juarez (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/8/2004 1:47:00 PM
Case Owner :	Jessica Juarez (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jessica Juarez (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD LIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : TACOMA, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16591S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 60,000
In Service Date : 01/26/2001
Months In Use : 38
Engine Number : D17A11005633
Originating Dealer No. / Name : 206526 / HINSHAW'S HONDA
Selling Dealer No. / Name : 206526 / HINSHAW'S HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-03-0801224-1 / [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-03-0801224-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jessica Juarez	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/8/2004 1:45:42 PM
Issue Owner : Jessica Juarez	Type 2 : Eligibility	Queue :	Close Date : 3/8/2004 1:46:40 PM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-03-0801224

Case Title : [REDACTED] HEAD LIGHT RECALL INQUIRY

*** CASE CREATE 3/8/2004 1:45:34 PM, jjuarez

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 3/8/2004 1:45:34 PM, jjuarez, Action Type :

The customer is calling in regards to the lights not working on his vehicle. The customer is inquiring about the head light campaign. I advised the customer that at this time we do not have information on the VIN's and vehicle affected by the recall. I advised the customer that if he has to have the vehicle's lights repaired, he would have to pay for it then submit those documents into AHM for reimbursement consideration. The customer stated that he does not have the money for that and requested that he speak to my manager. I advised the customer that there was no one else I could pass him to that will tell him otherwise and this call center is not set up for managers to take inbound calls. I advised the customer that I could provide the Torrance address to send in written complaint. The customer became very rude and stated that he needed to speak to my manager. I advised the customer once again that I have given to him all the information he needs and I could not pass him to a manager. I stated that he would have to have the campaign completed himself then submit those documents to AHM for consideration for reimbursement. The customer stated again that the information given wasn't good enough for his standards and again stated that he wanted a manager. I again repeated myself and stated that I could not pass him to anyone. The customer then proceeded to state "You're a Fucking Bitch" and disconnected the call.

I was more than polite to the customer and apologized for the inconvenience. The customer was just upset because he didn't hear what he wanted.

*** SUBCASE N032004-03-0801224-1 CREATE 3/8/2004 1:45:42 PM, jjuarez

Created in WIP Default with Due Date 3/8/2004 1:45:42 PM.

*** SUBCASE N032004-03-0801224-1 CLOSE 3/8/2004 1:46:40 PM, jjuarez

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/8/2004 1:46:58 PM, jjuarez, Action Type : Note-General

No further assistance needed, I am closing this case.

*** CASE CLOSE 3/8/2004 1:47:00 PM, jjuarez

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 04/18/2012

Case Details

Case ID :	N012003-12-2900656	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/29/2003 9:44:47 AM
Case Originator :	Tonya Robinson	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/23/2004 3:14:03 PM
Case Owner :	Bettie McDonald	Method :	Phone	Queue :		Days Open :	25
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED]-10-D / GOODWILL			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : TEMPE, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16591S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 38,000
In Service Date : 02/20/2001
Months In Use : 34
Engine Number : D17A11005462
Originating Dealer No. / Name : 208216 / TEMPE HONDA
Selling Dealer No. / Name : 208216 / TEMPE HONDA
Trim : LX
No. of Doors : 4
Transmission Code : 4AT
Exterior Color : WH
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date

Current Dealer Info :

Current Dealer No. / Name : 208216 / TEMPE HONDA
Phone No. : 480-893-7900
Address : 8030 S. AUTOPLEX LOOP
City / State / Zip : TEMPE, AZ 85284
Svc District / Sls District : 10D / D10
Warranty Labor Rate / Date : \$116.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Involved Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-12-2900656-1 / [REDACTED] - PROD	Subcase Close	Complaint	Product	Operation	712102	HEADLIGHT LENS (BOTH) -

Case Detail Report

Run Date : 04/18/2012

Issue Details

Issue ID : N012003-12-2900656-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 12/30/2003 10:07:08
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 1/20/2004 11:45:30 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712102 / HEADLIGHT LENS (BOTH) - REPLACE. INCLU
DES: AIM HEADLIGHTS.

Condition Code Desc : Wiring/Connec 7122

Campaign Code / Desc : /

Temperament

Resolutions : Repaired/Warranty

Component Category : 11 - Electrical System

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-12-2900656

Case Title : [REDACTED] -10-D / GOODWILL

*** CASE CREATE 12/29/2003 9:44:47 AM, trobinso

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 12/29/2003 9:44:47 AM, trobinso, Action Type :

Customer called in states the head light dimmers stopped working. Customer took the vehicle into dealer 12/27/03, service advised customer after diagnosis, a harness in the steering column and a switch needs to be replaced, service provided customer with a \$800 repair estimate. Customer is contacting ahm seeking goodwill assistance towards the repair. I advised customer case would be assigned to a case manager and he would be contacted with in 5-7 business days.

*** CASE MODIFY 12/29/2003 9:44:57 AM, trobinso
into WIP default and Status of Solving.*** CASE MODIFY 12/29/2003 9:45:57 AM, trobinso
into WIP default and Status of Solving.*** CASE DISPATCH 12/29/2003 9:46:08 AM, trobinso
from WIP default to Queue Team E.*** CASE ACCEPT 12/29/2003 3:16:03 PM, cgriffin
from Queue Team E to WIP New/Default.*** CASE ASSIGN 12/29/2003 3:16:12 PM, cgriffin
N012003-12-2900656 to dwheaton, WIP*** CASE RULE ACTION 12/29/2003 3:16:13 PM, sa
Action Task Assignee of rule Assign Notification fired*** CASE ASSIGN 12/30/2003 7:20:32 AM, dwheaton
N012003-12-2900656 to bmc donal, WIP*** CASE RULE ACTION 12/30/2003 7:20:33 AM, sa
Action Task Assignee of rule Assign Notification fired*** COMMIT 12/30/2003 10:04:15 AM, bmc donal, Action Type :
Made to ROBERT BATES due 01/02/2004 10:04:19 AM.
DCS Follow-Up*** NOTES 12/30/2003 10:06:35 AM, bmc donal, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 1/2/2004 1

This customer contacted our office regarding the following issue(s): Please review this customer request with the DPSM for recommendations of goodwill gesture. This vehicle is outside of warranty in mileage and not time. Please notify the customer directly of the decision. The case manager should be made aware of the final outcome in this regard. Thank you for your cooperation.

Customer called in states the head light dimmers stopped working. Customer took the vehicle into dealer 12/27/03, service advised customer after diagnosis, a harness in the steering column and a switch needs to be replaced, service provided customer with a \$800 repair estimate. Customer is contacting ahm seeking goodwill assistance towards the repair. I advised customer case would be assigned to a case manager and he would be contacted with in 5-7 business days.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Case History

Case ID : N012003-12-2900656

Case Title [REDACTED] 10-D / GOODWILL

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Bettie McDonald
Automobile Customer Service
800 999-1009 ext 118003

*** SUBCASE N012003-12-2900656-1 CREATE 12/30/2003 10:07:08 AM, bmcDonald

Created in WIP Default with Due Date 12/30/2003 10:07:08 AM.

*** CASE MODIFY 12/30/2003 10:11:24 AM, bmcDonald

into WIP default and Status of Solving.

*** CASE MODIFY 1/5/2004 1:14:00 PM, bmcDonald

into WIP DPSM's and Status of Solving.

*** NOTES 1/5/2004 2:31:16 PM, bmcDonald, Action Type : Call to Dealer

Carl Stoggard is to follow up after he checks out the current status on the customer's vehicle.

*** NOTES 1/9/2004 3:20:46 PM, bmcDonald, Action Type : Call to Customer

I called the customer to determine if the Scv Mgr has left message for him to verify the concern on his vehicle. The RCM requested that the customer re-contact this office with the current condition on his vehicle. The direct dial number was left for the customer to call ACS.

*** CASE MODIFY 1/9/2004 3:20:51 PM, bmcDonald

into WIP DPSM's and Status of Solving.

*** CASE MODIFY 1/13/2004 2:12:07 PM, bmcDonald

into WIP DPSM's and Status of Solving.

*** NOTES 1/13/2004 2:14:46 PM, bmcDonald, Action Type : Call to Customer

The customer did return the call requesting direction since the Scv Mgr failed to call him. The customer was advised to call Dave Clark and take the vehicle in in order for Clark to be involved with the verified concern and inspection.

*** CASE MODIFY 1/13/2004 2:14:53 PM, bmcDonald

into WIP DPSM's and Status of Solving.

*** NOTES 1/20/2004 11:45:01 AM, bmcDonald, Action Type : Call from Dealer

Dealer will take care of the customer. Customer satisfied with the arrangements made on his behalf.

*** SUBCASE N012003-12-2900656-1 CLOSE 1/20/2004 11:45:30 AM, bmcDonald

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/20/2004 11:45:34 AM, bmcDonald

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/23/2004 3:09:16 PM, bmcDonald

with Condition of Open and Status of Solving.

*** NOTES 1/23/2004 3:11:44 PM, bmcDonald, Action Type : Call from Dealer

Dave Clark reported back to ACS and advised that they have verified the customer's concern. The repair will be \$160 part and 5hrs labor \$425.00.= \$585 total.

*** NOTES 1/23/2004 3:13:24 PM, bmcDonald, Action Type : Call to Customer

Case History

Case ID : N012003-12-2900656

Case Title : [REDACTED] 10-D / GOODWILL

Called the customer and advised him that AHM will cover the cost of the repair 100%.

*** NOTES 1/23/2004 3:13:58 PM, bmc donal, Action Type : Note-Resolution

AHM will cover cost of repair 100% parts & labor.

*** CASE CLOSE 1/23/2004 3:14:03 PM, bmc donal

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-01-1300237	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/13/2009 8:08:12 AM
Case Originator :	Michael Hancock (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/13/2009 8:52:20 AM
Case Owner :	Keith Applewhite (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Keith Applewhite (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : DECATUR, IL
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES26751L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 136,000
In Service Date : 10/06/2000
Months In Use : 99
Engine Number : D17A21402650
Originating Dealer No. / Name : 207963 / ROBERTSON'S PALMDALE HONDA
Selling Dealer No. / Name : 207963 / ROBERTSON'S PALMDALE HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name :
Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
----------	-------------	------------	-----------

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-01-1300237-1 /	Subcase Close	Campaign	Eligibility	712	Headlights
N032009-01-1300237-2 /	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-01-1300237-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/13/2009 8:19:23 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 1/13/2009 8:28:30 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032009-01-1300237-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/13/2009 8:22:25 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 1/13/2009 8:30:02 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N032009-01-1300237

Case Title : ██████████ - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 1/13/2009 8:08:12 AM, mhancock

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** NOTES 1/13/2009 8:10:08 AM, mhancock, Action Type : Call from Customer

I verified the customer's information

The customer stated that both of her headlights went out last night and upon researching online the customer stated that she found a recall regarding the combination light switch recall. The customer stated that she would like to know if her vehicle is affected by this recall. I advised the customer that all recalls are VIN specific and without the VIN I can not verify if her vehicle is affected. I advised the customer to call back with her VIN. The customer understood and sought no further assistance with AHM.

*** CASE YANKED 1/13/2009 8:16:27 AM, kapplewh

Yanked by kapplewh into WIPbin default.

*** CASE MODIFY 1/13/2009 8:16:48 AM, kapplewh

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/13/2009 8:17:12 AM, kapplewh

WARRANTY CHECK 01/13/2009 08:17:12 AM kapplewh

The following Warranty Status information was found

; 1A ; 2002-08-27; H; 0; 0;

; 1B ; 2002-08-27; H; 0; 0;

; 1C ; 2002-08-27; H; 0; 0;

; 1G ; 2002-0

*** CASE CLAIMS LOOKUP 1/13/2009 8:17:13 AM, kapplewh

CLAIM HISTORY CHECK 01/13/2009 08:17:13 AM kapplewh

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/13/2009 8:17:20 AM, kapplewh

CAMPAIGN CHECK 01/13/2009 08:17:20 AM kapplewh

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 05/12/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 1/13/2009 8:17:22 AM, kapplewh

VSC CHECK 01/13/2009 08:17:22 AM kapplewh

The following VSC information was found

IVAN;BAROYA;V000886959;A60;(NEW) PREMIUM 6YR 100K \$50 DED;EXPIRED;;2000-10-06;2006-10-05;100000;12;207963;50.0
0

*** CASE CUC LOOKUP 1/13/2009 8:17:22 AM, kapplewh

CUC CHECK 01/13/2009 08:17:22 AM kapplewh

The following CUC information was found

```

...0;0;0;.....0;
,,,0;0;0,,,,,,0,,

```

*** CASE CAMPAIGN LOOKUP 1/13/2009 8:17:42 AM, kapplewh

Case History

Case ID : N032009-01-1300237

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

CAMPAIGN CHECK 01/13/2009 08:17:42 AM kapplewh

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 05/12/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE MODIFY 1/13/2009 8:17:52 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 8:18:32 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CREATE 1/13/2009 8:19:23 AM, kapplewh

Number = N032009-01-1300237-1, Created in WIP default with due date 01/14/2009 08:19:23 AM..

