

Case History

Case ID : N032007-06-1800598

Case Title : [REDACTED] HEADLIGHTS RECALL INQUIRY

CUC CHECK 06/18/2007 09:36:44 AM mtoy

The following CUC information was found

[REDACTED] 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

*** CASE VSC LOOKUP 6/18/2007 9:36:44 AM, mtoy

VSC CHECK 06/18/2007 09:36:44 AM mtoy

The following VSC information was found

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*** CASE MODIFY 6/18/2007 9:36:57 AM, mtoy

into WIP default and Status of Solving.

*** CASE MODIFY 6/18/2007 9:37:26 AM, mtoy

into WIP default and Status of Solving.

*** CASE ASSIGN 6/18/2007 10:32:56 AM, mtoy

N032007-06-1800598 to ljones01, WIP

*** CASE RULE ACTION 6/18/2007 10:32:57 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/18/2007 12:36:11 PM, ljones01

into WIP Default and Status of Solving.

*** CASE MODIFY 6/18/2007 12:38:40 PM, ljones01

into WIP Default and Status of Solving.

*** CASE ASSIGN 6/18/2007 12:38:44 PM, ljones01

N032007-06-1800598 to mtoy, WIP

*** CASE RULE ACTION 6/18/2007 12:38:45 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CLOSE 6/18/2007 3:57:13 PM, mtoy

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

*** SUBCASE N032007-06-1800598-1 CLOSE 6/18/2007 3:57:13 PM, mtoy

Status = Solving, Resolution Code = Instruction Given

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

Case Details

Case ID :	N032004-05-1400413	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/14/2004 9:37:14 AM
Case Originator :	Lynnette Buckner (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/24/2004 10:12:54 AM
Case Owner :	Carrie Cameron (Team CB)	Method :	Phone	Queue :		Days Open :	102
Last Closed By :	Carrie Cameron (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH RECALL /REIMBU 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 : ONAWAY, MI
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / IHGES165511
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 55,000
In Service Date : 09/26/2000
Months In Use : 44
Engine Number : D17A11406839
Originating Dealer No. / Name : 207850 / WILLIAMS HONDA
Selling Dealer No. / Name : 207850 / WILLIAMS 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.
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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
N032004-05-1400413-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	728103	SAFETY RECALL: COMB
N032004-05-1400413-2 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	712	Headlights

Issue Details

Issue ID : N032004-05-1400413-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lynnette Buckner	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/14/2004 9:38:35 AM
Issue Owner : Lynnette Buckner	Type 2 : Eligibility	Queue :	Close Date : 5/14/2004 9:40:32 AM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

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 : 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 : N032004-05-1400413-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Carrie Cameron	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/24/2004 10:09:16 AM
Issue Owner : Carrie Cameron	Type 2 : Financial Assistance	Queue :	Close Date : 8/24/2004 10:09:58 AM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code :
Resolutions : 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 : N032004-05-1400413

Case Title :

COMBINATION LIGHT SWITCH RECALL /REIMBURSEME

*** CASE CREATE 5/14/2004 9:37:14 AM, lbuckner

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

*** NOTES 5/14/2004 9:37:14 AM, lbuckner, Action Type :

The customer said they received a safety recall for the headlight switch.

*** CASE CREATE 5/14/2004 9:38:35 AM, lbuckner

Number = N032004-05-1400413-1, Created in WIP default with due date 05/15/2004 09:38:35 AM..

*** SUBCASE N032004-05-1400413-1 CREATE 5/14/2004 9:38:35 AM, lbuckner, Action Type :

Created in WIP default with due date 05/15/2004 09:38:35 AM.

*** CASE VSC LOOKUP 5/14/2004 9:38:47 AM, lbuckner

VSC-CUC CHECK 05/14/2004 09:38:47 AM lbuckner

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/14/2004 9:38:51 AM, lbuckner

WARRANTY CHECK 05/14/2004 09:38:51 AM lbuckner

No data found for VIN.

*** SUBCASE N032004-05-1400413-1 CLOSE 5/14/2004 9:40:32 AM, lbuckner

Status = Solving, Resolution Code = Instruction Given

*** CASE VSC LOOKUP 5/14/2004 9:41:31 AM, lbuckner

VSC-CUC CHECK 05/14/2004 09:41:31 AM lbuckner

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/14/2004 9:41:36 AM, lbuckner

WARRANTY CHECK 05/14/2004 09:41:36 AM lbuckner

No data found for VIN.

*** CASE MODIFY 5/14/2004 9:42:06 AM, lbuckner

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/14/2004 9:59:32 AM, lbuckner

CAMPAIGN CHECK 05/14/2004 09:59:32 AM lbuckner

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-01-29; FX

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

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

*** NOTES 5/14/2004 10:10:28 AM, lbuckner, Action Type : Call from Customer

The customer stated that last year the low beam headlight went out and caused damage to the harness which in turn damaged the air conditioning. The customer was reading from a very long list. The customer then said that the repairs were done under an extended warranty which they had purchased. The customer put me on hold. The customer was concerned about having us reimburse them for the deductible. When I checked the campaign screen the combination light switch had not been marked of as being fixed. The customer will take the vehicle to the dealership to have them check it out and will call back at that point.

The customer thanked me and the call ended. I will close the case until the customer calls back. I did not give the customer a case number as the call was lost.

*** CASE CLOSE 5/14/2004 10:11:11 AM, lbuckner

Case History

Case ID : N032004-05-1400413

Case Title :

[REDACTED] - COMBINATION LIGHT SWITCH RECALL /REIMBURSEME

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

*** CASE REOPEN 8/24/2004 10:03:47 AM, ccameron

with Condition of Open and Status of Solving.

*** SUBCASE N032004-05-1400413-2 CREATE 8/24/2004 10:09:16 AM, ccameron

Created in WIP Default with Due Date 8/24/2004 10:09:16 AM.

*** SUBCASE N032004-05-1400413-2 CLOSE 8/24/2004 10:09:58 AM, ccameron

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/24/2004 10:10:04 AM, ccameron

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

*** CASE REOPEN 8/24/2004 10:11:21 AM, ccameron

with Condition of Open and Status of Solving.

*** NOTES 8/24/2004 10:12:41 AM, ccameron, Action Type : Call from Customer

Customer is calling AHM, regarding that she is requesting reimbursement for deductible that she had for recall for lights. Customer had vehicle fixed at the Dealer and had other repairs done as stated in case history. i informed the customer she could fax her information of proof of payment, copy of receipts and a brief letter to [REDACTED] and it would take 4-6 weeks for reimbursement. Customer was satisfied and I am closing case out.

*** CASE MODIFY 8/24/2004 10:12:50 AM, ccameron

into WIP default and Status of Solving.

*** CASE CLOSE 8/24/2004 10:12:54 AM, ccameron

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 :	N032006-12-0401009	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/4/2006 8:03:54 AM
Case Originator :	Michael Grajeda (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/4/2006 11:58:41 AM
Case Owner :	Michael Grajeda (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Grajeda (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	01E [REDACTED] SAFETY RECALL 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 : COVINA, CA [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 : 89,600
In Service Date : 04/07/2001
Months In Use : 68
Engine Number : D17A11007402
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 : 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 : 208220 / NORM REEVES HONDA SUPERSTORE
Phone No. : 626-756-3800
Address : 1840 E. GARVEY AVE. SO
City / State / Zip : WEST COVINA, CA 91791
Svc District / Sls District : 01E / D01
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
N032006-12-0401009-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-12-0401009-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Grajeda	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/4/2006 8:10:53 AM
Issue Owner : Michael Grajeda	Type 2 : Eligibility	Queue :	Close Date : 12/4/2006 11:58:41 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, Documented Concern, 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 : N032006-12-0401009

Case Title : 01E [REDACTED] SAFETY RECALL COMBINATION LIGHT SWITCH

*** CASE CREATE 12/4/2006 8:03:54 AM, mgrajeda

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

*** NOTES 12/4/2006 8:08:34 AM, mgrajeda, Action Type : Call from Customer

Customer called in regarding safety recall notice received for combination light switch.

They are experiencing problems with the headlights. Smoke is coming from the steering column when the lights are on.

I advised customer to take the vehicle in for immediate inspection. I provided dealership information for Norm Reeves Honda, in West Covina.

Customer had no further questions. I thanked customer for calling and ended the call.

*** CASE CREATE 12/4/2006 8:10:53 AM, mgrajeda

Number = N032006-12-0401009-1, Created in WIP default with due date 12/05/2006 08:10:52 AM..

*** SUBCASE N032006-12-0401009-1 CREATE 12/4/2006 8:10:53 AM, mgrajeda, Action Type :

Created in WIP default with due date 12/05/2006 08:10:52 AM.

*** SUBCASE N032006-12-0401009-1 MODIFY 12/4/2006 8:11:12 AM, mgrajeda

into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2006 8:11:55 AM, mgrajeda

into WIP default and Status of Solving.

*** CASE MODIFY 12/4/2006 8:12:14 AM, mgrajeda

into WIP default and Status of Solving.

*** NOTES 12/4/2006 8:12:53 AM, mgrajeda, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer will take vehicle in to have the combination light switch inspected.

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

Thank you for your attention to this matter.

Michael Grajeda

Automobile Customer Service

*** SUBCASE N032006-12-0401009-1 CLOSE 12/4/2006 11:58:41 AM, mgrajeda

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/4/2006 11:58:41 AM, mgrajeda

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-12-1400099	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/14/2009 6:28:30 AM
Case Originator :	Amanda Esquivel (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/14/2009 7:05:45 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 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 : NORTHAMPTON, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26731L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 86,000
In Service Date : 11/13/2000
Months In Use : 109
Engine Number : D17A21403304
Originating Dealer No. / Name : 206709 / J. L. FREED HONDA
Selling Dealer No. / Name : 206709 / J. L. FREED HONDA
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 : 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.

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
N032009-12-1400099-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-12-1400099-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/14/2009 6:31:39 AM
Issue Owner : Amanda Esquivel	Type 2 : Eligibility	Queue :	Close Date : 12/14/2009 6:32:32 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 : N032009-12-1400099

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 12/14/2009 6:28:30 AM, aesquive

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

*** CASE EXTENDED WARRANTY LOOKUP 12/14/2009 6:28:31 AM, aesquive

WARRANTY CHECK 12/14/2009 06:28:31 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/14/2009 6:28:33 AM, aesquive

CLAIM HISTORY CHECK 12/14/2009 06:28:33 AM aesquive

No data found for VIN.

*** CASE MODIFY 12/14/2009 6:28:38 AM, aesquive

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/14/2009 6:28:40 AM, aesquive

CAMPAIGN CHECK 12/14/2009 06:28:40 AM aesquive

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 11/12/01; FX;

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

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

08-093;

*** CASE VSC LOOKUP 12/14/2009 6:28:41 AM, aesquive

VSC-CUC CHECK 12/14/2009 06:28:41 AM aesquive

No data found for VIN.

*** CASE MODIFY 12/14/2009 6:28:42 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2009 6:28:56 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2009 6:30:03 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 12/14/2009 6:30:28 AM, aesquive, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer will contact your service dept to have the following campaigns performed: 04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;
08-093; Q96; DRIVERS AIRBAG INFLATOR; ;

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

Thank you for your attention to this matter.

Amanda Esquivel

Case History

Case ID : N032009-12-1400099

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

Automobile Customer Service

*** NOTES 12/14/2009 6:31:25 AM, aesquive, Action Type : Call from Customer

Customer states her headlights have a recall. She states her headlights went out over the weekend and she would like it repaired under the recall. She states she never received notice about the recall.

I explained that her vehicle is included in the combination light switch recall. She confirmed that is what she read online. I referred her to a Honda dealership. I provided the # to Easton Honda.

Customer received air bag recall notice and has paperwork for this. She thanked me and we ended the call.

Updated ownership

*** CASE CREATE 12/14/2009 6:31:39 AM, aesquive

Number = N032009-12-1400099-1, Created in WIP default with due date 12/15/2009 06:31:39 AM..

*** SUBCASE N032009-12-1400099-1 CREATE 12/14/2009 6:31:39 AM, aesquive, Action Type :

Created in WIP default with due date 12/15/2009 06:31:39 AM.

*** CASE MODIFY 12/14/2009 6:31:41 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2009 6:32:30 AM, aesquive

into WIP default and Status of Solving.

*** CASE CLOSE 12/14/2009 6:32:32 AM, aesquive

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

*** SUBCASE N032009-12-1400099-1 CLOSE 12/14/2009 6:32:32 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 12/14/2009 6:52:54 AM, mhancock

with Condition of Open and Status of Solving.

*** CASE MODIFY 12/14/2009 6:55:12 AM, mhancock

into WIP default and Status of Solving.

*** NOTES 12/14/2009 7:05:38 AM, mhancock, Action Type : Call from Customer

I verified the customer's information

The customer called back in regards to the combination light switch recall. The customer stated that she just got off the phone with PHILLIPSBURG-EASTON HONDA and was informed by a SA name Doug that she would need to fax in her recall information for the combination light switch recall. I informed the customer that the dealership would be able to pull up her recall through her VIN and apologized to the customer for being provided the wrong information. I informed the customer to call the dealership back and speak to the SM. I informed the customer that if she needs any further assistance to call AHM back. I thanked the customer for calling AHM and the call ended.