*** SUBCASE N032009-01-1300237-1 CREATE 1/13/2009 8:19:23 AM, kapplewh, Action Type :

Created in WIP default with due date 01/14/2009 08:19:23 AM.

*** SUBCASE N032009-01-1300237-1 MODIFY 1/13/2009 8:19:27 AM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE N032009-01-1300237-2 CREATE 1/13/2009 8:22:25 AM, mhancock

Created in WIP Default with Due Date 1/13/2009 8:22:25 AM.

*** CASE MODIFY 1/13/2009 8:22:30 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 8:23:40 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2009 8:24:53 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/13/2009 8:24:58 AM, kapplewh

CAMPAIGN CHECK 01/13/2009 08:24:58 AM kapplewh

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 05/12/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE EXTENDED WARRANTY LOOKUP 1/13/2009 8:25:00 AM, kapplewh

WARRANTY CHECK 01/13/2009 08:25:00 AM kapplewh

The following Warranty Status information was found

; 1A ; 2002-08-27; H; 0; 0;

; 1B ; 2002-08-27; H; 0; 0;

; 1C ; 2002-08-27; H; 0; 0;

; 1G ; 2002-0

*** CASE CLAIMS LOOKUP 1/13/2009 8:25:02 AM, kapplewh

CLAIM HISTORY CHECK 01/13/2009 08:25:02 AM kapplewh

Case History

Case ID : N032009-01-1300237

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

No data found for VIN.

*** CASE VSC LOOKUP 1/13/2009 8:25:05 AM, kapplewh

VSC CHECK 01/13/2009 08:25:05 AM kapplewh

The following VSC information was found

IVAN;BAROYA;V000886959;A60;(NEW) PREMIUM 6YR 100K \$50 DED;EXPIRED;;2000-10-06;2006-10-05;100000;12;207963;50.0
0

*** CASE CUC LOOKUP 1/13/2009 8:25:05 AM, kapplewh

CUC CHECK 01/13/2009 08:25:05 AM kapplewh

The following CUC information was found

```

:::0;0;0:::0;

```

*** NOTES 1/13/2009 8:28:18 AM, kapplewh, Action Type : Call from Customer

The customer contacted AHM regarding the Combination switch recall. The customer provided the VIN number. I verified the customer's number. I verified using CRMS the customer's vehicle is under the recall. I informed the customer the same. I suggested the customer to make an appointment with the local Honda dealership to have the recall taken care of. The customer understood. The customer thanked and ended call.

Customers contact number:

*** SUBCASE N032009-01-1300237-1 CLOSE 1/13/2009 8:28:30 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/13/2009 8:28:44 AM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE N032009-01-1300237-2 MODIFY 1/13/2009 8:29:56 AM, mhancock

into WIP default and Status of Solving.

*** SUBCASE N032009-01-1300237-2 CLOSE 1/13/2009 8:30:02 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/13/2009 8:52:20 AM, kapplewh

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-04-1000749 Division : Honda - Auto Condition : Closed Open Date : 4/10/2003 1:39:58 PM
Case Originator : Stephanie Durham (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 4/23/2003 6:14:30 PM
Case Owner : Tina Crabtree (Team HB) Method : Phone Queue : Days Open : 13
Last Closed By : Tina Crabtree (Team HB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - ELECTRICAL SWITCH ISSUE/GOODWILL REQUEST No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LAFAYETTE, CO [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16581S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 52,000
In Service Date : 02/24/2001
Months In Use : 26
Engine Number : D17A11006214
Originating Dealer No. / Name : 208094 / PLANET HONDA
Selling Dealer No. / Name : 208094 / PLANET HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207897 / FISHER HONDA, INC.
Phone No. : 303-449-9400
Address : 6025 ARAPAHOE AVENUE
City / State / Zip : BOULDER, CO 80303
Svc District / Sls District : 10C / C10
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-04-1000749-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012003-04-1000749-2 [REDACTED]	Subcase Close	Product	Operation	120	Emissions

Issue Details

Issue ID : N012003-04-1000749-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Stephanie Durham	Type 1 : Product	Status : Subcase Close	Open Date : 4/10/2003 4:23:39 PM
Issue Owner : Tina Crabtree	Type 2 : Operation	Queue :	Close Date : 4/23/2003 6:12:17 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012003-04-1000749-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tina Crabtree	Type 1 : Product	Status : Subcase Close	Open Date : 4/23/2003 6:12:25 PM
Issue Owner : Tina Crabtree	Type 2 : Operation	Queue :	Close Date : 4/23/2003 6:14:27 PM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 120 / Emissions
Condition Code Desc Other 120X
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 100%
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-04-1000749

Case Title : [REDACTED] ELECTRICAL SWITCH ISSUE/GOODWILL REQUEST

*** CASE CREATE 4/10/2003 1:39:58 PM, sdurham

Contact [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 4/10/2003 1:39:58 PM, sdurham, Action Type :

The customer states the cable to the gas pedal broke, he states it cost them a few hundred dollars.

He states the main head lights don't work, a switch needs to be replaced. The repair is going to be appx \$200.00.

The car is at Fisher Honda # 207897 , SM told the customer he was going to contact AHM also (maybe the rep).

The customer wants AHM to help with the repair.

*** CASE MODIFY 4/10/2003 1:40:55 PM, sdurham

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2003 1:42:22 PM, sdurham

into WIP default and Status of Solving.

*** CASE MODIFY 4/10/2003 1:43:03 PM, sdurham

into WIP default and Status of Solving.

*** SUBCASE N012003-04-1000749-1 CREATE 4/10/2003 4:23:39 PM, sdurham

Created in WIP Default with Due Date 4/10/2003 4:23:39 PM.

*** SUBCASE N012003-04-1000749-1 ASSIGN 4/10/2003 4:24:17 PM, sdurham

N012003-04-1000749-1 to tcrabtre, WIP ☐ ¥0

*** SUBCASE N012003-04-1000749-1 RULE ACTION 4/10/2003 4:24:18 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/10/2003 4:24:23 PM, sdurham

into WIP default and Status of Solving.

*** CASE ASSIGN 4/10/2003 4:24:26 PM, sdurham

N012003-04-1000749 to tcrabtre, WIP

*** CASE RULE ACTION 4/10/2003 4:24:27 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/11/2003 2:15:45 PM, sdurham, Action Type : Call from Customer

The customer called for an update, I told him the case is being reviewed and reminded him his cm would contact him in 3-5 business days.

*** NOTES 4/11/2003 3:17:52 PM, tcrabtre, Action Type : Field/DSM

DPSM, Todd Rutherford called and left My Supervisor, Rick Thomas a message to call about this case. I called Todd back and he was at Fisher Honda.

He said the dealer diagnosed that the customer's headlight failure was directly caused by the installation of an aftermarket alarm. The customer told him AHM was going to goodwill the repair, but he couldn't tell him who he spoke to. He wanted to know who made the offer, without checking with the dealer about the aftermarket alarm. I told him Nobody made that offer, because the case had just been dispatched to me. He said we should not cover this repair, because

the problem was directly caused by the aftermarket alarm. He transferred me to Service Advisor, Mike Ocker for further explanation. Mike said a short was found in one of the wires to the headlight, due to the installation of an aftermarket alarm. They repaired the short in the headlight and the customer paid for the repair when he picked up the car this afternoon. The customer told him the person he spoke to at ACS said to send the repair order and they would reimburse him. I told him that was not the way we did things and Mike said he didn't think so. I told him I would call the customer to try to clarify the information.

He asked me not to, because he wanted to call the customer first to see what was going on while Todd was at the dealer . He said he would call me to let me know what he found out.

Case History

Case ID : N012003-04-1000749

Case Title : [REDACTED] ELECTRICAL SWITCH ISSUE/GOODWILL REQUEST

*** NOTES 4/23/2003 3:43:51 PM, tcrabtre, Action Type : Call to Dealer

I spoke to Mike in Service and he had not heard from the customer. He said the customer picked up his car and paid for the repair. I told him I would call the customer to see how he is.

*** NOTES 4/23/2003 6:04:55 PM, tcrabtre, Action Type : Call to Customer

I spoke to the customer and explained to him that since the dealer determined that the electrical concern he had was caused by a short that was caused by the installation of his aftermarket alarm, I would not provide any assistance with the repair. He understood, but pointed out that he also had to have his throttle cable replaced shortly before the electrical repair. He felt that was an unusual repair to be needed at such low mileage. I told him I would call the dealer back to review that repair and would call him as soon as I spoke to them.

*** NOTES 4/23/2003 6:07:50 PM, tcrabtre, Action Type : Call to Dealer

I spoke to Service manager, Mike Ocker. He said it was unusual for the throttle cable to break and need replacement. I gave him my authorization to reimburse the customer for this repair and associated tow bill, due to the unusual nature of the failure. He said he would process a reimbursement for the customer right away. I told him I would let the customer know.

*** NOTES 4/23/2003 6:10:25 PM, tcrabtre, Action Type : Call to Customer

I spoke to the customer and let him know I reviewed his throttle cable repair with Mike. I told him we both felt it was an unusual repair to be needed at the mileage his car was at, so I gave Mike my authorization to reimburse him for the repair and towing. He was very happy and thanked me for my help. I told him Mike would process a reimbursement for him. Cust ok.

*** NOTES 4/23/2003 6:12:00 PM, tcrabtre, Action Type : Dealer Communication

ATTN: SERVICE MANAGER, MIKE OAKER

This customer contacted our office regarding the following issue(s):

DPSM, Todd Rutherford called and left My Supervisor, Rick Thomas a message to call about this case. I called Todd back and he was at Fisher Honda. He said the dealer diagnosed that the customer's headlight failure was directly caused by the installation of an aftermarket alarm. The customer told him AHM was going to goodwill the repair, but he couldn't tell him who he spoke to. He wanted to know who made the offer, without checking with the dealer about the aftermarket alarm. I told him Nobody made that offer, because the case had just been dispatched to me. He said we should not cover this repair, because the problem was directly caused by the aftermarket alarm. He transferred me to Service Advisor, Mike Ocker for further explanation. Mike said a short was found in one of the wires to the headlight, due to the installation of an aftermarket alarm. They repaired the short in the headlight and the customer paid for the repair when he picked up the car this afternoon. The customer told him the person he spoke to at ACS said to send the repair order and they would reimburse him. I told him that was not the way we did things and Mike said he didn't think so. I told him I would call the customer to try to clarify the information. He asked me not to, because he wanted to call the customer first to see what was going on while Todd was at the dealer. He said he would call me to let me know what he found out.

I spoke to Mike in Service and he had not heard from the customer. He said the customer picked up his car and paid for the repair. I told him I would call the customer to see how he is.

I spoke to the customer and explained to him that since the dealer determined that the electrical concern he had was caused by a short that was caused by the installation of his aftermarket alarm, I would not provide any assistance with the repair. He understood, but pointed out that he also had to have his throttle cable replaced shortly before the electrical repair. He felt that was an unusual repair to be needed at such low mileage. I told him I would call the dealer back to review that repair and would call him as soon as I spoke to them.

I spoke to Service manager, Mike Ocker. He said it was unusual for the throttle cable to break and need replacement. I gave him my authorization to reimburse

Case History

Case ID : N012003-04-1000749

Case Title : [REDACTED] ELECTRICAL SWITCH ISSUE/GOODWILL REQUEST

the customer for this repair and associated tow bill, due to the unusual nature of the failure. He said he would process a reimbursement for the customer right away. I told him I would let the customer know.

I spoke to the customer and let him know I reviewed hit throttle cable repair with Mike. I told him we both felt it was an unusual repair to be needed at the mileage his car was at, so I gave mike my authorization to reimburse him for the repair and towing. He was very happy and thanked me for my help. I told him Mike would process a reimbursement for him. Cust ok.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Tina Crabtree
Automobile Customer Service

*** SUBCASE N012003-04-1000749-1 CLOSE 4/23/2003 6:12:17 PM, terabtre

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-04-1000749-2 CREATE 4/23/2003 6:12:25 PM, terabtre

Created in WIP Default with Due Date 4/23/2003 6:12:25 PM.

*** SUBCASE N012003-04-1000749-2 CLOSE 4/23/2003 6:14:27 PM, terabtre

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/23/2003 6:14:30 PM, terabtre

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032005-02-1801186 Division : Honda - Auto Condition : Closed Open Date : 2/18/2005 3:17:06 PM
Case Originator : Tiffany Van Pelt (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 2/18/2005 3:18:04 PM
Case Owner : Tiffany Van Pelt (Team CB) Method : Phone Queue : Days Open : 0
Last Closed By : Tiffany Van Pelt (Team CB) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - HEADLIGHT SWITCH CAMPAIGN/REIMBURSEMENT CONSID No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : FRESNO, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15541S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 92,000
In Service Date : 02/03/2001
Months In Use : 48
Engine Number : D17A11006275
Originating Dealer No. / Name : 206528 / BEAVERTON HONDA
Selling Dealer No. / Name : 206528 / BEAVERTON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-02-1801186-1 [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-02-1801186-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Van Pelt	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/18/2005 3:17:45 PM
Issue Owner : Tiffany Van Pelt	Type 2 : Eligibility	Queue :	Close Date : 2/18/2005 3:17:58 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-02-1801186

Case Title : [REDACTED] HEADLIGHT SWITCH CAMPAIGN/REIMBURSEMENT CONSIDERATIO

*** CASE CREATE 2/18/2005 3:17:06 PM, tvanpelt

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 2/18/2005 3:17:07 PM, tvanpelt, Action Type :

The customer states that a few months ago her low beam headlights became inoperable so she took her vehicle to an independent shop to be repaired.

The customer states that she had the work completed under her extended warranty and she had to pay her \$50 deductible.

The customer states that at the time she was not aware there was a recall and she would like to seek reimbursement.

I informed the customer that she would have to submit a copy of the repair invoice as well as proof of payment for reimbursement consideration to PO Box 2964.

I advised that upon receipt of her documents it would be 4-6 weeks for processing.

I informed the customer that she is still entitled to have the recall completed at a Honda dealership.

I advised that they would either replace the part that the independent shop installed or simply inspect it to ensure the work was completed accurately.

The customer understood and she did not request any further assistance.

I am closing the case.

*** CASE MODIFY 2/18/2005 3:17:21 PM, tvanpelt

into WIP default and Status of Solving.

*** CASE CREATE 2/18/2005 3:17:45 PM, tvanpelt

Number = N032005-02-1801186-1, Created in WIP default with due date 02/19/2005 03:17:45 PM..

*** SUBCASE N032005-02-1801186-1 CREATE 2/18/2005 3:17:45 PM, tvanpelt, Action Type :

Created in WIP default with due date 02/19/2005 03:17:45 PM.

*** SUBCASE N032005-02-1801186-1 MODIFY 2/18/2005 3:17:50 PM, tvanpelt

into WIP default and Status of Solving.

*** SUBCASE N032005-02-1801186-1 CLOSE 2/18/2005 3:17:58 PM, tvanpelt

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 2/18/2005 3:18:00 PM, tvanpelt

CAMPAIGN CHECK 02/18/2005 03:18:00 PM tvanpelt

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; NR

*** CASE CLOSE 2/18/2005 3:18:04 PM, tvanpelt

Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-10-2001630	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/20/2003 12:08:31
Case Originator :	Michael Bogan (Team AA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/24/2003 1:16:02 PM
Case Owner :	Kathy BrownMyers (Team HH)	Method :	Phone	Queue :		Days Open :	4
Last Closed By :	Kathy BrownMyers (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - URGENT - HEADLIGHTS GW /DLR PRICING					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : PHILLIPSBURG, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16541L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 73,000
In Service Date : 10/17/2000
Months In Use : 36
Engine Number : D17A11405829
Originating Dealer No. / Name : 207339 / PHILLIPSBURG-EASTON HONDA
Selling Dealer No. / Name : 207339 / PHILLIPSBURG-EASTON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207339 / PHILLIPSBURG-EASTON HONDA
Phone No. : 908-859-5800
Address : 400 COUNTY ROAD 519
City / State / Zip : PHILLIPSBURG, NJ 08865
Svc District / Sls District : 05D / B05
Warranty Labor Rate / Date : \$89.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208192	CLINTON HONDA		

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-2001630-1 / [REDACTED] - SERV	Subcase Close	Service - Dealer	Pricing	737	Wire harness

Issue Details

Issue ID : N012003-10-2001630-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Ruby DeRudder	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/22/2003 7:42:31 AM
Issue Owner : Kathy BrownMyers	Type 2 : Pricing	Queue :	Close Date : 10/24/2003 1:16:02 PM
Issue Title : [REDACTED]	SERVICE - DEALER - PRICING		

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM Partial, Assist - Loaner, Repaired/Cust. Pay
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N012003-10-2001630

Case Title : ██████████ - URGENT - HEADLIGHTS GW /DLR PRICING

*** CASE CREATE 10/20/2003 12:08:31 PM, mbogan

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 10/20/2003 12:08:31 PM, mbogan, Action Type :

Customer states that recently the low beams on her headlights both went out. She had the vehicle inspected at Phillipsburg-Easton Honda and they advised that a repair is needed to the wiring leading to the wiring harness. She was given an estimate of \$150 in parts and 8 hours of labor. When she asked why it would take so long, she was told that they have to completely remove the dashboard. The customer contacted her selling dealer, Clinton Honda, for advise and they suggested that labor estimate seemed high and the failure unusual. They suggested that she contact ACS for assistance.

I advised the customer that we would follow up with the dealer on her behalf to discuss their estimate. I also explained that the case would be reviewed for assistance. I explained that since goodwill assistance is provided on a case by case basis that no guarantees can be made. Customer was told to expect a call back in 24-48 business hours.

*** CASE MODIFY 10/20/2003 1:11:11 PM, mbogan

into WIP Incoming and Status of Solving.

*** CASE MODIFY 10/20/2003 1:11:42 PM, mbogan

into WIP Incoming and Status of Solving.

*** CASE DISPATCH 10/20/2003 1:11:46 PM, mbogan

from WIP Incoming to Queue Team D.

*** CASE FORWARD 10/21/2003 7:59:49 AM, jlifosjo

from Queue Team D to Queue Team H.

*** CASE RULE ACTION 10/21/2003 12:11:46 PM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE YANKED 10/22/2003 7:41:53 AM, rderudde

Yanked by rderudde into WIPbin default.

*** SUBCASE N012003-10-2001630-1 CREATE 10/22/2003 7:42:31 AM, rderudde

Created in WIP Default with Due Date 10/22/2003 7:42:31 AM.

*** CASE MODIFY 10/22/2003 7:42:45 AM, rderudde

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2003 7:43:08 AM, rderudde

into WIP default and Status of Solving.

*** CASE ASSIGN 10/22/2003 7:43:13 AM, rderudde

N012003-10-2001630 to kbrownmy, WIP

*** CASE RULE ACTION 10/22/2003 7:43:14 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-10-2001630-1 ASSIGN 10/22/2003 7:43:29 AM, rderudde

N012003-10-2001630-1 to kbrownmy, WIP ® ¯ ¸ ± ¸ » ¼ É Ý Ñ Õ Ö Ø Þ ß à á â ã

*** SUBCASE N012003-10-2001630-1 RULE ACTION 10/22/2003 7:43:31 AM, sa

Case History

Case ID : N012003-10-2001630

Case Title : [REDACTED] URGENT - HEADLIGHTS GW /DLR PRICING

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/22/2003 7:54:20 AM, kbrownmy
into WIP default and Status of Solving.

*** COMMIT 10/22/2003 9:42:55 AM, kbrownmy, Action Type :

Made to [REDACTED] due 10/24/2003 09:42:58 AM.

DCS Follow-Up

*** NOTES 10/22/2003 9:44:09 AM, kbrownmy, Action Type : Dealer Communication

ATTN: TED, SERVICE MANAGER

RESOLUTION DUE DATE : 10/24/2003

This customer contacted our office regarding the following issue(s):

Customer states that recently the low beams on her headlights both went out. She had the vehicle inspected at Phillipsburg-Easton Honda and they advised that a repair is needed to the wiring leading to the wiring harness. She was given an estimate of \$150 in parts and 8 hours of labor. When she asked why it would take so long, she was told that they have to completely remove the dashboard. The customer contacted her selling dealer, Clinton Honda, for advise and they suggested that labor estimate seemed high and the failure unusual. They suggested that she contact ACS for assistance.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:

Please review this case for goodwill consideration as a one time gesture.

Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Katherine Brown-Myers
Automobile Customer Service
800-999-1009, extension 118160

*** CASE MODIFY 10/23/2003 6:05:31 AM, kbrownmy
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/23/2003 6:06:14 AM, kbrownmy

CAMPAIGN CHECK 10/23/2003 06:06:14 AM kbrownmy

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-08; FX

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX

*** NOTES 10/23/2003 6:09:56 AM, kbrownmy, Action Type : Call from Customer

Customer said she called the dealer this morning and spoke to Mike, Mike said he has not heard from AHM. Advised customer that I contacted the dealer service manager yesterday regarding her car and I have not received a response yet. Advised customer that I will call the dealer today and call her back.

Customer said she has all her major services at dealer. She said she recently purchased an element. Customer said she is in a loaner at her expense because her husband needs transportation.

Customer thinks this failure is unusual and something should be done to help.

*** NOTES 10/23/2003 6:13:30 AM, kbrownmy, Action Type : Call to Dealer

Case History

Case ID : N012003-10-2001630

Case Title : [REDACTED] - URGENT - HEADLIGHTS GW /DLR PRICING

Ted said he wants to discuss the case with his DPSM. His DPSM is coming today.

*** NOTES 10/23/2003 6:18:10 AM, kbrownmy, Action Type : Call to Customer

Advised customer that her case is being reviewed at the dealership by the dealer and the DPSM. Advised customer that we should receive a response within the next 24 to 48 hours. Customer was concerned with the labor time it will take for the repair. Advised customer that I will gather some information about the procedure and try to address her concerns. Customer thanked me.

*** NOTES 10/23/2003 12:07:17 PM, kbrownmy, Action Type : Call from Customer

Customer advised me that Doris in service informed her that AHM will pay for the part and customer to pay for the labor. The dealer is discounting the labor by \$50, total labor is \$500. Advised customer that I will see what we can do as far as transportation. Customer is not sure of the diagnosis. Customer wants to know the nature of the problem.

*** NOTES 10/24/2003 12:08:01 PM, kbrownmy, Action Type : Call from Dealer

Ted left a voice message stating that they discounted the labor. AHM will pay for the parts. Customer to pay labor. Customer is not happy.

*** NOTES 10/24/2003 1:11:38 PM, kbrownmy, Action Type : Call to Dealer

Ted advised me of the following:

The job requires 8 hours labor at \$64/per hr, plus 1 hour diagnostic. AHM will pay for the parts.
Customer needs a wiring harness installed.
Warr rates is labor for 5 hrs

Ted is offering to waive the diagnostic fee and charge her 7 hours labor with a \$50 coupon discount.

Ted said the parts can be order on 10/27/03 and arrive by 10/29.

Ted said he will offer the customer a loaner starting 10/28 for 2 days max.

Customer needs to call Jim if she wants to go forward with the repair.

*** NOTES 10/24/2003 1:15:19 PM, kbrownmy, Action Type : Call to Customer

Left customer a voice message stating that the dealer has reviewed her claim for out of warranty assistance which they have discussed the pricing with her. Advised customer that there will be no additional assistance from AHM. Advised customer to contact Jim in service if she wants to go forward with the repair. Also, advised customer that the dealer is willing to assist her with a loaner while the car is being serviced. Asked customer to call me should she have further questions or concerns.

*** CASE MODIFY 10/24/2003 1:15:26 PM, kbrownmy
into WIP SERVICE and Status of Solving.

*** SUBCASE N012003-10-2001630-1 CLOSE 10/24/2003 1:16:02 PM, kbrownmy
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/24/2003 1:16:02 PM, kbrownmy
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012011-12-2700455	Division : Honda - Auto	Condition : Closed	Open Date : 12/27/2011 8:30:47 AM
Case Originator : Loretta Noble (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/27/2011 8:39:06 AM
Case Owner : Loretta Noble (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Loretta Noble (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : NEW YORK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMES16541S [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1651PW / A
 Miles / Hours : 60,000
 In Service Date : 03/05/2001
 Months In Use : 129
 Engine Number : D17A11006427
 Originating Dealer No. / Name : 207808 / WILLEY HONDA
 Selling Dealer No. / Name : 207808 / WILLEY HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
 Party 2 : Not Applicable
 Party 3 : Not Applicable
 Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-12-2700455-1 [REDACTED] PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-12-2700455-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 12/27/2011 8:38:59 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 12/27/2011 8:39:06 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-12-2700455

Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT

*** CASE CREATE 12/27/2011 8:30:47 AM, Inoble

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 12/27/2011 8:38:23 AM, Inoble, Action Type : Call from Customer

verified customer's info

best contact [REDACTED]

customer stated the low headlight stopped working and thought it was a fuse but it wasn't. Customer stated he was looking online and saw there was a recall for it.

ACS advised the customer that recalls are VIN specific and this recall does not pertain to your vehicle at this time.

customer understood case closed

*** SUBCASE N012011-12-2700455-1 CREATE 12/27/2011 8:38:59 AM, Inoble

Created in WIP Default with Due Date 12/27/2011 8:38:59 AM.