*** CASE CLOSE 12/14/2009 7:05:45 AM, mhancock

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032007-09-2501856 Division : Honda - Auto Condition : Closed Open Date : 9/25/2007 4:30:49 PM
Case Originator : Priscilla Lum (Team CF) Sub Division : Satellite Center Status : Closed Close Date : 9/26/2007 6:19:28 AM
Case Owner : Pamela Bongco (Team AC) Method : Phone Queue : Days Open : 1
Last Closed By : Pamela Bongco (Team AC) Point of Origin : Customer Wipbin :
Case Title : 08L [REDACTED] -N012007-09-2600021 / ASSISTANCE COMBINATION LIG 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 : WARRENSBURG, MO [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES165911 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 80,000
In Service Date : 04/18/2001
Months In Use : 77
Engine Number : D17A11407410
Originating Dealer No. / Name : 207067 / MATT CASTRUCCI HONDA
Selling Dealer No. / Name : 207067 / MATT CASTRUCCI 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 : 207330 / LEE'S SUMMIT HONDA
Phone No. : 816-251-8700
Address : 401 NE COLBERN RD.
City / State / Zip : LEES SUMMIT, MO 64086
Svc District / Sls District : 08K / F08
Warranty Labor Rate / Date : \$99.75 /
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
N032007-09-2501856-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-09-2501856-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Lum	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/25/2007 4:51:54 PM
Issue Owner : Laura Jones	Type 2 : Eligibility	Queue :	Close Date : 9/25/2007 4:57:30 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 : Forward to Call Ctr
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 : N032007-09-2501856

Case Title : 08L [REDACTED] N012007-09-2600021 / ASSISTANCE COMBINATION LIGHT SWIT

*** CASE CREATE 9/25/2007 4:30:49 PM, pmedina

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

*** NOTES 9/25/2007 4:30:50 PM, pmedina, Action Type :

Customer calling because his headlights went out, all other lights are working ok. Customer is calling because he read about a recall for component wire harness.

*** CASE EXTENDED WARRANTY LOOKUP 9/25/2007 4:30:53 PM, pmedina

WARRANTY CHECK 09/25/2007 04:30:53 PM pmedina

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/25/2007 4:30:57 PM, pmedina

CLAIM HISTORY CHECK 09/25/2007 04:30:57 PM pmedina

No data found for VIN.

*** CASE VSC LOOKUP 9/25/2007 4:31:00 PM, pmedina

VSC-CUC CHECK 09/25/2007 04:31:00 PM pmedina

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/25/2007 4:31:48 PM, pmedina

CAMPAIGN CHECK 09/25/2007 04:31:48 PM pmedina

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2000-12-28; FX;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-01; FX;

*** CASE CAMPAIGN LOOKUP 9/25/2007 4:33:06 PM, pmedina

CAMPAIGN CHECK 09/25/2007 04:33:06 PM pmedina

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2000-12-28; FX;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-01; FX;

*** NOTES 9/25/2007 4:40:07 PM, pmedina, Action Type : Call from Customer

Should be N01 not N03 case.

Customer had the vehicle diagnosed on 9/22 and spoke to unknown SA who suggested he call us to determine if the wire harness repair could be done under warranty.

I reviewed with customer SB 04-015 and informed him the recall had been performed in 2004. Customer is requesting AHM cover the repair because it must be defective and was under recall and should be covered even if it has been fixed already. The vehicle is driveable during daylight hours only because the low beam lights only are out. This happened for the first time on 9/21. Customer has owned 2 other Hondas. Customer informed the request will be assigned to a CM who will review the request and decisions are on a case by case basis with no guarantee of assistance.

Customer had no more questions.

Customer was given case number.

Customer is requesting assistance with combination light switch repair.

*** CASE MODIFY 9/25/2007 4:40:26 PM, pmedina

into WIP default and Status of Solving.

Case History

Case ID : N032007-09-2501856

Case Title : 08L [REDACTED] N012007-09-2600021 / ASSISTANCE COMBINATION LIGHT SWIT

*** CASE MODIFY 9/25/2007 4:40:51 PM, pmedina
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 4:41:50 PM, pmedina
into WIP default and Status of Solving.

*** NOTES 9/25/2007 4:45:16 PM, pmedina, Action Type : Call from Customer
Assign to Honda Team F.

*** CASE MODIFY 9/25/2007 4:45:19 PM, pmedina
into WIP default and Status of Solving.

*** CASE ASSIGN 9/25/2007 4:45:31 PM, pmedina
N032007-09-2501856 to ljones01, WIP

*** CASE RULE ACTION 9/25/2007 4:45:32 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/25/2007 4:47:26 PM, ljones01
into WIP Default and Status of Solving.

*** CASE ASSIGN 9/25/2007 4:47:29 PM, ljones01
N032007-09-2501856 to pmedina, WIP en

*** CASE RULE ACTION 9/25/2007 4:47:30 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CREATE 9/25/2007 4:51:54 PM, pmedina
Number = N032007-09-2501856-1, Created in WIP default with due date 09/26/2007 04:51:54 PM..

*** SUBCASE N032007-09-2501856-1 CREATE 9/25/2007 4:51:54 PM, pmedina, Action Type :
Created in WIP default with due date 09/26/2007 04:51:54 PM.

*** SUBCASE N032007-09-2501856-1 MODIFY 9/25/2007 4:52:14 PM, pmedina
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 4:52:25 PM, pmedina
into WIP default and Status of Solving.

*** CASE MODIFY 9/25/2007 4:52:53 PM, pmedina
into WIP default and Status of Solving.

*** CASE ASSIGN 9/25/2007 4:53:26 PM, pmedina
N032007-09-2501856 to ljones01, WIP

*** CASE RULE ACTION 9/25/2007 4:53:27 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032007-09-2501856-1 ASSIGN 9/25/2007 4:53:36 PM, pmedina
N032007-09-2501856-1 to ljones01, WIP employee2user = ?

*** SUBCASE N032007-09-2501856-1 RULE ACTION 9/25/2007 4:53:37 PM, sa
Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N032007-09-2501856

Case Title : 08L [REDACTED] -N012007-09-2600021 / ASSISTANCE COMBINATION LIGHT SWIT

*** SUBCASE N032007-09-2501856-1 CLOSE 9/25/2007 4:57:30 PM, ljones01

Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/25/2007 4:57:58 PM, ljones01, Action Type : Note-General

This case has been reviewed and will be sent to the N03 to Honda queue.

*** CASE MODIFY 9/25/2007 4:58:01 PM, ljones01

into WIP Default and Status of Solving.

*** CASE MODIFY 9/25/2007 4:58:06 PM, ljones01

into WIP Default and Status of Solving.

*** CASE DISPATCH 9/25/2007 4:58:11 PM, ljones01

from WIP Default to Queue N03 to Honda.

*** NOTES 9/26/2007 6:19:13 AM, pbongco, Action Type : Call from Customer

On 9/26/07 ACS is closing this case replacing with N012007-09-2600021.

*** CASE YANKED 9/26/2007 6:19:16 AM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE MODIFY 9/26/2007 6:19:26 AM, pbongco

into WIP default and Status of Solving.

*** CASE CLOSE 9/26/2007 6:19:28 AM, pbongco

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 : N012003-12-2901002 Division : Honda - Auto Condition : Closed Open Date : 12/29/2003 11:53:08
Case Originator : Kentaro Ogawa (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 1/6/2004 8:42:43 AM
Case Owner : Ron Rubinoff (Team HE) Method : Phone Queue : Days Open : 8
Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - 5N YENKO HONDA/WIRE HARNESS REQUEST FOR GOODWI 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 : WASHINGTON, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16581L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 47,197
In Service Date : 12/12/2000
Months In Use : 36
Engine Number : D17A11407408
Originating Dealer No. / Name : 206850 / YENKO HONDA
Selling Dealer No. / Name : 206850 / YENKO 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 : 206850 / YENKO HONDA
Phone No. : 724-941-9100
Address : 3663 NO. WASHINGTON RD
City / State / Zip : MCMURRAY, PA 15317
Svc District / Sls District : 05N / E05
Warranty Labor Rate / Date : \$68.00 /
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
N012003-12-2901002-1 [REDACTED] PRODUC	Subcase Close	Product	Operation	737	Wire harness

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-12-2901002-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 12/30/2003 7:59:42 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 1/6/2004 8:42:40 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM Partial, 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

Case History

Case ID : N012003-12-2901002

Case Title : [REDACTED] 5N YENKO HONDA/WIRE HARNESS REQUEST FOR GOODWILL

*** CASE CREATE 12/29/2003 11:53:08 AM, kogawa

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

*** NOTES 12/29/2003 11:53:08 AM, kogawa, Action Type :

Her low beams are out. She thought she only needed a bulb, but now needs \$600+ worth of repair to replace a wiring harness. She has already paid \$60 to diagnose. Dealer has ordered the parts, customer is looking for assistance from AHM. Dealer is Yenko Honda.

*** CASE MODIFY 12/29/2003 11:53:22 AM, kogawa
into WIP Default and Status of Solving.

*** NOTES 12/29/2003 11:55:04 AM, kogawa, Action Type : Call from Customer

ACS informed customer of 3-5 days for follow up. Service advisor is Lee. Customer feels failure is unusual and expensive, and would appreciate any assistance. Customer will await follow up.

*** CASE MODIFY 12/29/2003 11:55:15 AM, kogawa
into WIP Default and Status of Solving.*** CASE MODIFY 12/29/2003 11:55:48 AM, kogawa
into WIP Default and Status of Solving.*** CASE MODIFY 12/29/2003 11:55:58 AM, kogawa
into WIP Default and Status of Solving.*** CASE DISPATCH 12/29/2003 11:56:24 AM, kogawa
from WIP Default to Queue Team H.*** CASE YANKED 12/30/2003 6:49:32 AM, rderudde
Yanked by rderudde into WIPbin default.*** CASE MODIFY 12/30/2003 6:49:42 AM, rderudde
into WIP default and Status of Solving.*** CASE ASSIGN 12/30/2003 6:49:51 AM, rderudde
N012003-12-2901002 to rrubinof, WIP*** CASE RULE ACTION 12/30/2003 6:49:52 AM, sa
Action Task Assignee of rule Assign Notification fired*** NOTES 12/30/2003 7:59:19 AM, rrubinof, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Customer state low beams are out. Customer stated she thought she only needed a bulb, but now needs \$600+ worth of repair to replace a wiring harness. She has already paid \$60 to diagnose. Dealer has ordered the parts, customer is looking for assistance from AHM. Dealer is Yenko Honda. Please advise.

This is for your information only and a response is required.

Thank you for your attention to this matter.

Case History

Case ID : N012003-12-2901002

Case Title : [REDACTED] SN YENKO HONDA/WIRE HARNESS REQUEST FOR GOODWILL

Ron Rubinoff
Automobile Customer Service
800-999-1009 ext 118055

*** SUBCASE N012003-12-2901002-1 CREATE 12/30/2003 7:59:42 AM, rrubinof
Created in WIP Default with Due Date 12/30/2003 7:59:42 AM.

*** CASE MODIFY 1/6/2004 8:24:07 AM, rrubinof
into WIP Friday and Status of Solving.

*** NOTES 1/6/2004 8:31:17 AM, rrubinof, Action Type : Call from Dealer
Received a call from the SM, John who stated the customer has very little maintenance history. The customer is the original owner and the vehicle has only been in use 36 months with 47,000 miles on it. In the interest of customer satisfaction provided authorization to John to cover 50% of the parts cost at the warranty rate.

*** NOTES 1/6/2004 8:38:31 AM, rrubinof, Action Type : Call to Customer
Called the customer and advised that a call was made to the SM, John @ Yenke Honda and in appreciation of her purchase of the vehicle @ the dealership and customer satisfaction the dealership agreed to assist with a portion of the repair cost. Advised the customer that the dealership will be contacting her with her cost on the repair. The customer thanked me and accepted the GW assistance. Closing case at this time.

*** SUBCASE N012003-12-2901002-1 CLOSE 1/6/2004 8:42:40 AM, rrubinof
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/6/2004 8:42:43 AM, rrubinof
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032007-07-1301404	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/13/2007 3:39:23 PM
Case Originator :	Gilberto Wilson (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/3/2007 8:29:17 AM
Case Owner :	Andrea Hurel (Team CA)	Method :	Mail	Queue :		Days Open :	21
Last Closed By :	Andrea Hurel (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION LIGHT 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 : BROOKINGS, SD [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES165X1L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 73,564
In Service Date : 09/30/2000
Months In Use : 82
Engine Number : D17A11407530
Originating Dealer No. / Name : 207516 / SUPERIOR HONDA OF OMAHA
Selling Dealer No. / Name : 207702 / CONDON HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
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 / SIs 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
N032007-07-1301404-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032007-07-1301404-2 [REDACTED]	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032007-07-1301404-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gilberto Wilson	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/13/2007 3:45:29 PM
Issue Owner : Gilberto Wilson	Type 2 : Eligibility	Queue :	Close Date : 7/13/2007 3:45:51 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 : 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

Issue Details

Issue ID : N032007-07-1301404-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/24/2007 10:20:16 AM
Issue Owner : Andrea Hurel	Type 2 : Financial Assistance	Queue :	Close Date : 8/3/2007 8:29:17 AM
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 : 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. : 12427
Primary Amount : \$100.62
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$100.62
Approved By : jrawls
Approval Date : 7/24/2007
Status : PROCESSED
Check No. : 1677066
Check Date : 7/27/2007

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : BROOKINGS, SD [REDACTED]
Campaign Template # :
Contention Code : P2300
Defect Code : 5CN00
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032007-07-1301404

Case Title :

COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE CREATE 7/13/2007 3:39:23 PM, gwilson

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

*** NOTES 7/13/2007 3:44:42 PM, gwilson, Action Type : Call from Customer

The customer called AHM in reference to a combination light switch repair that he had done for the vehicle. The customer stated that he had the part repaired at an independent repair shop and that he paid for the repairs with a credit card. The customer stated that the repair was done on 10/18/06. The customer would like to be reimbursed for the repair because it should have been covered by a recall which he was just recently informed about. The customer was advised that there is no guarantee for reimbursement and that all cases are reviewed on a case by case basis. The customer was advised to submit his invoice and proof of payment to AHM at address PO box 2964, Torrance, CA 90509 or fax number (909)664-9009. The customer was given the case number N032007-07-1301404 to include on the documents he will submit. The customer thanked me for the information and ended the call.