*** SUBCASE N012011-12-2700455-1 CLOSE 12/27/2011 8:39:06 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/27/2011 8:39:06 AM, Inoble

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032006-11-1001725	Division : Honda - Auto	Condition : Closed	Open Date : 11/10/2006 4:31:36 PM
Case Originator : Farah Sosa (Team CG)	Sub Division : Satellite Center	Status : Closed	Close Date : 11/10/2006 4:39:42 PM
Case Owner : Farah Sosa (Team CG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Farah Sosa (Team CG)	Point of Origin : Customer	Wipbin :	
Case Title : 2H - [REDACTED] HEADLIGHTS CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : SALEM, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267411 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 120,000
In Service Date : 10/04/2000
Months In Use : 73
Engine Number : D17A21403033
Originating Dealer No. / Name : 207433 / LYNNWOOD HONDA
Selling Dealer No. / Name : 207433 / LYNNWOOD HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207778 / SUNWEST HONDA
Phone No. : 541-265-8547
Address : 1030 NORTH COAST HWY
City / State / Zip : NEWPORT, OR 97365
Svc District / Sls District : 02G / B02
Warranty Labor Rate / Date : \$80.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-11-1001725-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-11-1001725-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/10/2006 4:39:26 PM
Issue Owner : Farah Sosa	Type 2 : Eligibility	Queue :	Close Date : 11/10/2006 4:39:42 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-11-1001725

Case Title : 2H - [REDACTED] - HEADLIGHTS CONCERN

*** CASE CREATE 11/10/2006 4:31:36 PM, fsosa

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/10/2006 4:31:37 PM, fsosa

WARRANTY CHECK 11/10/2006 04:31:37 PM fsosa

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/10/2006 4:31:41 PM, fsosa

CLAIM CHECK 11/10/2006 04:31:41 PM fsosa

The following Claim History information was found

0; 2004-06-25; 207778; 604651; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN T

*** CASE VSC LOOKUP 11/10/2006 4:31:44 PM, fsosa

VSC-CUC CHECK 11/10/2006 04:31:44 PM fsosa

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/10/2006 4:31:51 PM, fsosa

CAMPAIGN CHECK 11/10/2006 04:31:51 PM fsosa

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-07-19; FX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-30; FX

*** CASE CLAIMS LOOKUP 11/10/2006 4:31:58 PM, fsosa

CLAIM CHECK 11/10/2006 04:31:58 PM fsosa

The following Claim History information was found

0; 2004-06-25; 207778; 604651; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN T

*** CASE MODIFY 11/10/2006 4:32:37 PM, fsosa

into WIP default and Status of Solving.

*** NOTES 11/10/2006 4:37:13 PM, fsosa, Action Type : Call from Customer

The customer contacted AHM stating that the low beams of the vehicle do not work. He researched and found at a non - honda web site that there was a recall on the headlights of his year and model. The customer is inquiring if the recall has been performed.

I updated customer's contact information. Using CICS I verified and informed the customer that the Combination Light Switch recall was performed in 06/30/04. I explained that the faulty part by manufacture was the original one and recalls are a one time opportunity. I offered dealer contact information but customer declined. I suggested contacting AHM for further information.

The customer thanked me for my assistance and had no further requests.

I thanked the customer for calling. Case will be closed.

*** CASE MODIFY 11/10/2006 4:38:18 PM, fsosa

into WIP default and Status of Solving.

Case History

Case ID : N032006-11-1001725

Case Title : 2H - [REDACTED] - HEADLIGHTS CONCERN

*** CASE CREATE 11/10/2006 4:39:26 PM, fsosa

Number = N032006-11-1001725-1, Created in WIP default with due date 11/11/2006 04:39:26 PM..

*** SUBCASE N032006-11-1001725-1 CREATE 11/10/2006 4:39:26 PM, fsosa, Action Type :

Created in WIP default with due date 11/11/2006 04:39:26 PM.

*** SUBCASE N032006-11-1001725-1 MODIFY 11/10/2006 4:39:30 PM, fsosa

into WIP default and Status of Solving.

*** CASE MODIFY 11/10/2006 4:39:36 PM, fsosa

into WIP default and Status of Solving.

*** SUBCASE N032006-11-1001725-1 CLOSE 11/10/2006 4:39:42 PM, fsosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/10/2006 4:39:42 PM, fsosa

Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012002-07-1200690	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/12/2002 11:36:02 AM
Case Originator :	Derrick Haynes (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/12/2002 11:48:26 AM
Case Owner :	Derrick Haynes (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Derrick Haynes (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD LIGHTS			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : APACHE JCT, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES165X1S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours :
In Service Date : 02/26/2001
Months In Use : 17
Engine Number : D17A11006798
Originating Dealer No. / Name : 207108 / SANTAN HONDA SUPERSTORE
Selling Dealer No. / Name : 207108 / SANTAN HONDA SUPERSTORE
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012002-07-1200690-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Lights

Issue Details

Issue ID : N012002-07-1200690-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Derrick Haynes	Type 1 : Product	Status : Subcase Close	Open Date : 7/12/2002 11:48:14 AM
Issue Owner : Derrick Haynes	Type 2 : Operation	Queue :	Close Date : 7/12/2002 11:48:22 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Lights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category :
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012002-07-1200690

Case Title : [REDACTED] HEAD LIGHTS

*** CASE CREATE 7/12/2002 11:36:02 AM, dhaynes

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 7/12/2002 11:47:41 AM, dhaynes, Action Type : Call from Customer

Customer stated that her low headlights are not working only the high beams. Customer stated that none of the dealer in her area are able to take her vehicle till next week. I called Tempe Honda and spoke with David and I was advised that he will have someone take a quick look at the vehicle but they do not have time to repair the vehicle if needed. I relayed the message to customer. Customer understood. I advised the customer that the bulbs may need to be replaced.

*** SUBCASE N012002-07-1200690-1 CREATE 7/12/2002 11:48:14 AM, dhaynes

Created in WIP Default with Due Date 7/12/2002 11:48:14 AM.

*** SUBCASE N012002-07-1200690-1 CLOSE 7/12/2002 11:48:22 AM, dhaynes

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/12/2002 11:48:23 AM, dhaynes

into WIP default and Status of Solving.

*** CASE CLOSE 7/12/2002 11:48:26 AM, dhaynes

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 8/9/2002 10:36:02 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 8/23/2002 10:36:02 AM, sa

Action owners supvsr - 45 days of rule Case Closure fired

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032008-12-0200979 Division : Honda - Auto Condition : Closed Open Date : 12/2/2008 12:34:19 PM
Case Originator : Priscilla Lum (Team CF) Sub Division : Satellite Center Status : Closed Close Date : 1/15/2009 10:16:27 AM
Case Owner : Amanda Esquivel (Team CC) Method : Dealer Referred Queue : Days Open : 44
Last Closed By : Amanda Esquivel (Team CC) Point of Origin : Customer Wipbin :
Case Title : COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES No. of Attachments : 0

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : MECHANICSVILLE, VA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES165111
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 73,173
In Service Date : 10/14/2000
Months In Use : 98
Engine Number : D17A11406485
Originating Dealer No. / Name : 206765 / BURNS HONDA
Selling Dealer No. / Name : 206765 / BURNS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207906 / MECHANICSVILLE HONDA
Phone No. : 804-559-4000
Address : 6530 MECHANICSVILLE TP
City / State / Zip : MECHANICSVILLE, VA 23111
Svc District / Sls District : 06C / C06
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-12-0200979-1 /	- C Subcase Close	Campaign	Eligibility	310502	SAFETY RECALL: CIVI
N032008-12-0200979-2 /	- C Subcase Close	Campaign	Eligibility	712	Headlights
N032008-12-0200979-3 /	AMP Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032008-12-0200979-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Lum	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/2/2008 12:45:39 PM
Issue Owner : Priscilla Lum	Type 2 : Eligibility	Queue :	Close Date : 12/2/2008 12:48:33 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 310502 / SAFETY RECALL: CIVIC FUEL FILL HOSE CLAM
Condition Code Desc Other 310X
Campaign Code / Desc : L28 / 2001 CIVIC FUEL HOSE
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
17652-S5A-941	CLIP, FILLER TUBE	Not Applicable

Issue Details

Issue ID : N032008-12-0200979-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Lum	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/2/2008 12:48:21 PM
Issue Owner : Priscilla Lum	Type 2 : Eligibility	Queue :	Close Date : 12/2/2008 12:48:33 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
----------	------------------	-----------

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-12-0200979-3	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/6/2009 10:59:07 AM
Issue Owner : Amanda Esquivel	Type 2 : Financial Assistance	Queue :	Close Date : 1/15/2009 10:16:26 AM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITC
Condition Code Desc Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : CR Generated Gdwill, Assist - AHM 100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 283
Primary Amount : \$133.65
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$133.65
Approved By : csimons
Approval Date : 1/8/2009 2:48:05
Status : PROCESSED
Check No. : 1779710
Check Date : 1/9/2009

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : MECHANICSVILLE, VA [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032008-12-0200979

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT REQUEST

*** CASE CREATE 12/2/2008 12:34:19 PM, plum

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 12/2/2008 12:34:19 PM, plum, Action Type :

name, phone 8045193741 updated, but the address was not verified

The customer, [REDACTED] father of owner, states that last year in December, the low beam would not work and therefore the vehicle would not pass inspection.

The customer had the repair done at an IRF where they installed a control switch for the the low/high beam and paid \$152.48 less \$16 for the inspection.

The customer went to the Honda dealer today and was informed that there was a recall and should call us for a refund. The customer went to the dealer today because the SRS light is on and he has not been told what the problem is.

*** CASE MODIFY 12/2/2008 12:34:48 PM, plum

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2008 12:36:27 PM, plum

into WIP default and Status of Solving.

*** NOTES 12/2/2008 12:43:03 PM, plum, Action Type : Call from Customer

The customer was advised that the 2 open recalls should be performed by the dealer. The customer was advised to submit the invoice and proof of payment, credit card statement, for the combination light switch. The customer was advised to fax to 909-664-9009 and was given case number to place on each document.

The customer was advised that an RCM would call to discuss the request when the documents are received and makes decisions for eligibility on a case by case basis with no guarantee of reimbursement. The customer was reminded the recall for the combination switch has to be performed.

The customer understood and needed no further assistance.

*** CASE MODIFY 12/2/2008 12:43:09 PM, plum

into WIP default and Status of Solving.

*** NOTES 12/2/2008 12:45:12 PM, plum, Action Type : Call from Customer

The customer decided to update the phone and address to his information because he does all the vehicle work for his daughter.

*** CASE CREATE 12/2/2008 12:45:39 PM, plum

Number = N032008-12-0200979-1, Created in WIP default with due date 12/03/2008 12:45:39 PM..

*** SUBCASE N032008-12-0200979-1 CREATE 12/2/2008 12:45:39 PM, plum, Action Type :

Created in WIP default with due date 12/03/2008 12:45:39 PM.

*** SUBCASE N032008-12-0200979-1 MODIFY 12/2/2008 12:46:34 PM, plum

into WIP default and Status of Solving.

*** CASE CREATE 12/2/2008 12:48:21 PM, plum

Number = N032008-12-0200979-2, Created in WIP default with due date 12/03/2008 12:48:21 PM..

*** SUBCASE N032008-12-0200979-2 CREATE 12/2/2008 12:48:21 PM, plum, Action Type :

Created in WIP default with due date 12/03/2008 12:48:21 PM.

*** SUBCASE N032008-12-0200979-2 MODIFY 12/2/2008 12:48:27 PM, plum

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2008 12:48:30 PM, plum

into WIP default and Status of Solving.

Case History

Case ID : N032008-12-0200979

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT REQUEST

*** SUBCASE N032008-12-0200979-1 CLOSE 12/2/2008 12:48:33 PM, plum

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032008-12-0200979-2 CLOSE 12/2/2008 12:48:33 PM, plum

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2008 12:48:33 PM, plum

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/4/2008 10:39:40 AM, kapplewh

with Condition of Open and Status of Solving.

*** NOTES 12/4/2008 10:48:46 AM, kapplewh, Action Type : Call from Customer

The customers dad [REDACTED] called AHM to verify fax and case number. I verified customer contact information and I verified the fax and case number per the customers request. The customer thanked and ended the call.

Customers contact number: 8045193741

*** CASE CLOSE 12/4/2008 10:48:54 AM, kapplewh

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/5/2009 9:52:17 AM, cwashin2

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/5/2009 9:54:16 AM, cwashin2

into WIP default and Status of Solving.

*** NOTES 1/5/2009 10:01:51 AM, cwashin2, Action Type : Documents Received

AHM received documents from the customer in reference to possible reimbursement for the head light switch repair.

AHM received a faxed cover sheet with the customer's case information.

AHM received invoice #0014914, from 301 Auto Repair LLC, dated 11/30/2006, for the total of \$152.48.

The mileage at the time of the repair was 73,173.

The invoice stated the following:

-Rejection

- Mount and balance 2 tires

- Diagnose electrical problem with low beam

- Install head light switch comb

AHM did not receive a copy of the customer's proof of payment.

No other documents received

*** CASE DISPATCH 1/5/2009 10:02:10 AM, cwashin2

from WIP default to Queue Cases Pending - SAT.

*** CASE RULE ACTION 1/6/2009 10:02:10 AM, sa

Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

Case History

Case ID : N032008-12-0200979

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT REQUEST

*** CASE YANKED 1/6/2009 10:57:44 AM, aesquive

Yanked by aesquive into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 1/6/2009 10:57:55 AM, aesquive

WARRANTY CHECK 01/06/2009 10:57:55 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/6/2009 10:57:58 AM, aesquive

CLAIM CHECK 01/06/2009 10:57:58 AM aesquive

The following Claim History information was found

0; 2008-12-05; 207906; 150346; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN T

*** CASE CAMPAIGN LOOKUP 1/6/2009 10:58:02 AM, aesquive

CAMPAIGN CHECK 01/06/2009 10:58:02 AM aesquive

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 03/15/01; FX;

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 12/05/08; FX;

*** CASE VSC LOOKUP 1/6/2009 10:58:03 AM, aesquive

VSC-CUC CHECK 01/06/2009 10:58:03 AM aesquive

No data found for VIN.

*** CASE MODIFY 1/6/2009 10:58:05 AM, aesquive

into WIP default and Status of Solving.

*** CASE CREATE 1/6/2009 10:59:07 AM, aesquive

Number = N032008-12-0200979-3, Created in WIP default with due date 01/07/2009 10:59:07 AM..

*** SUBCASE N032008-12-0200979-3 CREATE 1/6/2009 10:59:07 AM, aesquive, Action Type :

Created in WIP default with due date 01/07/2009 10:59:07 AM.

*** CASE MODIFY 1/6/2009 10:59:10 AM, aesquive

into WIP default and Status of Solving.

*** COMMIT 1/6/2009 10:59:15 AM, aesquive, Action Type : N/A

contact cust-combo lite switch

*** CASE MODIFY 1/6/2009 10:59:37 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 1/7/2009 9:25:27 AM, aesquive

into WIP misc and Status of Solving.

*** NOTES 1/7/2009 9:27:03 AM, aesquive, Action Type : Call to Customer

I contacted the customer but reached the voicemail of Christy Collier. I left a voice message for the customer introducing myself as the case manager assigned to review the reimbursement request for the combination light switch. I explained that I was not provided proof of payment and asked for my call to be returned.

*** CASE MODIFY 1/7/2009 9:27:06 AM, aesquive

into WIP misc and Status of Solving.

Case History

Case ID : N032008-12-0200979

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT REQUEST

*** CASE FULFILL 1/7/2009 9:27:11 AM, aesquive

Fulfilled for [REDACTED] due 01/07/2009 12:00:00 AM.

*** COMMIT 1/7/2009 9:27:11 AM, aesquive, Action Type : N/A

cust return call? make ck req

*** CASE MODIFY 1/7/2009 9:27:30 AM, aesquive

into WIP misc and Status of Solving.

*** NOTES 1/8/2009 11:41:25 AM, aesquive, Action Type : Call from Customer

The customer [REDACTED] left a voice message advising that the repair was performed a while ago and she cannot remember if her husband or she paid. She advised that she is sure a credit card was used but it was most likely in both their names but she is unable to provide any statement or proof of payment.

*** CASE MODIFY 1/8/2009 11:41:28 AM, aesquive

into WIP misc and Status of Solving.

*** NOTES 1/8/2009 11:47:13 AM, aesquive, Action Type : Note-Third Party

I contacted the IRF 301 Auto Repair LLC and spoke with Todd. I asked if he could verify the repair and payment. He states per the RO the customer Robert came in and the low beams were out. They replaced the head light switch and the customer paid for the repair in full. He states the only information on the payment he has is that it was paid by a visa credit card. I thanked him for the information and we ended the call.

*** CASE MODIFY 1/8/2009 11:47:15 AM, aesquive

into WIP misc and Status of Solving.

*** CASE FULFILL 1/8/2009 11:47:25 AM, aesquive

Fulfilled for [REDACTED] due 01/08/2009 12:00:00 AM.

*** NOTES 1/8/2009 11:57:53 AM, aesquive, Action Type : Note-Resolution

Verified customer falls under campaign.

The customer sent in documentation for reimbursement consideration for the cost incurred due to the head light repair.

\$ 133.65 requested.

The customer is eligible for the wiper motor repair.

Labor: \$ 67.00

Part: \$ 46.23

Misc: \$ 17.83

Tax: \$ 2.59 (@ 5.6%)

Total: \$ 133.65

The customer is seeking reimbursement for light switch repair under the Honda Combination Light Switch Safety Recall SB 04-015. The customer had the repair performed at 301 Auto Repair LLC prior to the recall being issued. The customer has taken the vehicle to Mechanicsville Honda to have the recall officially performed 12/5/08, verified in CRMS and CICS claim # 150346. The customer has sent in all the proper documentation for reimbursement consideration. Payment was verified by 301 Auto Repair. The case will be forwarded to a Team Lead for further review.

Case History

Case ID : N032008-12-0200979

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT REQUEST

*** CASE MODIFY 1/8/2009 11:57:58 AM, aesquive
into WIP misc and Status of Solving.

*** CASE MODIFY 1/8/2009 11:59:16 AM, aesquive
into WIP misc and Status of Solving.

*** CASE MODIFY 1/8/2009 11:59:25 AM, aesquive
into WIP misc and Status of Solving.

*** SUBCASE N032008-12-0200979-3 DISPATCH 1/8/2009 12:00:16 PM, aesquive
from WIP sub-cases to Queue Ck Req - L. Jones.

*** CASE MODIFY 1/8/2009 12:00:21 PM, aesquive
into WIP misc and Status of Solving.

*** COMMIT 1/8/2009 12:00:26 PM, aesquive, Action Type : N/A
approved

*** CASE MODIFY 1/8/2009 12:00:43 PM, aesquive
into WIP misc and Status of Solving.

*** CASE MODIFY 1/8/2009 12:00:53 PM, aesquive
into WIP misc and Status of Solving.

*** SUBCASE N032008-12-0200979-3 FORWARD 1/8/2009 12:43:13 PM, ljones01
from Queue Ck Req - L. Jones to Queue Ck Req - C. Simons.

*** SUBCASE N032008-12-0200979-3 1/8/2009 2:48:05 PM, csimons, Action Type :
Check Requisition for 133.65 \$ submitted
Check Requisition for 133.65 \$ submitted by csimons

*** SUBCASE N032008-12-0200979-3 NOTES 1/8/2009 2:48:18 PM, csimons, Action Type : Note-General
Case has been reviewed and approved for payment

*** SUBCASE N032008-12-0200979-3 FORWARD 1/8/2009 2:48:26 PM, csimons
from Queue Ck Req - C. Simons to Queue Check Approved - Sat.

*** CASE FULFILL 1/9/2009 8:24:20 AM, aesquive
Fulfilled for [REDACTED] due 01/09/2009 12:00:00 AM.

*** COMMIT 1/9/2009 8:24:22 AM, aesquive, Action Type : N/A
mailed?

*** CASE MODIFY 1/9/2009 8:25:09 AM, aesquive
into WIP misc and Status of Solving.

*** SUBCASE N032008-12-0200979-3 RULE ACTION 1/9/2009 12:00:16 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032008-12-0200979-3 RULE ACTION 1/10/2009 12:00:16 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032008-12-0200979-3 COMMIT 1/12/2009 8:01:22 AM, aesquive, Action Type : External Commitment

Case History

Case ID : N032008-12-0200979

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT REQUEST

Check processed for check_req_no = 283 on 2009-01-09-00.00.00.000000

*** NOTES 1/15/2009 10:15:59 AM, aesquive, Action Type : Note-General

Check [REDACTED] totaling \$133.65 was mailed on 1/15/09.

*** CASE MODIFY 1/15/2009 10:16:01 AM, aesquive
into WIP misc and Status of Solving.

*** NOTES 1/15/2009 10:16:21 AM, aesquive, Action Type : Call to Customer

I attempted to contact the customer but reached his voicemail. I left a voice message for the customer advising that his reimbursement check has been mailed out for the amount of \$ 133.65. I advised that the case will now be closed. I stated that if they have any other questions or concerns they can contact AHM and provided the contact information.

*** CASE MODIFY 1/15/2009 10:16:23 AM, aesquive
into WIP misc and Status of Solving.*** SUBCASE N032008-12-0200979-3 CLOSE 1/15/2009 10:16:26 AM, aesquive
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 1/15/2009 10:16:27 AM, aesquive
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012003-10-2401643 Division : Honda - Auto Condition : Closed Open Date : 10/24/2003 3:53:57 PM
Case Originator : Douglas Wheaton (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 12/15/2003 1:59:56 PM
Case Owner : Brian Philbin (Team HC) Method : Phone Queue : Days Open : 52
Last Closed By : Brian Philbin (Team HC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] CHARTERS, JAMES - HEADLIGHTS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : ISSAQUAH, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : XXXXX XXXXX ADDR
VIN Type / No. : US VIN / JHMES16551S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 50,600
In Service Date : 03/03/2001
Months In Use : 31
Engine Number : D17A11006894
Originating Dealer No. / Name : 207971 / HONDA OF KIRKLAND
Selling Dealer No. / Name : 207971 / HONDA OF KIRKLAND
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207971 / HONDA OF KIRKLAND
Phone No. : 425-827-9300
Address : 12420 N.E. 85TH STREET
City / State / Zip : KIRKLAND, WA 98033
Svc District / Sls District : 02A / A02
Warranty Labor Rate / Date : \$109.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-2401643-1 / [REDACTED]	SERV Subcase Close	Service - Dealer	Experience		
N012003-10-2401643-2 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-10-2401643-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Douglas Wheaton	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 10/24/2003 3:54:36 PM
Issue Owner : Douglas Wheaton	Type 2 : Experience	Queue :	Close Date : 10/24/2003 3:54:48 PM
Issue Title : [REDACTED] SERVICE - DEALER - TREATMENT - NEGATIVE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012003-10-2401643-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 12/15/2003 1:58:49 PM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 12/15/2003 1:59:51 PM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM Partial
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-10-2401643

Case Title : [REDACTED] HEADLIGHTS

*** CASE CREATE 10/24/2003 3:53:57 PM, dwheaton

Contact : [REDACTED] Priority = N/A, Status = Solving.

*** NOTES 10/24/2003 3:53:58 PM, dwheaton, Action Type :

Customer reports that both low beam headlights went out at the same time on his car.

Customer took car to dealer (HONDA OF KIRKLAND 207971), who had "no clue as to what the problem was." Customer did not mention diagnostic fee.

Customer took car back to dealer later, and asked how much would this cost. Dealer said \$85.

At this point, the dealer told customer that the repair would cost \$588. Customer reports that he did not have the repair done on the vehicle because he did not want to pay this amount. Customer later researched this pricing and it sounded in line with the cost of this repair.

Plug and combo switch were needed to be replaced. Switch probably shorted out and melted the wire.

Customer reports that the dealer rep "was a little snippy." Customer was disappointed by his treatment.

Customer reports that he does not have a service record at the dealership. Customer feels that he's been jerked around on this issue. Customer reports that this incident has completely eroded his confidence in his vehicle and in Honda.

Customer is requesting information on why something like this would happen.

I have formally documented customer's complaint and specifically noted the problems he encountered. I have also sent a summary of customer's concerns to the dealership management.

*** CASE MODIFY 10/24/2003 3:54:04 PM, dwheaton

into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2003 3:54:13 PM, dwheaton

into WIP default and Status of Solving.

*** SUBCASE N012003-10-2401643-1 CREATE 10/24/2003 3:54:36 PM, dwheaton

Created in WIP Default with Due Date 10/24/2003 3:54:36 PM.

*** SUBCASE N012003-10-2401643-1 CLOSE 10/24/2003 3:54:48 PM, dwheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/24/2003 3:54:49 PM, dwheaton

into WIP default and Status of Solving.

*** NOTES 10/24/2003 3:55:09 PM, dwheaton, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Customer reports that both low beam headlights went out at the same time on his car.

Case History

Case ID : N012003-10-2401643

Case Title : KIRKLAND 2A [REDACTED] - HEADLIGHTS

Customer took car to dealer (HONDA OF KIRKLAND 207971), who had "no clue as to what the problem was." Customer did not mention diagnostic fee.

Customer took car back to dealer later, and asked how much would this cost. Dealer said \$85.

At this point, the dealer told customer that the repair would cost \$588. Customer reports that he did not have the repair done on the vehicle because he did not want to pay this amount. Customer later researched this pricing and it sounded in line with the cost of this repair.