I verified the clients address and phone number.

*** CASE MODIFY 7/13/2007 3:44:49 PM, gwilson

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 7/13/2007 3:44:51 PM, gwilson

VSC-CUC CHECK 07/13/2007 03:44:51 PM gwilson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/13/2007 3:44:56 PM, gwilson

CAMPAIGN CHECK 07/13/2007 03:44:56 PM gwilson

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; ;

*** CASE CLAIMS LOOKUP 7/13/2007 3:44:57 PM, gwilson

CLAIM HISTORY CHECK 07/13/2007 03:44:57 PM gwilson

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/13/2007 3:45:01 PM, gwilson

WARRANTY CHECK 07/13/2007 03:45:01 PM gwilson

No data found for VIN.

*** CASE CREATE 7/13/2007 3:45:29 PM, gwilson

Number = N032007-07-1301404-1, Created in WIP default with due date 07/14/2007 03:45:29 PM..

*** SUBCASE N032007-07-1301404-1 CREATE 7/13/2007 3:45:29 PM, gwilson, Action Type :

Created in WIP default with due date 07/14/2007 03:45:29 PM.

*** SUBCASE N032007-07-1301404-1 MODIFY 7/13/2007 3:45:33 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2007 3:45:34 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2007 3:45:39 PM, gwilson

into WIP default and Status of Solving.

Case History

Case ID : N032007-07-1301404

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE MODIFY 7/13/2007 3:45:42 PM, gwilson
into WIP default and Status of Solving.

*** SUBCASE N032007-07-1301404-1 CLOSE 7/13/2007 3:45:51 PM, gwilson
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/13/2007 3:45:51 PM, gwilson
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/23/2007 12:22:46 PM, asims
with Condition of Open and Status of Solving.

*** NOTES 7/23/2007 12:26:36 PM, asims, Action Type : Documents Received
AHM received documents from customer in reference to possible reimbursement for Headlamp repair.

AHM received invoice# 022143, from Jack Rabbit Tire & Service, dated 10/18/06, for the amount of \$100.62. The mileage at the time of the repair was 73564.

The invoice stated the following.

1. replace headlamp switch, clean damage terminal
2. headlamp harness is damaged due to heat, did not replace.
3. switch & fright.

AHM received a copy of the mc credit card sales receipt from Jack Rabbit Tire & Service, dated 10/18/06, for the amount \$100.62 as proof of payment

No other documents received.

*** CASE MODIFY 7/23/2007 12:27:01 PM, asims
into WIP default and Status of Solving.

*** CASE MODIFY 7/23/2007 12:27:43 PM, asims
into WIP default and Status of Solving.

*** CASE DISPATCH 7/23/2007 12:27:48 PM, asims
from WIP default to Queue Cases Pending - SAT.

*** CASE YANKED 7/24/2007 6:47:23 AM, jrawls
Yanked by jrawls into WIPbin default.

*** CASE ASSIGN 7/24/2007 6:47:35 AM, jrawls
N032007-07-1301404 to ahurel, WIP

*** CASE RULE ACTION 7/24/2007 6:47:36 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 7/24/2007 10:14:14 AM, ahurel
WARRANTY CHECK 07/24/2007 10:14:14 AM ahurel
No data found for VIN.

Case History

Case ID : N032007-07-1301404

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE CLAIMS LOOKUP 7/24/2007 10:14:18 AM, ahurel

CLAIM CHECK 07/24/2007 10:14:18 AM ahurel

The following Claim History information was found

0; 2007-07-13; 206876; 500993; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE CAMPAIGN LOOKUP 7/24/2007 10:14:46 AM, ahurel

CAMPAIGN CHECK 07/24/2007 10:14:46 AM ahurel

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; 2007-07-13; FX

*** CASE VSC LOOKUP 7/24/2007 10:14:47 AM, ahurel

VSC-CUC CHECK 07/24/2007 10:14:47 AM ahurel

No data found for VIN.

*** CASE CREATE 7/24/2007 10:20:16 AM, ahurel

Number = N032007-07-1301404-2, Created in WIP default with due date 07/25/2007 10:20:16 AM..

*** SUBCASE N032007-07-1301404-2 CREATE 7/24/2007 10:20:16 AM, ahurel, Action Type :

Created in WIP default with due date 07/25/2007 10:20:16 AM.

*** SUBCASE N032007-07-1301404-2 MODIFY 7/24/2007 10:21:12 AM, ahurel

into WIP default and Status of Solving.

*** NOTES 7/24/2007 10:22:42 AM, ahurel, 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.

\$243.70 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$55.00

Headlight switch: \$39.92

Tax: \$5.70

Total: \$100.62

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

Case History

Case ID : N032007-07-1301404

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE MODIFY 7/24/2007 10:23:04 AM, ahurel
into WIP default and Status of Solving.

*** NOTES 7/24/2007 10:33:29 AM, ahurel, Action Type : Note-Resolution

The customer is seeking reimbursement for repairs under the Combination Light Switch recall. The invoice states vehicle was in due to the terminal was damaged. Tech diagnosed and replaced the switch. Based on the information provided by the customer these repairs fall under the Combination Light Switch recall.

*** CASE MODIFY 7/24/2007 10:52:55 AM, ahurel
into WIP default and Status of Solving.

*** CASE MODIFY 7/24/2007 10:53:01 AM, ahurel
into WIP default and Status of Solving.

*** COMMIT 7/24/2007 10:53:10 AM, ahurel, Action Type : N/A
check mailed?

*** CASE MODIFY 7/24/2007 10:54:50 AM, ahurel
into WIP default and Status of Solving.

*** SUBCASE N032007-07-1301404-2 DISPATCH 7/24/2007 10:54:58 AM, ahurel
from WIP default to Queue Ck Req - J. Rawls.

*** NOTES 7/24/2007 12:02:55 PM, zgrady, Action Type : Call from Customer

The customer contacted AHM stating that he was returning the call of the CM. I checked case notes and spoke with CM. CM advised me to transfer customer. Customer transferred. Call ended.

I updated the customer's phone number and address.

*** CASE YANKED 7/24/2007 12:03:29 PM, ahurel
Yanked by ahurel into WIPbin default.

*** SUBCASE N032007-07-1301404-2 YANKED 7/24/2007 12:04:42 PM, ahurel
Yanked by ahurel into WIPbin default.

*** CASE MODIFY 7/24/2007 12:07:13 PM, ahurel
into WIP default and Status of Solving.

*** SUBCASE N032007-07-1301404-2 DISPATCH 7/24/2007 12:07:39 PM, ahurel
from WIP default to Queue Ck Req - J. Rawls.

*** SUBCASE N032007-07-1301404-2 7/24/2007 1:14:55 PM, jrawls, Action Type :
Check Requisition for 100.62 \$ submitted
Check Requisition for 100.62 \$ submitted by jrawls

*** SUBCASE N032007-07-1301404-2 FORWARD 7/24/2007 1:15:02 PM, jrawls
from Queue Ck Req - J. Rawls to Queue Check Approved - Sat.

*** SUBCASE N032007-07-1301404-2 RULE ACTION 7/25/2007 11:07:39 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032007-07-1301404-2 RULE ACTION 7/26/2007 11:07:39 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

Case History

Case ID : N032007-07-1301404

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT

*** SUBCASE N032007-07-1301404-2 COMMIT 7/30/2007 8:04:38 AM, ahurel, Action Type : External Commitment

Check processed for check_req_no = 12427 on 2007-07-27-00.00.00.000000

*** NOTES 8/2/2007 11:23:22 AM, teulver, Action Type : Note-Resolution

Check [REDACTED] totaling \$100.62 was mailed on 08/02/07.

*** NOTES 8/3/2007 8:28:37 AM, ahurel, Action Type : Call from Customer

Spoke with the customer and informed him that his check for \$100.62 has been mailed. I informed the customer if he had any questions or concerns please feel free to contact me. I thanked the customer for his time and thanked him for contacting AHM.

Check #1677066 totaling \$100.62, was mailed on 08/02/07. Customer is not requesting any further assistance at this time regarding this issue; therefore I am closing this case.

*** SUBCASE N032007-07-1301404-2 CLOSE 8/3/2007 8:29:17 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2007 8:29:17 AM, ahurel

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

Case Details

Case ID : N012003-11-1701838 Division : Honda - Auto Condition : Closed Open Date : 11/17/2003 4:28:03 PM
Case Originator : Gyasi Williams (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 11/17/2003 4:39:08 PM
Case Owner : Gyasi Williams (Team HE) Method : Phone Queue : Days Open : 0
Last Closed By : Gyasi Williams (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEADLIGHTS WENT 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 : GARDEN GROVE, CA [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 : 28,000
In Service Date : 10/11/2000
Months In Use : 37
Engine Number : D17A11407575
Originating Dealer No. / Name : 207776 / ROCK HONDA
Selling Dealer No. / Name : 207776 / ROCK HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
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 : 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.

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
N012003-11-1701838-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-11-1701838-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gyasi Williams	Type 1 : Product	Status : Subcase Close	Open Date : 11/17/2003 4:38:24 PM
Issue Owner : Gyasi Williams	Type 2 : Operation	Queue :	Close Date : 11/17/2003 4:39:02 PM
Issue Title : XXXXXXXXXX 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 : N012003-11-1701838

Case Title : [REDACTED] HEADLIGHTS WENT OUT

*** CASE CREATE 11/17/2003 4:28:03 PM, gwilliam

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

*** NOTES 11/17/2003 4:38:09 PM, gwilliam, Action Type : Call from Customer

Customer called and stated that her vehicle's headlights have failed for the second time. Customer states that the Honda dealership repaired the vehicle the first time, but improperly installed a part which burned out the light fuse. Customer later found that there is proof of an alarm system installation that was not completed. Customer is suspicious that the vehicle may not have been sold new, or that an after market alarm was installed without her knowledge. Customer wants to know what AHM will do.

I advised the customer that inspecting the vehicle is the responsibility of the customer at the time of purchase and that this is a sales issue that should be resolved with the Sales or General Manager at the selling dealership.

*** CASE MODIFY 11/17/2003 4:38:16 PM, gwilliam

into WIP default and Status of Solving.

*** SUBCASE N012003-11-1701838-1 CREATE 11/17/2003 4:38:24 PM, gwilliam

Created in WIP Default with Due Date 11/17/2003 4:38:24 PM.

*** SUBCASE N012003-11-1701838-1 MODIFY 11/17/2003 4:38:58 PM, gwilliam

into WIP default and Status of Solving.

*** SUBCASE N012003-11-1701838-1 CLOSE 11/17/2003 4:39:02 PM, gwilliam

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/17/2003 4:39:05 PM, gwilliam

into WIP default and Status of Solving.

*** CASE CLOSE 11/17/2003 4:39:08 PM, gwilliam

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

Case Details

Case ID :	N032007-05-0800600	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/8/2007 9:29:15 AM
Case Originator :	Michael Grajeda (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/8/2007 9:32:15 AM
Case Owner :	Michael Grajeda (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Grajeda (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHT PROBLEMS			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]
E Mail : [REDACTED]
Svc District / Sls District : [REDACTED]

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16551S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 51,000
In Service Date : 06/15/2001
Months In Use : 71
Engine Number : D17A11007716
Originating Dealer No. / Name : 208187 / THOMASON HONDA
Selling Dealer No. / Name : 208187 / THOMASON 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.
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Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-05-0800600-[REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

3rd Party Info :

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

Issue Details

Issue ID : N032007-05-0800600-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Grajeda	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/8/2007 9:31:09 AM
Issue Owner : Michael Grajeda	Type 2 : Eligibility	Queue :	Close Date : 5/8/2007 9:32:15 AM
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 : 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 : N032007-05-0800600

Case Title : [REDACTED] - HEADLIGHT PROBLEMS

*** CASE CREATE 5/8/2007 9:29:15 AM, mgrajeda

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

*** CASE CAMPAIGN LOOKUP 5/8/2007 9:29:28 AM, mgrajeda

CAMPAIGN CHECK 05/08/2007 09:29:28 AM mgrajeda

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-13; FX

*** NOTES 5/8/2007 9:30:35 AM, mgrajeda. Action Type : Call from Customer

Customer contacted AHM regarding the combination light switch recall.

I verified customer's telephone number and mailing address.

I advised customer that this was fixed on 4/13/2004.

Customer says he is having headlight problems. I advised customer that AHM manufacturer's warranty is 3 years or 36,000 miles, whichever should occur first. Unfortunately, the vehicle is outside these parameters; therefore, cost of repair is at the owner's expense.

Customer had no additional questions. I thanked customer for calling. Call ended.

*** CASE MODIFY 5/8/2007 9:30:43 AM, mgrajeda

into WIP default and Status of Solving.

*** SUBCASE N032007-05-0800600-1 CREATE 5/8/2007 9:31:09 AM, mgrajeda

Created in WIP Default with Due Date 5/8/2007 9:31:09 AM.

*** SUBCASE N032007-05-0800600-1 CLOSE 5/8/2007 9:32:15 AM, mgrajeda

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/8/2007 9:32:15 AM, mgrajeda

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012008-08-2700232 Division : Honda - Auto Condition : Closed Open Date : 8/27/2008 7:42:10 AM
Case Originator : Steven Ruge (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 8/27/2008 7:56:00 AM
Case Owner : Steven Ruge (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Steven Ruge (Team HA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEADLAMP SWITCH MULTIPLE FAILURES 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 : CALDWELL, ID [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 :
In Service Date : 06/15/2001
Months In Use : 86
Engine Number : D17A11007716
Originating Dealer No. / Name : 208187 / THOMASON HONDA
Selling Dealer No. / Name : 208187 / THOMASON 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 : 207977 / TOM SCOTT HONDA
Phone No. : 208-466-3248
Address : 603 11TH AVENUE NORTH
City / State / Zip : NAMPA, ID 83687
Svc District / Sls District : 02H / E02
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
N012008-08-2700232-1 [REDACTED] PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-08-2700232-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Ruge	Type 1 : Product	Status : Subcase Close	Open Date : 8/27/2008 7:55:49 AM
Issue Owner : Steven Ruge	Type 2 : Operation	Queue :	Close Date : 8/27/2008 7:55:57 AM
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 : 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 : N012008-08-2700232

Case Title : [REDACTED] HEADLAMP SWITCH MULTIPLE FAILURES

*** CASE CREATE 8/27/2008 7:42:10 AM, srugc

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

*** CASE EXTENDED WARRANTY LOOKUP 8/27/2008 7:42:11 AM, srugc

WARRANTY CHECK 08/27/2008 07:42:11 AM srugc

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/27/2008 7:42:13 AM, srugc

CLAIM HISTORY CHECK 08/27/2008 07:42:13 AM srugc

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2008 7:42:17 AM, srugc

CAMPAIGN CHECK 08/27/2008 07:42:17 AM srugc

The following Campaign information was found

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

*** CASE VSC LOOKUP 8/27/2008 7:42:18 AM, srugc

VSC-CUC CHECK 08/27/2008 07:42:18 AM srugc

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/27/2008 7:42:25 AM, srugc

CLAIM HISTORY CHECK 08/27/2008 07:42:25 AM srugc

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2008 7:48:34 AM, srugc

CAMPAIGN CHECK 08/27/2008 07:48:34 AM srugc

The following Campaign information was found

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

*** CASE MODIFY 8/27/2008 7:48:35 AM, srugc

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/27/2008 7:50:02 AM, srugc

CLAIM HISTORY CHECK 08/27/2008 07:50:02 AM srugc

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2008 7:50:10 AM, srugc

CAMPAIGN CHECK 08/27/2008 07:50:10 AM srugc

The following Campaign information was found

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

*** CASE EXTENDED WARRANTY LOOKUP 8/27/2008 7:50:12 AM, srugc

WARRANTY CHECK 08/27/2008 07:50:12 AM srugc

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2008 7:50:30 AM, srugc

CAMPAIGN CHECK 08/27/2008 07:50:30 AM srugc

The following Campaign information was found

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

Case History

Case ID : N012008-08-2700232

Case Title : [REDACTED] HEADLAMP SWITCH MULTIPLE FAILURES

*** CASE MODIFY 8/27/2008 7:51:45 AM, srugc
into WIP default and Status of Solving.

*** NOTES 8/27/2008 7:54:10 AM, srugc, Action Type : Call from Customer

Customer contacted ACS regarding his headlamp switch. Customer wanted his experience to be documented in case he needed to take further action in the future. Customer stated that he took his vehicle in for the 04-015 Safety Recall and had his perfectly functioning switch replaced. Since that time he has lost the low beams more than 3 times and gone through 3 switches. Customer wanted to know if we had any complaints regarding this switch. ACS advised the customer that we did not have any known issues with the switch and we encouraged the customer to contact the dealer for further diagnosis and call us back if he required further assistance. Customer understood and thanked me. ACS thanked the customer for their call.

*** CASE EXTENDED WARRANTY LOOKUP 8/27/2008 7:54:14 AM, srugc
WARRANTY CHECK 08/27/2008 07:54:14 AM srugc
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/27/2008 7:54:17 AM, srugc
CLAIM HISTORY CHECK 08/27/2008 07:54:17 AM srugc
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/27/2008 7:54:20 AM, srugc
CAMPAIGN CHECK 08/27/2008 07:54:20 AM srugc
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/13/04; FX;

*** CASE VSC LOOKUP 8/27/2008 7:54:20 AM, srugc
VSC-CUC CHECK 08/27/2008 07:54:20 AM srugc
No data found for VIN.

*** SUBCASE N012008-08-2700232-1 CREATE 8/27/2008 7:55:49 AM, srugc
Created in WIP Default with Due Date 8/27/2008 7:55:49 AM.

*** SUBCASE N012008-08-2700232-1 CLOSE 8/27/2008 7:55:57 AM, srugc
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/27/2008 7:55:58 AM, srugc
into WIP default and Status of Solving.

*** CASE CLOSE 8/27/2008 7:56:00 AM, srugc
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032010-06-2401810	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/24/2010 4:33:59 PM
Case Originator :	Damon Phillips (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/24/2010 4:39:00 PM
Case Owner :	Damon Phillips (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Damon Phillips (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - 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 : CORDOVA, TN [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16511S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 160,000
In Service Date : 05/26/2001
Months In Use : 109
Engine Number : D17A11008749
Originating Dealer No. / Name : 206603 / RUSSELL & SMITH HONDA
Selling Dealer No. / Name : 206603 / RUSSELL & SMITH 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.
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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
N032010-06-2401810-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032010-06-2401810-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Product	Status : Subcase Close	Open Date : 6/24/2010 4:38:43 PM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 6/24/2010 4:39:00 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

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

Case History

Case ID : N032010-06-2401810

Case Title : [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 6/24/2010 4:33:59 PM, dphillip

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

*** CASE VSC LOOKUP 6/24/2010 4:34:02 PM, dphillip

VSC-CUC CHECK 06/24/2010 04:34:02 PM dphillip

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/24/2010 4:34:05 PM, dphillip

WARRANTY CHECK 06/24/2010 04:34:05 PM dphillip

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/24/2010 4:34:07 PM, dphillip

CLAIM HISTORY CHECK 06/24/2010 04:34:07 PM dphillip

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/24/2010 4:34:12 PM, dphillip

CAMPAIGN CHECK 06/24/2010 04:34:12 PM dphillip

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/18/04; FX;

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE MODIFY 6/24/2010 4:35:22 PM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 6/24/2010 4:37:32 PM, dphillip

into WIP default and Status of Solving.

*** NOTES 6/24/2010 4:37:59 PM, dphillip, Action Type : Call from Customer

The customer called stating that the low beams are not working properly and she is inquiring if the low beams are included in a recall. I confirmed thru CRMS that the vehicle is included in a combination light switch recall which was completed 6/18/04. I advised the customer to schedule an appointment with a Honda dealer to have the low beam concern diagnosed. The customer has an appointment with a Honda dealer to have the drivers airbag inflator recall completed.

*** SUBCASE N032010-06-2401810-1 CREATE 6/24/2010 4:38:43 PM, dphillip

Created in WIP Default with Due Date 6/24/2010 4:38:43 PM.

*** CASE MODIFY 6/24/2010 4:38:58 PM, dphillip

into WIP default and Status of Solving.

*** SUBCASE N032010-06-2401810-1 CLOSE 6/24/2010 4:39:00 PM, dphillip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/24/2010 4:39:00 PM, dphillip

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

Case Details

Case ID :	N032007-06-1900021	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/19/2007 6:09:40 AM
Case Originator :	Gustavo Chavarria (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/19/2007 7:34:10 AM
Case Owner :	Gustavo Chavarria (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Gustavo Chavarria (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	03G [REDACTED] EXTERIOR LIGHTING			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 : PLANO, TX [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16581S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 98,000
In Service Date : 07/06/2001
Months In Use : 71
Engine Number : D17A11008875
Originating Dealer No. / Name : 208203 / ROSWELL HONDA
Selling Dealer No. / Name : 208203 / ROSWELL HONDA
Trim : LX 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 : 207669 / HONDA CARS OF MCKINNEY
Phone No. : 972-529-9600
Address : 601 S. CENTRAL EXPWY
City / State / Zip : MCKINNEY, TX 75070
Svc District / SIs District : 03F / A03
Warranty Labor Rate / Date : \$92.00 /
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
N032007-06-1900021-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-06-1900021-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gustavo Chavarria	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/19/2007 6:15:13 AM
Issue Owner : Gustavo Chavarria	Type 2 : Eligibility	Queue :	Close Date : 6/19/2007 7:34:10 AM
Issue Title : ██████████ - 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, 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 : N032007-06-1900021

Case Title : 03G - [REDACTED] - EXTERIOR LIGHTING

*** CASE CREATE 6/19/2007 6:09:40 AM, gchavarr

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

*** CASE MODIFY 6/19/2007 6:10:55 AM, gchavarr

into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2007 6:11:03 AM, gchavarr

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/19/2007 6:11:18 AM, gchavarr

WARRANTY CHECK 06/19/2007 06:11:18 AM gchavarr

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/19/2007 6:11:22 AM, gchavarr

CLAIM HISTORY CHECK 06/19/2007 06:11:22 AM gchavarr

No data found for VIN.

*** CASE VSC LOOKUP 6/19/2007 6:11:26 AM, gchavarr

VSC-CUC CHECK 06/19/2007 06:11:26 AM gchavarr

No data found for VIN.

*** CASE CREATE 6/19/2007 6:15:13 AM, gchavarr

Number = N032007-06-1900021-1, Created in WIP default with due date 06/20/2007 06:15:13 AM..

*** SUBCASE N032007-06-1900021-1 CREATE 6/19/2007 6:15:13 AM, gchavarr, Action Type :

Created in WIP default with due date 06/20/2007 06:15:13 AM.

*** SUBCASE N032007-06-1900021-1 MODIFY 6/19/2007 6:15:29 AM, gchavarr

into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2007 6:17:08 AM, gchavarr

into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2007 6:17:45 AM, gchavarr

into WIP default and Status of Solving.

*** CASE MODIFY 6/19/2007 6:21:39 AM, gchavarr

into WIP default and Status of Solving.

*** NOTES 6/19/2007 6:31:55 AM, gchavarr, Action Type : Call from Customer

The customer called because she stated that she has been experiencing issues with her high/low beams. At first, she thought that she just needed new headlights and her boyfriend went and purchased new headlights, installed them and now having a problem with the low beams not working at all. She looked up online and found a safety recall on the wiring harness on the low beams. I verified in CRMS that the recall applies to their vehicle. I checked information on the campaign tab and found the bulletin 04-015 that the service has not been performed in her vehicle. I informed the customer that a terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. I advised customer that she can take the vehicle to any Honda dealer at no charge to her and offered to provide contact information for a dealer close to her.

I provided the name of the dealer, address and phone number to the dealership closest to her. She will be taking the vehicle today within the next 4 hours.

I informed her that I would send a message to the dealer to let them know she will be coming in for service.

Case History

Case ID : N032007-06-1900021

Case Title : 03G - [REDACTED] - EXTERIOR LIGHTING

The customer understood this information. I asked if I could assist the customer further, I thanked the customer for calling and the call was ended

I updated/verified the customer's contact information

*** NOTES 6/19/2007 6:32:43 AM, gchavarr, Action Type : Call from Customer

The customer called because she stated that she has been experiencing issues with her high/low beams. At first, she thought that she just needed new headlights and her boyfriend went and purchased new headlights, installed them and now having a problem with the low beams not working at all. She looked up online and found a safety recall on the wiring harness on the low beams. I verified in CRMS that the recall applies to their vehicle. I checked information on the campaign tab and found the bulletin 04-015 that the service has not been performed in her vehicle. I informed the customer that a terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. I advised customer that she can take the vehicle to any Honda dealer at no charge to her and offered to provide contact information for a dealer close to her.

I provided the name of the dealer, address and phone number to the dealership closest to her. She will be taking the vehicle today within the next 4 hours. I informed her that I would send a message to the dealer to let them know she will be coming in for service.

The customer understood this information. I asked if I could assist the customer further, I thanked the customer for calling and the call was ended

I updated/verified the customer's contact information.

*** CASE MODIFY 6/19/2007 6:32:51 AM, gchavarr
into WIP default and Status of Solving.

*** CASE ASSIGN 6/19/2007 6:33:49 AM, gchavarr
N032007-06-1900021 to cchao, WIP

*** CASE RULE ACTION 6/19/2007 6:33:50 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/19/2007 6:40:57 AM, cchao
into WIP default and Status of Solving.

*** CASE ASSIGN 6/19/2007 6:42:34 AM, cchao
N032007-06-1900021 to gchavarr, WIP

*** CASE RULE ACTION 6/19/2007 6:42:35 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 6/19/2007 7:33:38 AM, gchavarr, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Customer will be visiting your dealership in regards to low/high beam wire harness. Please assist. Thanks.

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

Thank you for your attention to this matter.

Case History

Case ID : N032007-06-1900021

Case Title : 03G - TENNANT, SARAH - EXTERIOR LIGHTING

Gustavo Chavarria

Automobile Customer Service

*** CASE MODIFY 6/19/2007 7:33:43 AM, gchavarr

into WIP default and Status of Solving.

*** SUBCASE N032007-06-1900021-1 CLOSE 6/19/2007 7:34:10 AM, gchavarr

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/19/2007 7:34:10 AM, gchavarr

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

Case Details

Case ID :	N012010-04-0200243	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/2/2010 8:18:08 AM
Case Originator :	Chris Davis (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/2/2010 8:26:10 AM
Case Owner :	Chris Davis (Team HF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Chris Davis (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - RECALL 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 : BRICK, NJ [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 : ES1651PBW / A
Miles / Hours : 100,000
In Service Date : 03/20/2001
Months In Use : 109
Engine Number : D17A11408739
Originating Dealer No. / Name : 206776 / V.I.P. HONDA
Selling Dealer No. / Name : 207066 / PLAZA HONDA
Trim : LX 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.
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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
N012010-04-0200243-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-04-0200243-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 4/2/2010 8:21:55 AM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 4/2/2010 8:26:04 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 : 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
33151-S5A-A01	HEADLIGHT UNIT, L.	Not Applicable

Case History

Case ID : N012010-04-0200243

Case Title : [REDACTED] - RECALL INFORMATION

*** CASE CREATE 4/2/2010 8:18:08 AM, cdavis

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

*** NOTES 4/2/2010 8:18:10 AM, cdavis, Action Type :

Customer contacted our office and stated that they are having an issue with the headlights . The customer stated that the headlights will not turn on. The customer took the vehicle to an IRF. According to the customer the IRF contacted the local Honda dealer to see what could possibly cause this to happen. The dealer suggested that it may be one of the relays. The customer wants to know if her vehicle falls under a recall.