Plug and combo switch were needed to be replaced. Switch probably shorted out and melted the wire.

Customer reports that the dealer rep "was a little snippy." Customer was disappointed by his treatment.

Customer reports that he does not have a service record at the dealership. Customer feels that he's been jerked around on this issue. Customer reports that this incident has completely eroded his confidence in his vehicle and in Honda.

Customer is requesting information on why something like this would happen.

I have formally documented customer's complaint and specifically noted the problems he encountered. I have also sent a summary of customer's concerns to the dealership management.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Douglas Wheaton
Automobile Customer Service

*** CASE MODIFY 10/24/2003 3:55:11 PM, dwheaton
into WIP default and Status of Solving.

*** CASE CLOSE 10/24/2003 3:55:13 PM, dwheaton
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/12/2003 1:35:18 PM, cstringf
with Condition of Open and Status of Solving.

*** NOTES 11/12/2003 1:37:34 PM, cstringf, Action Type : Call from Customer

Customer's son called on behalf of his dad. The customer states that he had an electrical problem occurred that melted the wires. Kirkland Honda states that the estimate is about \$600. The vehicle is still driveable, however his low beams do not work anymore. The customer states that Honda should stand behind its product and is seeking goodwill assistance. i advised the customer that I would transfer case to CM and that he should receive a call in 3-5 days.

*** CASE DISPATCH 11/12/2003 1:37:54 PM, cstringf
from WIP default to Queue Team E.

*** CASE ACCEPT 11/12/2003 3:56:12 PM, bphilbin
from Queue Team E to WIP NEW (Default).

*** CASE MODIFY 11/13/2003 8:53:44 AM, bphilbin

Case History

Case ID : N012003-10-2401643

Case Title : KIRKLAND 2A [REDACTED] HEADLIGHTS

into WIP NEW (Default) and Status of Solving.

*** COMMIT 11/13/2003 8:58:44 AM, bphilbin, Action Type : N/A

Made to [REDACTED] due 11/14/2003 09:00:00 AM.

Call Dlr (Customer Damage?) - KIRKLAND - Headlights

*** NOTES 11/13/2003 8:58:57 AM, bphilbin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/14/03 9:00:00 AM

THIS CUSTOMER CONTACTED OUR OFFICE REGARDING THE FOLLOWING ISSUE(S):

Customer states that both low beam headlights went out at the same time on his car. Customer states that he took the vehicle to Honda of Kirkland, who had "no clue as to what the problem was." Customer states that he took car back to the dealer later, and asked how much would a repair would cost and the dealer told customer that the repair would cost \$588. Customer states that he did not have the repair done on the vehicle because he felt that this was a premature failure, as the plug and combo switch needed to be replaced. Customer states that it was indicated to him that the switch probably shorted out and melted the wire. Customer states that this incident has completely eroded his confidence in his vehicle and in Honda. The customer states that he feels that Honda should stand behind its product and is seeking goodwill assistance with the cost of the repair.

IN THE INTEREST OF CUSTOMER SATISFACTION WE WOULD LIKE TO RESOLVE THIS SITUATION AS SOON AS POSSIBLE. FURTHER INFORMATION IS REQUIRED TO REVIEW THIS CASE. WE WOULD APPRECIATE ANY INFORMATION YOU CAN PROVIDE WITH REGARD TO THIS CUSTOMER'S VEHICLE STATUS (condition, any damage or modifications) AND ANY PRIOR DPSM INVOLVEMENT WITH THIS CUSTOMER OR VEHICLE.

PLEASE CALL OR TRANSMIT A DCS RESPONSE TO THE CUSTOMER SERVICE OFFICE BY THE DUE DATE. THANK YOU FOR YOUR PROMPT ATTENTION TO THIS MATTER.

BRIAN PHILBIN
AUTOMOBILE CUSTOMER SERVICE
(800) 999-1009
Ext. 118093

*** CASE MODIFY 11/13/2003 8:59:07 AM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** NOTES 11/14/2003 9:37:44 AM, bphilbin, Action Type : Call to Dealer

Left message for Josh Knabe, Service Manager, requesting detail regarding this customer's visit to dealership.

*** CASE MODIFY COMMITMENT 11/14/2003 9:38:33 AM, bphilbin

with [REDACTED] due 11/17/2003 10:45:00 AM.

*** NOTES 11/17/2003 2:29:22 PM, bphilbin, Action Type : Inbound DCS

VERIFIED HEADLIGHTS INOP, INSPECTED AND FOUND WIRE HARNESS TO SWITCH HAD MELTED. CUSTOMER HAD 50698 MILES WITH NO SERVICE HISTORY HERE SINCE THE CAR WAS PURCHASED. CUSTOMER WAS QUOTED RETAIL PRICE TO REPLACE HARNESS AND INSTALL NEW HEADLIGHT SWITCH.

*** COMMIT 11/17/2003 2:29:22 PM, bphilbin, Action Type : External Commitment

Inbound DCS received from Dealer # 207971

Case History

Case ID : N012003-10-2401643

Case Title : [REDACTED] HEADLIGHTS

*** CASE FULFILL 11/18/2003 9:10:41 AM, bphilbin

Fulfilled for [REDACTED] due ?/?/? ??:?.

*** CASE MODIFY COMMITMENT 11/18/2003 9:11:00 AM, bphilbin

with [REDACTED] due 11/19/2003 10:45:00 AM.

*** NOTES 11/20/2003 12:25:51 PM, rcolli01, Action Type : Call from Customer

Customer called to speak to his cm, Brian. Transferred to vm.

*** NOTES 11/21/2003 1:23:45 PM, bphilbin, Action Type : Call to Dealer

Left message for Josh Knabe, Service Manager, requesting information on whether the failure was due to something that the customer did. Requested follow up return call.

*** CASE FULFILL 11/21/2003 1:23:52 PM, bphilbin

Fulfilled for [REDACTED] due 11/19/2003 10:45:00 AM.

*** COMMIT 11/21/2003 1:23:54 PM, bphilbin, Action Type : N/A

Await Dlr (Customer Damage?) [REDACTED] Headlights

*** CASE RULE ACTION 11/21/2003 3:53:57 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 11/25/2003 2:18:39 PM, ssmith1, Action Type : Call from Customer

Customer is calling in to speak with his case manager. I informed him that his case manager was unable to take the call. He stated that he would leave him a message on his voice mail. I transfered the call over.

*** NOTES 11/26/2003 12:32:40 PM, bphilbin, Action Type : Call to Customer

Spoke to customer. Requested RO for review. Customer states that he will fax copies today.

*** NOTES 11/26/2003 12:34:36 PM, bphilbin, Action Type : Call to Dealer

Spoke to Josh Knabe, Service Manager. Inquired as to whether this failure would be due to anything that the customer did to the vehicle. Josh states that the customer could have been running aftermarket equipment through this switch which shorted out and that he has only seen two other cases in which this issue has occurred and that in both instances, it was due to aftermarket equipment. Josh states that there was no aftermarket equipment attached to the vehicle at the time of the repair, though, so he would have no direct evidence of any abuse on the part of the customer.

*** CASE FULFILL 11/26/2003 12:34:41 PM, bphilbin

Fulfilled for [REDACTED] due 11/24/2003 10:45:00 AM.

*** COMMIT 11/26/2003 12:34:43 PM, bphilbin, Action Type : N/A

Call Customer (Has the Repair Been Performed?) [REDACTED] Headlights

*** NOTES 11/26/2003 2:59:08 PM, tpurvis, Action Type : Letter/Fax

On 11/26/03 received fax from customer regarding previous issue.

*** CASE MODIFY 12/1/2003 1:28:33 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 12/1/2003 4:25:33 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY COMMITMENT 12/2/2003 9:04:56 AM, bphilbin

with [REDACTED] due 12/03/2003 11:00:00 AM.

Case History

Case ID : N012003-10-2401643

Case Title : [REDACTED] HEADLIGHTS

*** CASE MODIFY 12/3/2003 12:02:07 PM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 12/3/2003 12:22:28 PM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY COMMITMENT 12/3/2003 12:25:46 PM, bphilbin
with [REDACTED] due 12/04/2003 11:00:00 AM.

*** CASE MODIFY COMMITMENT 12/4/2003 9:38:46 AM, bphilbin
with [REDACTED] due 12/05/2003 11:00:00 AM.

*** NOTES 12/9/2003 2:34:22 PM, bphilbin, Action Type : Call to Customer
Spoke to customer. Customer states that the repair has not been performed on this vehicle. Informed customer that I will review this with the dealership and follow up upon making a determination. Customer thankful for follow up.

*** CASE FULFILL 12/9/2003 2:34:38 PM, bphilbin
Fulfilled for [REDACTED] due 12/05/2003 11:00:00 AM.

*** COMMIT 12/9/2003 2:34:41 PM, bphilbin, Action Type : N/A
CALL DLR (Assist) [REDACTED] Headlights

*** NOTES 12/10/2003 8:51:52 AM, bphilbin, Action Type : Call to Dealer
Left message for Josh Knabe, Service Manager, indicating that, upon review of this case and in consideration of the age of the customer's vehicle (31 months) and the indication that there was no direct evidence that any aftermarket part was involved, ACS will provide 50% assistance with the cost of this repair. Informed Josh that the customer's cost will be 50% of warranty cost. Requested follow up return call to verify receipt of message.

*** CASE FULFILL 12/10/2003 8:51:59 AM, bphilbin
Fulfilled for [REDACTED] due 12/10/2003 10:00:00 AM.

*** COMMIT 12/10/2003 8:52:02 AM, bphilbin, Action Type : N/A
AWAIT DLR (Assist) [REDACTED] - Headlights

*** NOTES 12/15/2003 1:56:52 PM, bphilbin, Action Type : Call to Customer
Spoke to customer. Informed customer that, considering the mileage of the vehicle is outside of the warranty and that the age is not beyond the warranty, as well as the nature of the repair, as a one-time goodwill gesture, AHM will provide assistance with the cost of the repair by reducing the overall cost to warranty cost and covering 50% of the repair.

Customer thankful and appreciative for assistance. Customer states that he appreciates Honda standing behind their product.

*** NOTES 12/15/2003 1:58:31 PM, bphilbin, Action Type : Note-Resolution
Provided 50% assistance. Customer thankful and appreciative. Closing case.

*** SUBCASE N012003-10-2401643-2 CREATE 12/15/2003 1:58:49 PM, bphilbin
Created in WIP Default with Due Date 12/15/2003 1:58:49 PM.

*** NOTES 12/15/2003 1:59:42 PM, bphilbin, Action Type : Call to Customer
Spoke to customer. Informed customer that, considering the mileage of the vehicle is outside of the warranty and that the age is not beyond the warranty, as well as the nature of the repair, as a one-time goodwill gesture, AHM will provide assistance with the cost of the repair by reducing the overall cost to warranty cost and covering 50% of the repair.

Case History

Case ID : N012003-10-2401643

Case Title : [REDACTED] HEADLIGHTS

Customer thankful and appreciative for assistance. Customer states that he appreciates Honda standing behind their product.

*** SUBCASE N012003-10-2401643-2 CLOSE 12/15/2003 1:59:51 PM, bphilbin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/15/2003 1:59:56 PM, bphilbin

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012005-06-0700274	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/7/2005 8:27:10 AM
Case Originator :	Michael Gonzales (Team PA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/7/2005 11:13:00 AM
Case Owner :	Michael Gonzales (Team PA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Gonzales (Team PA)	Point of Origin :	Customer	Wipbin :			
Case Title :	10D [REDACTED] HEADLIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : PEORIA, AZ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Current Dealer Info :

Current Dealer No. / Name : 208011 / ARROWHEAD HONDA
Phone No. : 623-974-9700
Address : 8380 WEST BELL ROAD
City / State / Zip : PEORIA, AZ 85382
Svc District / Sls District : 10D / D10
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-06-0700274-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012005-06-0700274-2 / [REDACTED]	Subcase Close	Campaign	Details		

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16221S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 41,800
In Service Date : 05/13/2001
Months In Use : 49
Engine Number : D17A11007005
Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
Trim : DX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issue Details

Issue ID : N012005-06-0700274-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Gonzales	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2005 8:41:36 AM
Issue Owner : Michael Gonzales	Type 2 : Operation	Queue :	Close Date : 6/7/2005 11:12:21 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012005-06-0700274-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Gonzales	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/7/2005 11:10:11 AM
Issue Owner : Michael Gonzales	Type 2 : Details	Queue :	Close Date : 6/7/2005 11:10:40 AM
Issue Title : [REDACTED]	CAMPAIGN - DETAILS		

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Dealer
Component Category : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-06-0700274

Case Title : 10D [REDACTED] - HEADLIGHT RECALL INQUIRY

*** CASE CREATE 6/7/2005 8:27:10 AM, mgonzale

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/7/2005 8:27:14 AM, mgonzale

WARRANTY CHECK 06/07/2005 08:27:14 AM mgonzale

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/7/2005 8:27:23 AM, mgonzale

CLAIM CHECK 06/07/2005 08:27:23 AM mgonzale

The following Claim History information was found

0; 2004-03-08; 207672; 647349; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 6/7/2005 8:28:33 AM, mgonzale

CAMPAIGN CHECK 06/07/2005 08:28:33 AM mgonzale

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 6/7/2005 8:31:33 AM, mgonzale

VSC CHECK 06/07/2005 08:31:33 AM mgonzale

The following VSC information was found

;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 6/7/2005 8:31:33 AM, mgonzale

CUC CHECK 06/07/2005 08:31:33 AM mgonzale

The following CUC information was found

WHITNEY;LOCKARD;ACTIVE;100000;35358;48000;2005-02-26;2008-05-13;;2005-02-26;2005-02-26;207672;;0;2005-03-31;2005-03-03

*** CASE MODIFY 6/7/2005 8:31:41 AM, mgonzale

into WIP default and Status of Solving.