*** CASE CAMPAIGN LOOKUP 4/2/2010 8:20:28 AM, cdavis

CAMPAIGN CHECK 04/02/2010 08:20:27 AM cdavis

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; ; ;

06-009; Q08; 99-04 OPDS WARRANT

*** CASE MODIFY 4/2/2010 8:20:47 AM, cdavis

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/2/2010 8:20:59 AM, cdavis

CAMPAIGN CHECK 04/02/2010 08:20:59 AM cdavis

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; ; ;

06-009; Q08; 99-04 OPDS WARRANT

*** SUBCASE N012010-04-0200243-1 CREATE 4/2/2010 8:21:55 AM, cdavis

Created in WIP Default with Due Date 4/2/2010 8:21:55 AM.

*** NOTES 4/2/2010 8:23:25 AM, cdavis, Action Type : Call from Customer

Customer was advised that her vehicle did not fall under the headlight recall. I did provide the customer with all outstanding recalls that were on her vehicle . Customer thanked me for the information.

*** NOTES 4/2/2010 8:26:00 AM, cdavis, Action Type : Field Service

DPSM not involved.

*** SUBCASE N012010-04-0200243-1 CLOSE 4/2/2010 8:26:04 AM, cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/2/2010 8:26:10 AM, cdavis

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-04-0300663	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/3/2008 11:06:19 AM
Case Originator :	Tiffany Moss (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/3/2008 11:14:58 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 :	12 [REDACTED] LOW BEAM 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 : BIG PINE, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16511L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 130,000
In Service Date : 09/29/2000
Months In Use : 91
Engine Number : D17A11409535
Originating Dealer No. / Name : 206577 / BILL PEARCE COURTESY HONDA
Selling Dealer No. / Name : 206577 / BILL PEARCE COURTESY 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 : 207113 / PERRY HONDA
Phone No. : 760-872-4141
Address : 310 SOUTH MAIN STREET
City / State / Zip : BISHOP, CA 93514
Svc District / Sls District : 12E / D12
Warranty Labor Rate / Date : \$95.00 /
Agent Name : [REDACTED] 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
N032008-04-0300663-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-04-0300663-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/3/2008 11:13:58 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 4/3/2008 11:14:58 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 : 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 : N032008-04-0300663

Case Title : 12E [REDACTED] LOW BEAM RECALL INQUIRY

*** CASE CREATE 4/3/2008 11:06:19 AM, tmoss

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

*** CASE EXTENDED WARRANTY LOOKUP 4/3/2008 11:06:21 AM, tmoss

WARRANTY CHECK 04/03/2008 11:06:21 AM tmoss

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/3/2008 11:06:24 AM, tmoss

CLAIM HISTORY CHECK 04/03/2008 11:06:24 AM tmoss

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/3/2008 11:06:37 AM, tmoss

CAMPAIGN CHECK 04/03/2008 11:06:37 AM tmoss

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 05/02/01; FX;

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

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

*** CASE VSC LOOKUP 4/3/2008 11:06:38 AM, tmoss

VSC-CUC CHECK 04/03/2008 11:06:38 AM tmoss

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/3/2008 11:07:29 AM, tmoss

CAMPAIGN CHECK 04/03/2008 11:07:29 AM tmoss

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 05/02/01; FX;

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

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

*** CASE MODIFY 4/3/2008 11:08:14 AM, tmoss

into WIP default and Status of Solving.

*** NOTES 4/3/2008 11:09:31 AM, tmoss, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer may be contacting you in regards to a low beam headlight recall.

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

Thank you for your attention to this matter.

Tiffany Moss

Automobile Customer Service

*** NOTES 4/3/2008 11:11:33 AM, tmoss, Action Type : Call from Customer

I updated the customers contact information 7609382840.

Case History

Case ID : N032008-04-0300663

Case Title : 12E- [REDACTED] - LOW BEAM RECALL INQUIRY

The customer contacted AHM and stated that a few months ago that her low beams headlights went out. The customer stated that she wanted to know if there was a recall on the low beam light recall on her vehicle. I stated to the customer that she had a Combination Light switch recall on her vehicle and that she could take her vehicle to any available Honda dealer and have her vehicle serviced. The customer stated that she would take her vehicle to Perry Honda. I thanked the customer and the call ended.

*** CASE CREATE 4/3/2008 11:13:58 AM, tmoss

Number = N032008-04-0300663-1, Created in WIP default with due date 04/04/2008 11:13:58 AM..

*** SUBCASE N032008-04-0300663-1 CREATE 4/3/2008 11:13:58 AM, tmoss, Action Type :

Created in WIP default with due date 04/04/2008 11:13:58 AM.

*** SUBCASE N032008-04-0300663-1 MODIFY 4/3/2008 11:14:02 AM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 4/3/2008 11:14:22 AM, tmoss

into WIP default and Status of Solving.

*** SUBCASE N032008-04-0300663-1 CLOSE 4/3/2008 11:14:58 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/3/2008 11:14:58 AM, tmoss

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 :	N032009-04-0700110	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/7/2009 6:49:57 AM
Case Originator :	Keith Applewhite (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/7/2009 6:55:38 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 :	[REDACTED] COMBINATION 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 : PORT JERVIS, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES165911 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 164,000
In Service Date : 11/21/2000
Months In Use : 101
Engine Number : D17A11409749
Originating Dealer No. / Name : 207968 / MERRITT ISLAND HONDA
Selling Dealer No. / Name : 208258 / SPACE COAST 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. : YES

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
N032009-04-0700110-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-04-0700110-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/7/2009 6:51:15 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 4/7/2009 6:55:38 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 : I3 - 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 : N032009-04-0700110

Case Title : [REDACTED] - COMBINATION SWITCH RECALL INQUIRY

*** CASE CREATE 4/7/2009 6:49:57 AM, kapplewh

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

*** CASE EXTENDED WARRANTY LOOKUP 4/7/2009 6:50:02 AM, kapplewh

WARRANTY CHECK 04/07/2009 06:50:02 AM kapplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/7/2009 6:50:05 AM, kapplewh

CLAIM CHECK 04/07/2009 06:50:05 AM kapplewh

The following Claim History information was found

0; 2006-05-11; 207231; 254880; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE CAMPAIGN LOOKUP 4/7/2009 6:50:12 AM, kapplewh

CAMPAIGN CHECK 04/07/2009 06:50:12 AM kapplewh

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; ;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/11/06; FX;

*** CASE VSC LOOKUP 4/7/2009 6:50:13 AM, kapplewh

VSC-CUC CHECK 04/07/2009 06:50:13 AM kapplewh

No data found for VIN.

*** CASE MODIFY 4/7/2009 6:50:32 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CREATE 4/7/2009 6:51:15 AM, kapplewh

Number = N032009-04-0700110-1, Created in WIP default with due date 04/08/2009 06:51:15 AM..

*** SUBCASE N032009-04-0700110-1 CREATE 4/7/2009 6:51:15 AM, kapplewh, Action Type :

Created in WIP default with due date 04/08/2009 06:51:15 AM.

*** SUBCASE N032009-04-0700110-1 MODIFY 4/7/2009 6:51:19 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 4/7/2009 6:51:23 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 4/7/2009 6:53:28 AM, kapplewh, Action Type : Call from Customer

The customer called AHM regarding the combination switch recall. I updated the customer as the registered owner. The customer states the low beam headlights no longer work. I apologized for any inconveniences. I advised the customer that the recall has already been performed. I explained to the customer that recalls are a one time fix. The customer understood. The customer thanked and ended the call.

Customers contact number: [REDACTED]

*** CASE MODIFY 4/7/2009 6:53:30 AM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE N032009-04-0700110-1 CLOSE 4/7/2009 6:55:38 AM, kapplewh

Case History

Case ID : N032009-04-0700110

Case Title : [REDACTED] COMBINATION SWITCH RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/7/2009 6:55:38 AM, kapplewh

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

Case Details

Case ID :	N032007-07-1001036	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/10/2007 12:09:08 PM
Case Originator :	Gilberto Wilson (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/10/2007 12:15:23 PM
Case Owner :	Gilberto Wilson (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Gilberto Wilson (Team CE)	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 : NEW MILFORD, CT [REDACTED]
E Mail : [REDACTED]
Svc District / SIs 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 : 98,000
In Service Date : 10/02/2000
Months In Use : 81
Engine Number : D17A11409788
Originating Dealer No. / Name : 208156 / NEIL HONDA
Selling Dealer No. / Name : 208156 / NEIL 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 / SIs 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 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
N032007-07-1001036-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-07-1001036-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gilberto Wilson	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/10/2007 12:14:57 PM
Issue Owner : Gilberto Wilson	Type 2 : Eligibility	Queue :	Close Date : 7/10/2007 12:15:23 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 : 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 : N032007-07-1001036

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

*** CASE CREATE 7/10/2007 12:09:08 PM, gwilson

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

*** CASE EXTENDED WARRANTY LOOKUP 7/10/2007 12:09:13 PM, gwilson

WARRANTY CHECK 07/10/2007 12:09:13 PM gwilson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/10/2007 12:09:18 PM, gwilson

CAMPAIGN CHECK 07/10/2007 12:09:18 PM gwilson

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-01-25; FX

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

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

*** CASE CLAIMS LOOKUP 7/10/2007 12:09:20 PM, gwilson

CLAIM HISTORY CHECK 07/10/2007 12:09:20 PM gwilson

No data found for VIN.

*** CASE VSC LOOKUP 7/10/2007 12:09:24 PM, gwilson

VSC-CUC CHECK 07/10/2007 12:09:24 PM gwilson

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/10/2007 12:13:30 PM, gwilson

WARRANTY CHECK 07/10/2007 12:13:29 PM gwilson

No data found for VIN.

*** CASE MODIFY 7/10/2007 12:13:33 PM, gwilson

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 7/10/2007 12:13:35 PM, gwilson

CLAIM HISTORY CHECK 07/10/2007 12:13:35 PM gwilson

No data found for VIN.

*** CASE VSC LOOKUP 7/10/2007 12:13:38 PM, gwilson

VSC-CUC CHECK 07/10/2007 12:13:38 PM gwilson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/10/2007 12:13:43 PM, gwilson

CAMPAIGN CHECK 07/10/2007 12:13:43 PM gwilson

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-01-25; FX

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

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

*** NOTES 7/10/2007 12:13:49 PM, gwilson, Action Type : Call from Customer

The customer called AHM to find out if her vehicle is included in the recall for the combination light switch in her vehicle. The customer stated that the headlights are out in her vehicle. The customer was advised to have the vehicle inspected for the recall for the combination light switch in her vehicle and that her vehicle is included in the recall for that part. The customer thanked me for the information and ended the call.

Case History

Case ID : N032007-07-1001036

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

I updated the customer's address and phone number

*** CASE MODIFY 7/10/2007 12:13:56 PM, gwilson
into WIP default and Status of Solving.*** CASE CREATE 7/10/2007 12:14:57 PM, gwilson
Number = N032007-07-1001036-1, Created in WIP default with due date 07/11/2007 12:14:57 PM..*** SUBCASE N032007-07-1001036-1 CREATE 7/10/2007 12:14:57 PM, gwilson, Action Type :
Created in WIP default with due date 07/11/2007 12:14:57 PM.*** SUBCASE N032007-07-1001036-1 MODIFY 7/10/2007 12:15:03 PM, gwilson
into WIP default and Status of Solving.*** CASE MODIFY 7/10/2007 12:15:06 PM, gwilson
into WIP default and Status of Solving.*** CASE MODIFY 7/10/2007 12:15:12 PM, gwilson
into WIP default and Status of Solving.*** SUBCASE N032007-07-1001036-1 CLOSE 7/10/2007 12:15:23 PM, gwilson
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 7/10/2007 12:15:23 PM, gwilson
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 :	N012011-11-1100568	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/11/2011 8:49:27 AM
Case Originator :	Marshon McKenzie (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/11/2011 8:57:14 AM
Case Owner :	Marshon McKenzie (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Marshon McKenzie (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] POSSIBLE RE-OCCURRING RECALL 04-015			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 : GROTON, CT
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES25741L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571JW / A
Miles / Hours : 180,000
In Service Date : 09/27/2000
Months In Use : 134
Engine Number : D17A21404118
Originating Dealer No. / Name : 206879 / EXECUTIVE HONDA
Selling Dealer No. / Name : 206879 / EXECUTIVE 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 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
N012011-11-1100568-1 [REDACTED]	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012011-11-1100568-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 11/11/2011 8:56:45 AM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 11/11/2011 8:56:59 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information, Forward to Call Ctr
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 : N012011-11-1100568

Case Title : [REDACTED] POSSIBLE RE-OCCURRING RECALL 04-015

*** CASE CREATE 11/11/2011 8:49:27 AM, mmckenz

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

*** NOTES 11/11/2011 8:55:54 AM, mmckenz, Action Type : Call from Customer

VIN/ Case #: 1HGES25741L [REDACTED] 180K miles

Name/Address/Phone:
[REDACTED]
[REDACTED]
[REDACTED]

Situation: Headlight Recall

Request: Assistance

Customer stated that his headlights went out. Customer said that there was a recall on the vehicle.

Per TSB# 04-015

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.

Customer was transferred to option #4 Recall DEPT

*** CASE MODIFY 11/11/2011 8:56:13 AM, mmckenz
into WIP default and Status of Solving.*** SUBCASE N012011-11-1100568-1 CREATE 11/11/2011 8:56:45 AM, mmckenz
Created in WIP Default with Due Date 11/11/2011 8:56:45 AM.*** SUBCASE N012011-11-1100568-1 CLOSE 11/11/2011 8:56:59 AM, mmckenz
Status = Solving, Resolution Code = Instruction Given*** CASE MODIFY 11/11/2011 8:57:03 AM, mmckenz
into WIP default and Status of Solving.*** CASE MODIFY 11/11/2011 8:57:11 AM, mmckenz
into WIP default and Status of Solving.*** CASE CLOSE 11/11/2011 8:57:14 AM, mmckenz
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 : N032008-12-0300479 Division : Honda - Auto Condition : Closed Open Date : 12/3/2008 9:42:31 AM
Case Originator : Djhoanna Guerrero (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 1/2/2009 11:22:18 AM
Case Owner : Amanda Esquivel (Team CC) Method : Phone Queue : Days Open : 30
Last Closed By : Amanda Esquivel (Team CC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] COMBINATION LIGHT SWITCH REMIBURSEMENT REQUES 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 : AVONDALE, CO [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMES16511S [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 177,000
In Service Date : 08/31/2001
Months In Use : 88
Engine Number : D17A11009394
Originating Dealer No. / Name : 207882 / GO HONDA 104TH
Selling Dealer No. / Name : 207882 / GO HONDA 104TH
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 : 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.
208184	FRONT RANGE HONDA		

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
N032008-12-0300479-1 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	712	Headlights
N032008-12-0300479-2 / [REDACTED]	Subcase Close	Campaign	Details	751109	OPDS, OCCUPANT POSI

Issue Details

Issue ID : N032008-12-0300479-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Djhoanna Guerrero	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/3/2008 9:48:34 AM
Issue Owner : Djhoanna Guerrero	Type 2 : Financial Assistance	Queue :	Close Date : 12/3/2008 9:49:04 AM
Issue Title : [REDACTED] - CAMPAIGN - FINANCIAL ASSISTANCE			

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

Issue Details

Issue ID : N032008-12-0300479-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/5/2008 10:14:43 AM
Issue Owner : Amanda Esquivel	Type 2 : Details	Queue :	Close Date : 1/2/2009 11:22:18 AM
Issue Title : [REDACTED] - CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 751109 / OPDS, OCCUPANT POSITION DETECTION SYSTEM
Condition Code Desc : Advanced SRS Sys7517
Campaign Code / Desc : Q08 / 99-04 OPDS WARRANTY
Temperament Code : Cold
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

Case History

Case ID : N032008-12-0300479

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

*** CASE CREATE 12/3/2008 9:42:31 AM, dguerrer

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

*** NOTES 12/3/2008 9:47:21 AM, dguerrer, Action Type : Call from Customer

The customer called stating that she had a repair performed on her vehicle in which she was informed by 2 separate dealerships that it was recalled. I verified her information.

She stated that she thinks it was the signal light switch that was repaired and it was done at an IRF prior to 11/21/08. I informed her to submit a copy of the invoice and proof of payment for review. I informed her that reimbursement is not guaranteed. She understood. I provided her with the fax number 909-664-9009. She thanked me.

*** CASE CREATE 12/3/2008 9:48:34 AM, dguerrer

Number = N032008-12-0300479-1, Created in WIP default with due date 12/04/2008 09:48:34 AM..

*** SUBCASE N032008-12-0300479-1 CREATE 12/3/2008 9:48:34 AM, dguerrer, Action Type :

Created in WIP default with due date 12/04/2008 09:48:34 AM.

*** SUBCASE N032008-12-0300479-1 MODIFY 12/3/2008 9:48:37 AM, dguerrer

into WIP default and Status of Solving.

*** SUBCASE N032008-12-0300479-1 CLOSE 12/3/2008 9:49:04 AM, dguerrer

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2008 9:49:04 AM, dguerrer

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

*** CASE REOPEN 12/3/2008 11:33:23 AM, laldrich

with Condition of Open and Status of Solving.

*** NOTES 12/3/2008 11:35:00 AM, laldrich, Action Type : Call from Customer

The customer is calling AHM back to verify what she needed to do, and who to address the fax to.

I explained she would refer the case number at the top of the documents.

I provided the case number and verified her phone number.

The customer needed no further assistance.

*** CASE MODIFY 12/3/2008 11:35:28 AM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 12/3/2008 11:35:29 AM, laldrich

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

*** CASE REOPEN 12/4/2008 2:55:58 PM, cwashin2

with Condition of Open and Status of Solving.

*** CASE MODIFY 12/4/2008 2:57:21 PM, cwashin2

into WIP default and Status of Solving.

*** NOTES 12/4/2008 2:58:51 PM, cwashin2, Action Type : Documents Received

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

AHM received a copy of the customer's parts invoice from Vidmar Motor Company.

Case History

Case ID : N032008-12-0300479

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

No other documents were received.

*** CASE DISPATCH 12/4/2008 2:59:26 PM, cwashin2
from WIP default to Queue Cases Pending - SAT.

*** CASE YANKED 12/5/2008 10:11:36 AM, aesquive
Yanked by aesquive into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 12/5/2008 10:11:46 AM, aesquive
WARRANTY CHECK 12/05/2008 10:11:46 AM aesquive
No data found for VIN.

*** CASE CLAIMS LOOKUP 12/5/2008 10:11:50 AM, aesquive
CLAIM CHECK 12/05/2008 10:11:50 AM aesquive
The following Claim History information was found
0; 2008-04-08; 207897; 372406; 510; 311135 ; CATALYTIC CONVERTER - REPLACE. S/B# 03-073 S/B#
03-091

*** CASE CAMPAIGN LOOKUP 12/5/2008 10:12:02 AM, aesquive
CAMPAIGN CHECK 12/05/2008 10:12:02 AM aesquive
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/21/08; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 12/5/2008 10:12:03 AM, aesquive
VSC-CUC CHECK 12/05/2008 10:12:03 AM aesquive
No data found for VIN.

*** CASE CREATE 12/5/2008 10:14:43 AM, aesquive
Number = N032008-12-0300479-2, Created in WIP default with due date 12/06/2008 10:14:43 AM..

*** SUBCASE N032008-12-0300479-2 CREATE 12/5/2008 10:14:43 AM, aesquive, Action Type :
Created in WIP default with due date 12/06/2008 10:14:43 AM.

*** CASE MODIFY 12/5/2008 10:14:47 AM, aesquive
into WIP default and Status of Solving.

*** COMMIT 12/5/2008 10:15:44 AM, aesquive, Action Type : N/A
contact cust-opds

*** CASE MODIFY 12/5/2008 10:16:05 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2008 11:52:40 AM, aesquive
into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/8/2008 12:02:08 PM, aesquive
into WIP OPDS and Status of Solving.

*** NOTES 12/8/2008 12:02:40 PM, aesquive, Action Type : Call to Customer

I attempted to contact the customer but reached her voicemail. I introduced myself as the case manager assigned to review her reimbursement request. I provided my contact number and asked for my call to be returned in regards to this.

Case History

Case ID : N032008-12-0300479

Case Title : DURAN, MONICA - COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

*** CASE MODIFY 12/8/2008 12:02:49 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/8/2008 12:02:52 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE CAMPAIGN LOOKUP 12/8/2008 12:02:56 PM, aesquive
CAMPAIGN CHECK 12/08/2008 12:02:56 PM aesquive
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/21/08; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 12/8/2008 12:02:57 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE FULFILL 12/8/2008 12:03:03 PM, aesquive
Fulfilled for MONICA DURAN due 12/08/2008 12:00:00 AM.

*** COMMIT 12/8/2008 12:03:05 PM, aesquive, Action Type : N/A
cust return call? recall /parts RO

*** CASE MODIFY 12/8/2008 12:03:24 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/8/2008 1:32:56 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/10/2008 2:04:36 PM, aesquive
into WIP OPDS and Status of Solving.

*** NOTES 12/10/2008 2:05:45 PM, aesquive, Action Type : Call to Dealer
I contacted Vidmar Honda and spoke with SA Monica. She advised she assisted the customer when they came into the dealership. She advised that the customer Monica purchased the part for her vehicle. Her husband discovered that this part was actually recalled. When the wife and husband tried to return the light switch they purchased the dealership's parts department advised that they cannot accept the part as a return because it is an electrical part and all electrical parts are not returnable, and this is stated on the receipt. I confirmed and thanked her for the information.

*** CASE MODIFY 12/10/2008 2:05:48 PM, aesquive
into WIP OPDS and Status of Solving.

*** NOTES 12/10/2008 2:29:58 PM, aesquive, Action Type : Call to Customer
I attempted to contact the customer but reached her voicemail. I introduced myself as the case manager assigned to review her reimbursement request. I provided my contact number and asked for my call to be returned in regards to this.

*** CASE MODIFY 12/10/2008 2:30:04 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE FULFILL 12/10/2008 2:44:11 PM, aesquive
Fulfilled for MONICA DURAN due 12/10/2008 12:00:00 AM.

*** COMMIT 12/10/2008 2:44:13 PM, aesquive, Action Type : N/A
contact cust-D

Case History

Case ID : N032008-12-0300479

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

*** CASE MODIFY 12/10/2008 2:44:26 PM, aesquive
into WIP OPDS and Status of Solving.

*** NOTES 12/12/2008 11:33:09 AM, aesquive, Action Type : Call to Customer

I attempted to contact the customer but reached her voicemail. I introduced myself as the case manager assigned to review her reimbursement request. I provided my contact number and asked for my call to be returned in regards to this.

*** CASE MODIFY 12/12/2008 11:33:11 AM, aesquive
into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/12/2008 11:33:11 AM, aesquive
into WIP OPDS and Status of Solving.

*** NOTES 12/12/2008 11:42:30 AM, aesquive, Action Type : Letter/Fax
December 12, 2008

[REDACTED]
Avondale, CO [REDACTED]

Re: ☐ Year ☐ 2001Model ☐ CivicVIN: ☐ JHMES16511S [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co. We have received your reimbursement request associated with the Combination Light Switch Recall. We apologize for any inconvenience this matter has caused you.

The reimbursement information you supplied to our office has been reviewed. Taken into consideration were the specifics of the campaign and the required criteria to consider reimbursement for any repairs performed prior to the recent notification. Based upon our review, your vehicle does not fall within our campaign guidelines. Therefore, we will not be able to reimburse you as you have requested.

Thank you for your time and patience regarding this matter. Should you have any questions, please feel free to contact our office at (800) 999-1009, between the hours of 6:00 A.M. to 5:00 P.M. Pacific Standard Time, Monday through Friday.

Sincerely,

Amanda Esquivel
Automobile Customer Service

Service Operations
American Honda Motor Co., Inc.

Case History

Case ID : N032008-12-0300479

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

Case# N032008-12-0300479

*** NOTES 12/12/2008 11:45:24 AM, aesquive, Action Type : Note-Resolution

Customer is original owner and was affected by the Combination Light Switch Recall SB 04-015. However, she purchased the part for the combination light switch repair from the dealership's service department prior to the dealership performing the recall. She requested the dealership accept the return of the part she paid because AHM performed the recall free of cost for her. The parts department would not accept the part because it is an electrical part and no electrical parts are returnable. AHM has fulfilled their commitment to perform the recall on 11/21/08, claim # [REDACTED]. Therefore, AHM will not consider reimbursing the customer for a light switch assembly she purchased from Vidmar Honda parts department.

*** CASE MODIFY 12/12/2008 11:45:26 AM, aesquive
into WIP OPDS and Status of Solving.

*** CASE FULFILL 12/12/2008 11:45:29 AM, aesquive
Fulfilled for [REDACTED] due 12/12/2008 12:00:00 AM.

*** COMMIT 12/12/2008 11:45:29 AM, aesquive, Action Type : N/A
cust respond?

*** CASE MODIFY 12/12/2008 11:45:42 AM, aesquive
into WIP OPDS and Status of Solving.

*** NOTES 12/15/2008 2:12:52 PM, aesquive, Action Type : Call from Customer
The customer left a voice message asking for me to return her call at [REDACTED] cell).

*** NOTES 12/15/2008 2:25:36 PM, aesquive, Action Type : Call to Customer

I contacted the customer. I explained that with a parts invoice I cannot review it for reimbursement. I explained that Vidmar Honda provided information that she was unaware that the vehicle had a recall on it and purchased the part, took it to her IRF and when they tried to install the part they realized there is a second part needed. When she returned to the parts department at Vidmar Honda they advised that they did not have the second part. She contacted Front Range Honda for the part and when they took her information they advised her that the repair is under a recall and the dealership can do it for her. She tried to contact Vidmar Honda and have the recall performed but they refused. She contacted Front Range Honda and they advised that any dealership can perform the recall, but because she did not have any headlights, she wanted Vidmar Honda to perform the recall. Eventually they performed the recall but they refused to accept the returned part. She advised that the IRF installed the part and they removed it and provided it back to her but would not accept it as a return because it was an electrical part previously installed. She states that she would not have installed it if they would have advised her when she originally purchased the part and provided her VIN to their parts department, that the vehicle had a recall. I explained that I can only consider it for reimbursement if there is a labor invoice to show that the part was installed. She advised that she will obtain the labor RO from the IRF and fax it.

*** CASE MODIFY 12/15/2008 2:25:38 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/15/2008 2:25:45 PM, aesquive
into WIP OPDS and Status of Solving.

*** CASE FULFILL 12/15/2008 2:25:47 PM, aesquive
Fulfilled for MONICA DURAN due 12/15/2008 12:00:00 AM.

*** COMMIT 12/15/2008 2:25:49 PM, aesquive, Action Type : N/A
RO received?

*** CASE MODIFY 12/15/2008 2:26:38 PM, aesquive

Case History

Case ID : N032008-12-0300479

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

into WIP OPDS and Status of Solving.

*** NOTES 12/19/2008 2:26:19 PM, aesquive, Action Type : Call to Customer

I attempted to contact the customer but reached her voicemail. I left a voice message for the customer advising that per or conversation a few days ago, she was to fax the labor invoice showing the part was installed. I provided my contact information and asked her to return my call, I also provided the fax number.

*** CASE MODIFY 12/19/2008 2:26:21 PM, aesquive

into WIP OPDS and Status of Solving.