*** CASE MODIFY 6/7/2005 8:32:16 AM, mgonzale

into WIP default and Status of Solving.

*** NOTES 6/7/2005 8:41:06 AM, mgonzale, Action Type : Call from Customer

Customer called in to inquire about any safety recalls regarding headlights and stated that her high beams were working but her regular headlights were not working.

I informed customer that she had one outstanding safety recall for the combination light switch and I informed customer of that specific recall's background information.

I asked customer if she had her car serviced at an authorized Honda dealer and customer stated no and that she had her car inspected by her brother. Customer

stated that her brother was unable to service her car because it was involved in a safety recall and her brother advised her to call AHM.

I provided customer with the phone number to ARROWHEAD HONDA in PEORIA, AZ and advised to her to have her car inspected and serviced for the recall as soon as possible. I asked customer if she needed any further assistance and customer replied no.

*** CASE MODIFY 6/7/2005 8:41:17 AM, mgonzale

into WIP default and Status of Solving.

*** SUBCASE N012005-06-0700274-1 CREATE 6/7/2005 8:41:36 AM, mgonzale

Created in WIP Default with Due Date 6/7/2005 8:41:36 AM.

Case History

Case ID : N012005-06-0700274

Case Title : 10D [REDACTED] - HEADLIGHT RECALL INQUIRY

*** CASE MODIFY 6/7/2005 8:42:14 AM, mgonzale
into WIP default and Status of Solving.

*** SUBCASE N012005-06-0700274-2 CREATE 6/7/2005 11:10:11 AM, mgonzale
Created in WIP Default with Due Date 6/7/2005 11:10:11 AM.

*** SUBCASE N012005-06-0700274-2 CLOSE 6/7/2005 11:10:40 AM, mgonzale
Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/7/2005 11:12:05 AM, mgonzale, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

Customer may be calling for an appointment to have the Safety Recall: Combination Light Switch performed.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Michael Gonzales
Automobile Customer Service

*** SUBCASE N012005-06-0700274-1 CLOSE 6/7/2005 11:12:21 AM, mgonzale
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/7/2005 11:12:34 AM, mgonzale
into WIP default and Status of Solving.

*** CASE CLOSE 6/7/2005 11:13:00 AM, mgonzale
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-04-1201694	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/12/2010 1:56:41 PM
Case Originator :	Johnny Gonzalez (Team AC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/28/2010 4:27:41 PM
Case Owner :	Farah Sosa (Team CG)	Method :	Phone	Queue :		Days Open :	16
Last Closed By :	Farah Sosa (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	02G [REDACTED] P23 ASSISTANCE			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : PRINEVILLE, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES15531S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 112,000
In Service Date : 04/04/2001
Months In Use : 108
Engine Number : D17A11007032
Originating Dealer No. / Name : 206523 / RON TONKIN HONDA
Selling Dealer No. / Name : 206523 / RON TONKIN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207060 / BOB THOMAS HONDA
Phone No. : 541-382-2911
Address : 345 N.E. THIRD ST.
City / State / Zip : BEND, OR 97701
Svc District / Sls District : 02G / C02
Warranty Labor Rate / Date : \$92.00 /
Agent Name : SM JEFF BURRIS Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-04-1201694-1 / [REDACTED] AMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights
N032010-04-1201694-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-04-1201694-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Gonzalez	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/12/2010 2:04:25 PM
Issue Owner : Johnny Gonzalez	Type 2 : Eligibility	Queue :	Close Date : 4/12/2010 2:05:11 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032010-04-1201694-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Farah Sosa	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/28/2010 4:25:59 PM
Issue Owner : Farah Sosa	Type 2 : Eligibility	Queue :	Close Date : 4/28/2010 4:27:41 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Assist - Miscel., Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-04-1201694

Case Title : 02G - [REDACTED] - P23 ASSISTANCE

*** CASE CREATE 4/12/2010 1:56:41 PM, jgonzal1

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 4/12/2010 1:56:44 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:56:49 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:56:51 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:57:06 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:57:08 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:57:10 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 1:57:18 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 2:01:50 PM, jgonzal1

into WIP default and Status of Solving.

*** NOTES 4/12/2010 2:03:10 PM, jgonzal1, Action Type : Call from Customer

The customer called AHM stating that the low beam headlights went out while his daughter was driving last night. As per the customer her daughter was able to drive home with the high beams on. The customer inquired if his vehicle was part of any recalls pertinent to his concern. I advised the customer that his vehicle was included in a recall related to his concern however the recall was performed back in 04/09/04. I advised the customer to contact his local Honda dealer to have the vehicle inspected. I advised if the dealer determine that the recalled part has failed again the repair will be free of charge.

No further assistance needed at this time.

The customer information was verified [REDACTED]

*** CASE MODIFY 4/12/2010 2:03:18 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 2:03:28 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE CREATE 4/12/2010 2:04:25 PM, jgonzal1

Number = N032010-04-1201694-1, Created in WIP default with due date 04/13/2010 02:04:25 PM..

*** SUBCASE N032010-04-1201694-1 CREATE 4/12/2010 2:04:25 PM, jgonzal1, Action Type :

Created in WIP default with due date 04/13/2010 02:04:25 PM.

*** SUBCASE N032010-04-1201694-1 MODIFY 4/12/2010 2:04:41 PM, jgonzal1

into WIP default and Status of Solving.

*** SUBCASE N032010-04-1201694-1 MODIFY 4/12/2010 2:04:54 PM, jgonzal1

Case History

Case ID : N032010-04-1201694

Case Title : 02G - [REDACTED] - P23 ASSISTANCE

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 2:05:07 PM, jgonzal1

into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2010 2:05:09 PM, jgonzal1

into WIP default and Status of Solving.

*** SUBCASE N032010-04-1201694-1 CLOSE 4/12/2010 2:05:11 PM, jgonzal1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/12/2010 2:05:11 PM, jgonzal1

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/14/2010 9:05:52 AM, aesquive

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/14/2010 9:07:49 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 4/14/2010 9:08:52 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 4/14/2010 9:09:32 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 4/14/2010 9:10:41 AM, aesquive, Action Type : Call from Customer

Customer's daughter [REDACTED] contacted ACS and advised both her head lights have gone out. She states her father contacted ACS and advised the recall was performed, but if taken to the dealership, because it is the same issue again, the repair can be done free of cost.

I explained that if they feel this is the same issue they can have the vehicle diagnosed at an authorized Honda dealership and if they can confirm it, they will take care of the recall again. If it is not related they will be responsible for the diagnosis fee. She understood and thanked me for explaining this again to her

Customer contacted Bob Thomas Honda with a SA, she states he is to get back with her but she wanted to confirm the process and we ended the call.

Verified information.

*** CASE EXTENDED WARRANTY LOOKUP 4/14/2010 9:10:51 AM, aesquive

WARRANTY CHECK 04/14/2010 09:10:51 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/14/2010 9:10:54 AM, aesquive

CLAIM CHECK 04/14/2010 09:10:54 AM aesquive

The following Claim History information was found

0; 2010-03-26; 207060; 276172; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 4/14/2010 9:10:58 AM, aesquive

CAMPAIGN CHECK 04/14/2010 09:10:58 AM aesquive

The following Campaign information was found

Case ID : N032010-04-1201694

Case Title : 02G - [REDACTED] - P23 ASSISTANCE

*** CASE VSC LOOKUP 4/14/2010 9:10:59 AM, aesquive

VSC CHECK 04/14/2010 09:10:59 AM aesquive

The following VSC information was found

STEPHEN;BRUCE;V000997607;A57;(NEW) PREMIUM 5YR 75K \$50 DED;CANCELLED;2004-10-05;2001-04-04;2006-04-03;75000;10;206523;50.00

*** CASE CUC LOOKUP 4/14/2010 9:10:59 AM, aesquive

CUC CHECK 04/14/2010 09:10:59 AM aesquive

The following CUC information was found

```
;;;0;0;0;.....;0;;
```

*** CASE MODIFY 4/14/2010 9:11:00 AM, aesquive

into WIP default and Status of Solving.

*** CASE CLOSE 4/14/2010 9:11:01 AM, aesquive

Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 4/22/2010 4:55:07 PM, ahumble

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/22/2010 4:56:34 PM, ahumble

WARRANTY CHECK 04/22/2010 04:56:33 PM ahumble

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/22/2010 4:56:37 PM, ahumble

CLAIM CHECK 04/22/2010 04:56:37 PM ahumble

The following Claim History information was found

0; 2010-03-26; 207060; 276172; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 4/22/2010 4:56:40 PM, ahumble

CAMPAIGN CHECK 04/22/2010 04:56:40 PM ahumble

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/09/04; FX;

08-093; Q96; DRIVERS AIRBAG INFLATOR; 03/29/10; FX;

*** CASE VSC LOOKUP 4/22/2010 4:56:41 PM. ahumble

VSC CHECK 04/22/2010 04:56:41 PM ahumble

The following VSC information was found

STEPHEN;BRUCE;V000997607;A57;(NEW) PREMIUM 5YR 75K \$50 DED;CANCELLED;2004-10-05;2001-04-04;2006-04-03;75000;10:206523;50.00

*** CASE CUC LOOKUP 4/22/2010 4:56:41 PM, ahumble

CUC CHECK 04/22/2010 04:56:41 PM ahumble

The following CUC information was found

```

:::0;0;0:::0;

```

*** CASE MODIFY 4/22/2010 5:01:35 PM, ahumble

Case History

Case ID : N032010-04-I201694

Case Title : 02G - [REDACTED] - P23 ASSISTANCE

into WIP default and Status of Solving.

*** NOTES 4/22/2010 5:02:40 PM, ahumble, Action Type : Call from Customer

I verified the customer's contact information [REDACTED]
[REDACTED] was calling on behalf of his daughter, [REDACTED]

The customer states that the low beam headlights are not working. The customer states that the high beam headlights are working. The customer states that there is a recall for this, and he is not paying for it. He states that he called SM Jeff Burris at Bob Thomas Honda, and they told him that he had to pay for the diagnosis, no matter what. The customer states that they told him even if it was related to the recall, he would have to pay for the diagnosis.

The customer states that the vehicle is in his daughter's possession. The customer states that this is his first Honda vehicle. The customer states that he normally visits the dealership for maintenance. The customer states that the SM told him he would call him back 4 days ago and he never got a call back. The customer states that this is ridiculous that he has been dealing with this for 2 weeks. The customer states that his daughter needs her car and he needs this resolved now.

I advised the customer that I would forward his case to a CM for further review. I advised him that a CM would contact him within 24-48 business hours. I provided the case number for reference. The customer did not have any further inquiries.

The customer is requesting assistance with repairs he feels that are related to the Combination Light Switch Recall.
Dispatching case to Chino Team CB Queue.

*** CASE DISPATCH 4/22/2010 5:02:51 PM, ahumble
from WIP default to Queue Chino Team CB.

*** CASE YANKED 4/23/2010 8:34:20 AM, fsosa
Yanked by fsosa into WIPbin default.

*** NOTES 4/23/2010 1:24:55 PM, fsosa, Action Type : Call to Dealer
I called Bob Thomas Honda and reached SM Jeff's VM. I shared customer's concern and requested a call back.

*** NOTES 4/23/2010 1:26:39 PM, fsosa, Action Type : Call to Customer
I called the customer at 5414471404. Gentleman advised this is no longer [REDACTED]'s #. I introduced myself and requested a # to reach customer. He advised he had none.

*** CASE MODIFY 4/23/2010 1:26:53 PM, fsosa
into WIP default and Status of Solving.

*** CASE MODIFY 4/26/2010 6:33:49 AM, fsosa
into WIP default and Status of Solving.

*** NOTES 4/26/2010 2:05:05 PM, fsosa, Action Type : Call from Dealer
SM Jeff from Bob Thomas Honda called and left VM advising they will reach customer to address P23 recall.