*** CASE FULFILL 12/19/2008 2:26:24 PM, aesquive

Fulfilled for [REDACTED] due 12/19/2008 12:00:00 AM.

*** COMMIT 12/19/2008 2:26:25 PM, aesquive, Action Type : N/A

RO received?

*** CASE MODIFY 12/19/2008 2:26:36 PM, aesquive

into WIP OPDS and Status of Solving.

*** CASE MODIFY 12/29/2008 12:47:03 PM, aesquive

into WIP OPDS and Status of Solving.

*** NOTES 12/29/2008 2:01:38 PM, aesquive, Action Type : Call to Customer

I attempted to contact the customer twice but the line was answered then picked up.

*** CASE FULFILL 12/29/2008 2:01:54 PM, aesquive

Fulfilled for [REDACTED] due 12/29/2008 12:00:00 AM.

*** COMMIT 12/29/2008 2:01:56 PM, aesquive, Action Type : N/A

RO received? 3rd attempt

*** CASE MODIFY 12/29/2008 2:02:08 PM, aesquive

into WIP OPDS and Status of Solving.

*** CASE RULE ACTION 12/31/2008 9:42:31 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 1/2/2009 10:26:47 AM, aesquive

into WIP OPDS and Status of Solving.

*** NOTES 1/2/2009 11:21:37 AM, aesquive, Action Type : Call to Customer

I attempted to contact the customer but reached her voicemail. I left a voice message for the customer advising that per or conversation a few days ago, she was to fax the labor invoice showing the part was installed. I provided my contact information and asked her to return my call, I also provided the fax number.

*** NOTES 1/2/2009 11:22:07 AM, aesquive, Action Type : Note-General

Case closed, pending customer's response and proof of invoice showing the installation of the combination light switch.

*** CASE MODIFY 1/2/2009 11:22:08 AM, aesquive

into WIP OPDS and Status of Solving.

*** CASE MODIFY 1/2/2009 11:22:16 AM, aesquive

into WIP OPDS and Status of Solving.

*** SUBCASE N032008-12-0300479-2 CLOSE 1/2/2009 11:22:18 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032008-12-0300479

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REMIBURSEMENT REQUEST

*** CASE CLOSE 1/2/2009 11:22:18 AM, aesquive

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

Case Details

Case ID :	N012011-09-0900007	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/9/2011 6:07:10 AM
Case Originator :	Kangsan Kim (Team HG)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/9/2011 6:11:26 AM
Case Owner :	Kangsan Kim (Team HG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kangsan Kim (Team HG)	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 : SAN MARCOS, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26771L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 115,000
In Service Date : 09/29/2000
Months In Use : 132
Engine Number : D17A21404354
Originating Dealer No. / Name : 206594 / GUNN HONDA
Selling Dealer No. / Name : 206594 / GUNN 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
N012011-09-0900007-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-09-0900007-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 9/9/2011 6:11:16 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 9/9/2011 6:11:26 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 : N012011-09-0900007

Case Title : [REDACTED] HEADLIGHT OUT

*** CASE CREATE 9/9/2011 6:07:10 AM, kkim

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

*** CASE MODIFY 9/9/2011 6:07:59 AM, kkim

into WIP default and Status of Solving.

*** NOTES 9/9/2011 6:10:50 AM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is [REDACTED].

The customer called ACS and stated that his headlights went out and stated that he found a recall online and asked how to go about performing the recall.

ACS stated that recalls are VIN specific, and stated that the headlight recall does not affect his vehicle.

The customer thanked ACS for no help and ended the call.

*** CASE MODIFY 9/9/2011 6:10:55 AM, kkim

into WIP default and Status of Solving.

*** SUBCASE N012011-09-0900007-1 CREATE 9/9/2011 6:11:16 AM, kkim

Created in WIP Default with Due Date 9/9/2011 6:11:16 AM.

*** SUBCASE N012011-09-0900007-1 CLOSE 9/9/2011 6:11:26 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/9/2011 6:11:26 AM, kkim

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-07-1400643	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/14/2009 10:15:17 AM
Case Originator :	Sekou Stewart (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/14/2009 10:27:29 AM
Case Owner :	Sekou Stewart (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Sekou Stewart (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LO BEAMS			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 : FORTVILLE, IN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16511L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 108,269
In Service Date : 09/28/2000
Months In Use : 106
Engine Number : D17A11410798
Originating Dealer No. / Name : 206955 / M & M HONDA
Selling Dealer No. / Name : 206955 / M & M 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 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
N012009-07-1400643-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-07-1400643-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Sekou Stewart	Type 1 : Product	Status : Subcase Close	Open Date : 7/14/2009 10:26:52 AM
Issue Owner : Sekou Stewart	Type 2 : Operation	Queue :	Close Date : 7/14/2009 10:27:28 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 : N012009-07-1400643

Case Title : [REDACTED] - LO BEAMS

*** CASE CREATE 7/14/2009 10:15:17 AM, sstewart

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

*** CASE CAMPAIGN LOOKUP 7/14/2009 10:18:02 AM, sstewart

CAMPAIGN CHECK 07/14/2009 10:18:02 AM sstewart

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; ;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/25/04; FX;

*** CASE CAMPAIGN LOOKUP 7/14/2009 10:19:09 AM, sstewart

CAMPAIGN CHECK 07/14/2009 10:19:09 AM sstewart

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; ; ;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/25/04; FX;

*** NOTES 7/14/2009 10:24:18 AM, sstewart, Action Type : Call from Customer

Verified Customer Contact Information

Contact Number: [REDACTED]

Situation:

Customer has low beam issues.

Request:

Customer request AHM assist with repair.

Probing question:

Lo beams did not work. Took vehicle to IRF and discovered that it was a part that was malfunctioning. Customer is concerned that AHM is making defective parts and punishing customers by not fixing issue if part fails more than once.

Inbound conclusion:

ACS advised customer that once issue is address it is considered fixed. Customer does not like that but I advised that is AHMs official position. Advised that each case is different and we may be able to look at his issue more in depth if he is unsatisfied with the diagnosis/repair cost of his vehicle. Customer has no other issues at this time.

*** SUBCASE N012009-07-1400643-1 CREATE 7/14/2009 10:26:52 AM, sstewart

Created in WIP Default with Due Date 7/14/2009 10:26:52 AM.

*** SUBCASE N012009-07-1400643-1 CLOSE 7/14/2009 10:27:28 AM, sstewart

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/14/2009 10:27:29 AM, sstewart

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

Case Details

Case ID :	N012009-10-1401366	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/14/2009 3:17:07 PM
Case Originator :	Mary Stapleton (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/14/2009 3:28:27 PM
Case Owner :	Mary Stapleton (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mary Stapleton (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	OWNER UPDATE/LOW BEAM HEADLIGHTS			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 : PENROSE, CO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES267411
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 136,038
In Service Date : 12/07/2000
Months In Use : 106
Engine Number : D17A21404713
Originating Dealer No. / Name : 207553 / DCH ACADEMY HONDA
Selling Dealer No. / Name : 207553 / DCH ACADEMY 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 : 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
N012009-10-1401366-1 /	Subcase Close	Dealer Location	Locate / Info		
N012009-10-1401366-2 /	Subcase Close	Product	Operation	712	Headlights
N012009-10-1401366-3 /	Subcase Close	Product	Change Owner/Info		

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012009-10-1401366-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 10/14/2009 3:22:06 PM
Issue Owner : Mary Stapleton	Type 2 : Locate / Info	Queue :	Close Date : 10/14/2009 3:22:24 PM
Issue Title : [REDACTED] DEALER LOCATION - LOCATE / INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
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

Issue Details

Issue ID : N012009-10-1401366-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2009 3:22:52 PM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 10/14/2009 3:23:16 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 : Referred to Website, 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

Issue Details

Issue ID : N012009-10-1401366-3	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2009 3:24:39 PM
Issue Owner : Mary Stapleton	Type 2 : Change Owner/Info	Queue :	Close Date : 10/14/2009 3:25:05 PM
Issue Title : XXXXXXXXXX	PRODUCT - CHANGE OWNER/INFO		

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Referred to Website
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 : N012009-10-1401366

Case Title : [REDACTED] OWNER UPDATE/LOW BEAM HEADLIGHTS

*** CASE CREATE 10/14/2009 3:17:07 PM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 10/14/2009 3:17:12 PM, mstaplet

WARRANTY CHECK 10/14/2009 03:17:11 PM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/14/2009 3:17:14 PM, mstaplet

CLAIM HISTORY CHECK 10/14/2009 03:17:14 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/14/2009 3:17:40 PM, mstaplet

CAMPAIGN CHECK 10/14/2009 03:17:39 PM mstaplet

The following Campaign information was found

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

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

02-004; L46; 2000-01 CIVIC REAR SEAT BELT; ; ;

04-015; P23; 00-0

*** CASE VSC LOOKUP 10/14/2009 3:17:41 PM, mstaplet

VSC-CUC CHECK 10/14/2009 03:17:41 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/14/2009 3:21:07 PM, mstaplet

CAMPAIGN CHECK 10/14/2009 03:21:06 PM mstaplet

The following Campaign information was found

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

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

02-004; L46; 2000-01 CIVIC REAR SEAT BELT; ; ;

04-015; P23; 00-0

*** SUBCASE N012009-10-1401366-1 CREATE 10/14/2009 3:22:06 PM, mstaplet

Created in WIP Default with Due Date 10/14/2009 3:22:06 PM.

*** SUBCASE N012009-10-1401366-1 CLOSE 10/14/2009 3:22:24 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-10-1401366-2 CREATE 10/14/2009 3:22:52 PM, mstaplet

Created in WIP Default with Due Date 10/14/2009 3:22:52 PM.

*** SUBCASE N012009-10-1401366-2 CLOSE 10/14/2009 3:23:16 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-10-1401366-3 CREATE 10/14/2009 3:24:39 PM, mstaplet

Created in WIP Default with Due Date 10/14/2009 3:24:39 PM.

*** SUBCASE N012009-10-1401366-3 CLOSE 10/14/2009 3:25:05 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** NOTES 10/14/2009 3:28:23 PM, mstaplet, Action Type : Call from Customer

Case History

Case ID : N012009-10-1401366

Case Title : [REDACTED] - OWNER UPDATE/LOW BEAM HEADLIGHTS

Updated the owner information.

The customer called for owner update/low beam headlights recall.

The customer requested headlight recall information.

I explained I would update her information and advised the customer to register the vehicle online at owners.honda.com for recall information and other owner

The customer said she is having an issue with the low beam headlights.

I explained there was a recall for the low beam on her VIN and suggested she contact the dealer to have the issue addressed along with the other outstanding recalls on her vehicle.

The customer understood and requested no further assistance.

*** CASE CLOSE 10/14/2009 3:28:27 PM, mstaplet

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012006-12-1800944	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/18/2006 8:00:21 AM
Case Originator :	Aaron Nguyen (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/8/2007 10:17:39 AM
Case Owner :	Michael Fenner (Team HE)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :	Michael Fenner (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	6G - 7134 - [REDACTED]	WIRING HARNESS/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 : MARTINSBURG, WV [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26761L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 130,000
In Service Date : 10/03/2000
Months In Use : 74
Engine Number : D17A21404890
Originating Dealer No. / Name : 207134 / MILLER HONDA
Selling Dealer No. / Name : 207134 / MILLER HONDA
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 : 207134 / MILLER HONDA
Phone No. : 540-869-5000
Address : 3985 VALLEY PIKE
City / State / Zip : WINCHESTER, VA 22602
Svc District / Sls District : 06D / B06
Warranty Labor Rate / Date : \$89.00 /
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
N012006-12-1800944-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	737	Wire harness

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012006-12-1800944-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Fenner	Type 1 : Product	Status : Subcase Close	Open Date : 12/20/2006 7:42:23 AM
Issue Owner : Michael Fenner	Type 2 : Operation	Queue :	Close Date : 1/8/2007 10:17:36 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc : Any 7370
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist Denied, 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 : N012006-12-1800944

Case Title : 6G - 7134 - [REDACTED] - WIRING HARNESS/REIMBURSEMENT?

*** CASE CREATE 12/18/2006 8:00:21 AM, anguyen

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

*** CASE CAMPAIGN LOOKUP 12/18/2006 8:00:32 AM, anguyen

CAMPAIGN CHECK 12/18/2006 08:00:32 AM anguyen

The following Campaign information was found

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

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

02-004; L46; 2000-01 CIVIC REAR SEAT BELT; 2005-05-03; FX

04-015;

*** CASE VSC LOOKUP 12/18/2006 8:00:40 AM, anguyen

VSC-CUC CHECK 12/18/2006 08:00:40 AM anguyen

No data found for VIN.

*** NOTES 12/18/2006 8:12:46 AM, anguyen, Action Type : Call from Customer

ACS received a call from the customer stating that the wiring for the headlights were burnt out. The customer had the repair done at an independent shop. The customer was told by the independent mechanic that the problem is very rare. The customer paid \$550 to replace the wiring harness.

The customer wants AHM to reimburse her for the repair since this problem is so rare.

ACS told the customer that a car is a machine, and machine breaks down and deteriorates after a period of time. In the interest of customer satisfaction, ACS told the customer that her case will be forwarded to a CM for review and she will be contacted within 1-2 business days. ACS informed the customer that there is no guaranty that AH will provide assistance since the car is out of warranty.

ACS told the customer to fax the invoice to 310-783-3273.

*** CASE MODIFY 12/18/2006 8:13:31 AM, anguyen

into WIP default and Status of Solving.

*** CASE DISPATCH 12/18/2006 8:13:45 AM, anguyen

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 12/18/2006 12:25:26 PM, wnazaret

from Queue Honda Team F to WIP default.

*** CASE MODIFY 12/19/2006 1:01:00 PM, wnazaret

into WIP default and Status of Solving.