*** NOTES 4/26/2010 2:18:14 PM, fsosa, Action Type : Call to Dealer
I called Bob Thomas Honda and reached SM Jeff's VM. I requested a call back to gather customer contact information.

*** COMMIT 4/26/2010 2:18:19 PM, fsosa, Action Type : N/A

P23 - drl? c contact info

*** CASE MODIFY 4/26/2010 2:18:54 PM, fsosa

Case History

Case ID : N032010-04-1201694

Case Title : 02G - [REDACTED] - P23 ASSISTANCE

into WIP default and Status of Solving.

*** NOTES 4/27/2010 2:43:48 PM, fsosa, Action Type : Call to Dealer

I called Bob Thomas Honda and reached SM Jeff's VM again. I left message requesting a call back to gather customer's contact information and determine if they assisted her. I provided my extension.

*** CASE FULFILL 4/27/2010 2:44:41 PM, fsosa

Fulfilled for [REDACTED] due 04/27/2010 12:00:00 AM.

*** COMMIT 4/27/2010 2:44:42 PM, fsosa, Action Type : N/A

P23 - drl? c contact info

*** CASE MODIFY 4/27/2010 2:44:50 PM, fsosa

into WIP Working and Status of Solving.

*** NOTES 4/28/2010 4:12:59 PM, fsosa, Action Type : Call from Dealer

SM Jeff from Bob Thomas Honda left VM providing customer contact info 541 480 5797. He informed customer was contacted to take vehicle in and determine if concern is the same as recall.

*** NOTES 4/28/2010 4:24:12 PM, fsosa, Action Type : Call to Customer

I called [REDACTED] at [REDACTED] and introduced myself as CM. I apologized on delay of contact sharing that the contact information on first call was incorrect however we addressed concern with dealer for him to be assisted. The customer advised that Bob Thomas Honda is taking care of headlight issue that is recall related. He is no longer requesting our assistance. I encouraged him contacting AHM should concerns arise.

*** NOTES 4/28/2010 4:25:05 PM, fsosa, Action Type : Note-Resolution

Dealer is assisting customer directly on P23 concern.

The customer is no longer requesting assistance.

The case will be closed.

*** CASE MODIFY 4/28/2010 4:25:08 PM, fsosa

into WIP Working and Status of Solving.

*** CASE CREATE 4/28/2010 4:25:59 PM, fsosa

Number = N032010-04-1201694-2, Created in WIP default with due date 04/29/2010 04:25:59 PM..

*** SUBCASE N032010-04-1201694-2 CREATE 4/28/2010 4:25:59 PM, fsosa, Action Type :

Created in WIP default with due date 04/29/2010 04:25:59 PM.

*** SUBCASE N032010-04-1201694-2 MODIFY 4/28/2010 4:27:34 PM, fsosa

into WIP default and Status of Solving.

*** SUBCASE N032010-04-1201694-2 CLOSE 4/28/2010 4:27:41 PM, fsosa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/28/2010 4:27:41 PM, fsosa

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032005-11-0200386	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/2/2005 9:30:46 AM
Case Originator :	Ana Farias (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	11/2/2005 9:37:59 AM
Case Owner :	Ana Farias (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ana Farias (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	01F - [REDACTED] HEADLIGHT RECALL			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : EL SEGUNDO CA, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16561S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 50,000
In Service Date : 03/17/2001
Months In Use : 56
Engine Number : D17A11007099
Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206534 / SCOTT ROBINSON HONDA
Phone No. : 310-371-3521
Address : 20340 HAWTHORNE BLVD.
City / State / Zip : TORRANCE, CA 90503
Svc District / Sls District : 01E / A01
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-11-0200386-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-11-0200386-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ana Farias	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/2/2005 9:37:27 AM
Issue Owner : Ana Farias	Type 2 : Eligibility	Queue :	Close Date : 11/2/2005 9:37:59 AM
Issue Title [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-11-0200386

Case Title : 01F - [REDACTED] HEADLIGHT RECALL

*** CASE CREATE 11/2/2005 9:30:46 AM, afarias

Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/2/2005 9:31:01 AM, afarias

WARRANTY CHECK 11/02/2005 09:31:01 AM afarias

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/2/2005 9:31:03 AM, afarias

CLAIM HISTORY CHECK 11/02/2005 09:31:03 AM afarias

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/2/2005 9:31:09 AM, afarias

CAMPAIGN CHECK 11/02/2005 09:31:09 AM afarias

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 11/2/2005 9:31:10 AM, afarias

VSC-CUC CHECK 11/02/2005 09:31:10 AM afarias

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/2/2005 9:32:19 AM, afarias

CAMPAIGN CHECK 11/02/2005 09:32:19 AM afarias

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 11/2/2005 9:32:41 AM, afarias

VSC-CUC CHECK 11/02/2005 09:32:41 AM afarias

No data found for VIN.

*** CASE MODIFY 11/2/2005 9:34:00 AM, afarias

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2005 9:34:05 AM, afarias

into WIP default and Status of Solving.

*** NOTES 11/2/2005 9:36:22 AM, afarias, Action Type : Call from Customer

Customer called in states that the headlights on the vehicle have gone out. Customer states he read on the NHTSA website of a recall for this vehicle. I apologized to customer that the recall notice was not received. I let him know that the recall is still open and he can take the vehicle into the dealer for assistance. I provided him with the phone number to Scott Robinson Honda. Customer was satisfied and needed no further assistance.

*** CASE CREATE 11/2/2005 9:37:27 AM, afarias

Number = N032005-11-0200386-1, Created in WIP default with due date 11/03/2005 09:37:26 AM..

*** SUBCASE N032005-11-0200386-1 CREATE 11/2/2005 9:37:27 AM, afarias, Action Type :

Created in WIP default with due date 11/03/2005 09:37:26 AM.

*** SUBCASE N032005-11-0200386-1 MODIFY 11/2/2005 9:37:34 AM, afarias

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2005 9:37:36 AM, afarias

into WIP default and Status of Solving.

Case History

Case ID : N032005-11-0200386

Case Title : 01F - [REDACTED] HEADLIGHT RECALL

*** SUBCASE N032005-11-0200386-1 CLOSE 11/2/2005 9:37:59 AM, afarias

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/2/2005 9:37:59 AM, afarias

Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032006-10-1701004	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/17/2006 12:34:32
Case Originator :	Waderia Lambert (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/17/2006 4:08:16 PM
Case Owner :	Waderia Lambert (Team CG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Waderia Lambert (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	01G- [REDACTED]		RECALL INQUIRY	No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : WHITTIER, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16541S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 70,000
In Service Date : 03/24/2001
Months In Use : 67
Engine Number : D17A11007134
Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTORE
Phone No. : 562-402-3844
Address : 18500 STUDEBAKER ROAD
City / State / Zip : CERRITOS, CA 90701
Svc District / Sls District : 01E / A01
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-10-1701004-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-10-1701004-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/17/2006 12:55:45
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 10/17/2006 4:08:15 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-10-1701004

Case Title : 01G- [REDACTED] - RECALL INQUIRY

*** CASE CREATE 10/17/2006 12:34:32 PM, wlambert

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/17/2006 12:34:48 PM, wlambert

WARRANTY CHECK 10/17/2006 12:34:48 PM wlambert

System was not available.

*** CASE CAMPAIGN LOOKUP 10/17/2006 12:34:53 PM, wlambert

CAMPAIGN CHECK 10/17/2006 12:34:53 PM wlambert

System was not available

*** CASE CAMPAIGN LOOKUP 10/17/2006 12:39:21 PM, wlambert

CAMPAIGN CHECK 10/17/2006 12:39:21 PM wlambert

System was not available

*** NOTES 10/17/2006 12:53:58 PM, wlambert, Action Type : Call from Customer

The customer called because his light switch is not working properly. The customer said that he checked the web site and notice there is a recall on the exterior light. I check CICS and advised the customer that he is affected by the insight /01-02civic recall. The customer wanted to know if the recall would cover the light switch. I advised the customer due to system issues, I could not verify that information.

I advised the customer to take his vehicle to a Honda dealer to have the recall performed. The customer said that he will take his vehicle to Norm Reeves Honda. The customer did not need the information to the dealer. I provided the customer the case number if he had additional questions or concerns. The customer thanked me for the information. The call ended.

*** NOTES 10/17/2006 12:55:28 PM, wlambert, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):

The customer is affected by the insight /01-02civic recall. I referred the customer to your office for assistance.

This is for your information only and no response is required.

Thank you for your attention to this matter.

Waderia Lambert

Automobile Customer Service

*** SUBCASE N032006-10-1701004-1 CREATE 10/17/2006 12:55:45 PM, wlambert

Created in WIP Default with Due Date 10/17/2006 12:55:45 PM.

*** CASE CAMPAIGN LOOKUP 10/17/2006 12:57:03 PM, wlambert

CAMPAIGN CHECK 10/17/2006 12:57:03 PM wlambert

System was not available

*** CASE MODIFY 10/17/2006 12:57:10 PM, wlambert

into WIP default and Status of Solving.

Case History

Case ID : N032006-10-1701004

Case Title : 01G- [REDACTED] - RECALL INQUIRY

*** CASE ASSIGN 10/17/2006 12:57:21 PM, wlambert
N032006-10-1701004 to tbeary, WIP]

*** CASE RULE ACTION 10/17/2006 12:57:22 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/17/2006 4:02:34 PM, tbeary
into WIP default and Status of Solving.

*** CASE ASSIGN 10/17/2006 4:02:40 PM, tbeary
N032006-10-1701004 to wlambert, WIP

*** CASE RULE ACTION 10/17/2006 4:02:41 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032006-10-1701004-1 CLOSE 10/17/2006 4:08:15 PM, wlambert
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/17/2006 4:08:16 PM, wlambert
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032007-06-1800598	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/18/2007 9:27:28 AM
Case Originator :	Millie Toy (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/18/2007 3:57:13 PM
Case Owner :	Millie Toy (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Millie Toy (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS RECALL INQUIRY					No. of Attachments :	0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : OKC, OK [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16561S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 111,950
In Service Date : 06/21/2001
Months In Use : 72
Engine Number : D17A11007153
Originating Dealer No. / Name : 207520 / HONDA CARS OF BELLEVUE
Selling Dealer No. / Name : 207520 / HONDA CARS OF BELLEVUE
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
Phone No. :
Address :
City / State / Zip :
Svc District / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-06-1800598-1 [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-06-1800598-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Millie Toy	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/18/2007 9:35:23 AM
Issue Owner : Millie Toy	Type 2 : Eligibility	Queue :	Close Date : 6/18/2007 3:57:13 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-06-1800598

Case Title : [REDACTED] HEADLIGHTS RECALL INQUIRY

*** CASE CREATE 6/18/2007 9:27:28 AM, mtoy

Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/18/2007 9:27:33 AM, mtoy

WARRANTY CHECK 06/18/2007 09:27:33 AM mtoy

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/18/2007 9:27:39 AM, mtoy

CLAIM CHECK 06/18/2007 09:27:39 AM mtoy

The following Claim History information was found

0; 2005-08-01; 206663; 050060; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN TH

*** CASE CAMPAIGN LOOKUP 6/18/2007 9:27:49 AM, mtoy

CAMPAIGN CHECK 06/18/2007 09:27:49 AM mtoy

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-10; FX

*** CASE MODIFY 6/18/2007 9:28:03 AM, mtoy

into WIP default and Status of Solving.

*** NOTES 6/18/2007 9:31:24 AM, mtoy, Action Type : Call from Customer

Customer is calling to see if he has recall/campaign on headlights. High beams work, low beams do not. I advised customer that his vehicle does not fall into the campaign at this time. Verified contact information. Has not taken the vehicle to an authorized Honda dealer. Wanted to see if campaign related first. Will take to private repair. No further assistance is required at this time.

*** CASE CAMPAIGN LOOKUP 6/18/2007 9:31:40 AM, mtoy

CAMPAIGN CHECK 06/18/2007 09:31:40 AM mtoy

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-10; FX

*** CASE VSC LOOKUP 6/18/2007 9:32:02 AM, mtoy

VSC CHECK 06/18/2007 09:32:02 AM mtoy

The following VSC information was found

;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 6/18/2007 9:32:02 AM, mtoy

CUC CHECK 06/18/2007 09:32:02 AM mtoy

The following CUC information was found

SUSAN;BRYAN;ACTIVE;100000;58557;70557;2005-09-03;2008-06-21;2001-06-21;2005-09-03;2005-09-03;206663;2006-04-10;77725;2005-09-30;2005-09-03

*** SUBCASE N032007-06-1800598-1 CREATE 6/18/2007 9:35:23 AM, mtoy

Created in WIP Default with Due Date 6/18/2007 9:35:23 AM.

*** CASE MODIFY 6/18/2007 9:35:50 AM, mtoy

into WIP default and Status of Solving.

*** CASE CUC LOOKUP 6/18/2007 9:36:44 AM, mtoy