*** CASE ASSIGN 12/19/2006 1:01:29 PM, wnazaret

N012006-12-1800944 to mfenner, WIP

*** CASE RULE ACTION 12/19/2006 1:01:29 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/19/2006 2:06:01 PM, mfenner

into WIP Default and Status of Solving.

*** SUBCASE N012006-12-1800944-1 CREATE 12/20/2006 7:42:23 AM, mfenner

Created in WIP Default with Due Date 12/20/2006 7:42:23 AM.

*** CASE MODIFY 12/20/2006 7:42:25 AM, mfenner

into WIP Default and Status of Solving.

Case History

Case ID : N012006-12-1800944

Case Title : 6G - 7134 - [REDACTED] - WIRING HARNESS/REIMBURSEMENT?

*** CASE MODIFY 12/20/2006 7:42:31 AM, mfenner
into WIP Default and Status of Solving.

*** COMMIT 12/20/2006 7:42:55 AM, mfenner, Action Type : N/A

Made to [REDACTED] due 12/20/2006 12:00:00 PM.

Customer contact

*** CASE MODIFY 12/20/2006 7:43:10 AM, mfenner
into WIP Default and Status of Solving.

*** CASE MODIFY 12/20/2006 7:43:15 AM, mfenner
into WIP Default and Status of Solving.

*** NOTES 12/27/2006 1:21:25 PM, mfenner, Action Type : Call to Customer
Left message for the customer to contact ACS about the concerns with the vehicle.

*** CASE MODIFY 12/27/2006 1:21:38 PM, mfenner
into WIP *Pending* and Status of Solving.

*** CASE FULFILL 12/27/2006 1:21:41 PM, mfenner
Fulfilled for [REDACTED] due 12/20/2006 12:00:00 PM.

*** COMMIT 12/27/2006 1:21:43 PM, mfenner, Action Type : N/A

Send denial letter?

*** CASE MODIFY 12/27/2006 1:22:06 PM, mfenner
into WIP *Pending* and Status of Solving.

*** NOTES 1/8/2007 10:16:51 AM, mfenner, Action Type : Call to Customer
Customer called and left message.

returned the customer's call and discussed the concerns. It was indicated the repairs were completed at her expense, but at the recommendation of the independent, the customer contacted ACS because it was his impression, the part should not have failed.

The customer was advised that her concerns have been documented, but it was indicated ACS cannot assume responsibility for a vehicle with no outstanding recalls, that was diagnosed by an independent. The customer was advised if she would like to matter to be reviewed further, the only option she has is to refer copies of the r/o to AHM for review.

The customer understood and indicated the main reason for her call was to inform AHM of her complaint. It was indicated she required no additional assistance in the matter.

Closing contact.

*** SUBCASE N012006-12-1800944-1 CLOSE 1/8/2007 10:17:36 AM, mfenner
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/8/2007 10:17:39 AM, mfenner
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-02-0600846	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/6/2004 12:59:54 PM
Case Originator :	Bryan Kumiyama (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/19/2004 9:12:26 AM
Case Owner :	Joleen Zeleznicky (Team AC)	Method :	Phone	Queue :		Days Open :	73
Last Closed By :	Joleen Zeleznicky (Team AC)	Point of Origin :	Customer	Wipbin :			
Case Title :	6D [REDACTED]	REIMBURSEMENT REQUEST/ COMBINANTI 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 : ASHBURN, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15501L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 49,500
In Service Date : 10/27/2000
Months In Use : 40
Engine Number : D17A11412321
Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA
Selling Dealer No. / Name : 206609 / ROSENTHAL HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : SMT
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 : 208341 / HONDA OF DULLES
Phone No. : 703-444-2010
Address : 21715 AUTO WORLD DRIVE
City / State / Zip : STERLING, VA 20166
Svc District / Sls District : 06D / A06
Warranty Labor Rate / Date : \$104.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N012004-02-0600846-1 / [REDACTED]	STEINE Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012004-02-0600846-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Joleen Zeleznicky	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2004 7:34:33 AM
Issue Owner : Joleen Zeleznicky	Type 2 : Operation	Queue :	Close Date : 2/17/2004 1:38:17 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
32103-S5A-A10	SUB-WIRE	Retail

Case History

Case ID : N012004-02-0600846

Case Title : 6D [REDACTED] - REIMBURSEMENT REQUEST/ COMBINANTION LIG

*** CASE CREATE 2/6/2004 12:59:54 PM, bkumiyam

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

*** NOTES 2/6/2004 12:59:54 PM, bkumiyam, Action Type :

The customer is calling stating that they took the vehicle to dealer Leesburg Honda on 2/3/04 because the all the headlights have gone out. He was informed by Jason SA that the connector with and the connector wire harness (for the headlights) have melted to the frame. Also the right front strut has gone out. He was informed that it would be about \$700.00 for the whole repair. He was informed by the dealer they are not able to locate the parts for the connector of the switch and the wire harness. He was told by Jason that they have called all the dealer and parts centers at which there is not part available to them. The dealer is able to get the front strut. The vehicle is not drive able and is currently at the dealer. He informed me that he normally has it service at Rosenthal Honda and this is there first Honda vehicle. The customer is requesting assistance with the whole repair as he feels that this should not be happening at this mileage. I informed the customer that I would open a case for them and forward to a case mgr for goodwill consideration. I explained to the customer that goodwill is not guaranteed and is a case-by-case basis because the vehicle has exceeded the normal manufactured warranty of 3/36. I informed them that the case mgr would call in about 24-48 bus. hours.

*** CASE MODIFY 2/6/2004 1:01:02 PM, bkumiyam
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2004 1:01:05 PM, bkumiyam
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2004 1:02:51 PM, bkumiyam
into WIP default and Status of Solving.*** CASE DISPATCH 2/6/2004 1:03:07 PM, bkumiyam
from WIP default to Queue Team G.*** CASE YANKED 2/6/2004 1:05:42 PM, bkumiyam
Yanked by bkumiyam into WIPbin default.*** CASE MODIFY 2/6/2004 1:06:19 PM, bkumiyam
into WIP default and Status of Solving.*** CASE MODIFY 2/6/2004 1:06:23 PM, bkumiyam
into WIP default and Status of Solving.*** CASE DISPATCH 2/6/2004 1:06:31 PM, bkumiyam
from WIP default to Queue Team G.*** CASE RULE ACTION 2/7/2004 1:06:31 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** CASE RULE ACTION 2/8/2004 1:06:31 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** CASE YANKED 2/9/2004 7:10:20 AM, jzelezni
Yanked by jzelezni into WIPbin default.*** SUBCASE N012004-02-0600846-1 CREATE 2/10/2004 7:34:33 AM, jzelezni
Created in WIP Default with Due Date 2/10/2004 7:34:33 AM.

*** NOTES 2/10/2004 7:35:00 AM, jzelezni, Action Type : Dealer Communication

Case History

Case ID : N012004-02-0600846

Case Title : 6D - [REDACTED] REIMBURSEMENT REQUEST/ COMBINANTION LIG

ATTN: SERVICE MANAGER

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

The customer is calling stating that they took the vehicle to dealer Leesburg Honda on 2/3/04 because the all the headlights have gone out. He was informed by Jason SA that the connector with and the connector wire harness (for the headlights) have melted to the frame. Also the right front strut has gone out. He was informed that it would be about \$700.00 for the whole repair. He was informed by the dealer they are not able to locate the parts for the connector of the switch and the wire harness. He was told by Jason that they have called all the dealer and parts centers at which there is not part available to them. The dealer is able to get the front strut. The vehicle is not drive able and is currently at the dealer. He informed me that he normally has it service at Rosenthal Honda and this is there first Honda vehicle. The customer is requesting assistance with the whole repair as he feels that this should not be happening at this mileage.

Thank you for your attention to this matter.

Joleen Zeleznicky
Automobile Customer Service

*** CASE MODIFY 2/10/2004 7:35:02 AM, jzelezn
into WIP default and Status of Solving.

*** NOTES 2/10/2004 7:43:11 AM, jzelezn, Action Type : Call to Dealer

Spoke to dealer.

Customer came in because low beams not working. This is the part that was ordered. This is harness-32103-s5a-a10.
They also need combination switch which dealer has in stock. Strut is in stock as well.

AH to authorize rental until the part comes in.

Vehicle has been there since 2/4/04.

Will call customer to let him know about rental and then contact Rosenthal to verify service history.

*** NOTES 2/10/2004 7:53:24 AM, jzelezn, Action Type : Call to Customer

Spoke to [REDACTED] Stated that at this point AH doesn't have information on the part. Stated that at this point since the vehicle is down due to parts that AH would like to extend rental.

Told customer that she could pick this up through the dealer. Customer understood.

Will contact parts to find out more information on ETA.

*** CASE MODIFY 2/10/2004 7:53:29 AM, jzelezn
into WIP default and Status of Solving.

*** NOTES 2/10/2004 7:55:41 AM, jzelezn, Action Type : Note-General

1 ACT B 3 84430 6452551 32103-S5A-A10 208341 01 6452551
DRP 020404 1 SUB-WIRE 703-777-1982 60
9901 RONALD STEINER U1650204 161L16J

*** NOTES 2/10/2004 7:59:23 AM, jzelezn, Action Type : Note-General

Emailed CBO group for information.

*** CASE MODIFY 2/10/2004 7:59:27 AM, jzelezn
into WIP default and Status of Solving.

Case History

Case ID : N012004-02-0600846

Case Title : 6D - [REDACTED] - REIMBURSEMENT REQUEST/ COMBINANTION LIG

*** COMMIT 2/10/2004 7:59:30 AM, jzelezni, Action Type : N/A

cbo email

*** CASE MODIFY 2/10/2004 8:02:53 AM, jzelezni

into WIP default and Status of Solving.

*** NOTES 2/12/2004 6:34:42 AM, jzelezni, Action Type : Call from Dealer

Dealer called in and left message stating that other part did not work.

Will contact and let them know that AH is having part shipped in.

*** CASE MODIFY 2/12/2004 6:34:46 AM, jzelezni

into WIP 6D and Status of Solving.

*** CASE MODIFY 2/12/2004 8:08:49 AM, jzelezni

into WIP 6D and Status of Solving.

*** NOTES 2/16/2004 10:20:02 AM, jzelezni, Action Type : Call to Dealer

Called and left message for SM of dealership.

*** CASE MODIFY 2/16/2004 10:20:09 AM, jzelezni

into WIP 6D and Status of Solving.

*** NOTES 2/16/2004 1:38:37 PM, jzelezni, Action Type : Call to Dealer

Spoke to SM.

He stated that part arrived late Friday and that they are installing and it will be complete on Monday.

Dealer to call back with straight time when the repair is completed.

Will await that phone call.

*** CASE MODIFY 2/16/2004 1:38:40 PM, jzelezni

into WIP 6D and Status of Solving.

*** CASE MODIFY 2/16/2004 1:38:45 PM, jzelezni

into WIP 6D and Status of Solving.

*** NOTES 2/17/2004 12:18:42 PM, jzelezni, Action Type : Call from Dealer

Dealer called in to state that repair was completed and the total is 382.50

Will call dealer back for breakdown and then contact customer.

*** CASE MODIFY 2/17/2004 12:18:47 PM, jzelezni

into WIP 6D and Status of Solving.

*** NOTES 2/17/2004 1:29:14 PM, jzelezni, Action Type : Call to Dealer

Spoke to dealer.

The part is 138.97

Labor is-382.50

Rental is 224.55

AH to pay for labor and rental.

Customer to pay for parts.

Will call customer and let him know. Also vehicle is ready.

Strut repair that customer authorized is 273 for parts and labor.

Case History

Case ID : N012004-02-0600846

Case Title : 6D [REDACTED] - REIMBURSEMENT REQUEST/ COMBINANTION LIG

*** NOTES 2/17/2004 1:36:28 PM, jzelezni, Action Type : Call to Customer

Spoke to [REDACTED] at work number.

Let him know that part came in and vehicle is repaired.

Stated that AH would be willing to assist and that he is responsible for the part on the repair and AH to pay for labor and rental.

Customer stated that he would accept the offer.

Stated that he needed to pick up vehicle today.

Customer stated that he would.

*** CASE MODIFY 2/17/2004 1:36:30 PM, jzelezni

into WIP 6D and Status of Solving.

*** CASE MODIFY 2/17/2004 1:38:01 PM, jzelezni

into WIP 6D and Status of Solving.

*** SUBCASE N012004-02-0600846-1 CLOSE 2/17/2004 1:38:17 PM, jzelezni

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/17/2004 1:38:18 PM, jzelezni

into WIP 6D and Status of Solving.

*** CASE MODIFY 2/17/2004 1:38:18 PM, jzelezni

into WIP 6D and Status of Solving.

*** CASE CLOSE 2/17/2004 1:38:20 PM, jzelezni

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

*** CASE REOPEN 4/16/2004 2:56:02 PM, sdanley

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/16/2004 2:56:54 PM, sdanley

CAMPAIGN CHECK 04/16/2004 02:56:54 PM sdanley

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-02; FX

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

02-004; L46; 2000-01 CIVIC REAR SEAT BELT; ;

04-015; P23; 00-02 I

*** NOTES 4/16/2004 2:58:33 PM, sdanley, Action Type : Call from Customer

The customer called back to state that the vehicle was repaired but he is aware that there is a recall on the same part that was repaired and that he also had to pay \$198 for the part. He would like to be reimbursed for the repair.

*** NOTES 4/16/2004 2:59:53 PM, sdanley, Action Type : Call from Customer

I apologized and advised the customer I have documented his concern and will forward it on to a case manager. I informed him that any reimbursement would be on a goodwill basis and there are no guarantees of reimbursement. Advised customer in the interest of customer satisfaction ACS would review the case.

Confirmed contact info and advised he would be contacted by the CM in 3-5 business days. He understood. I gave him the case #.

*** CASE MODIFY 4/16/2004 3:00:39 PM, sdanley

into WIP default and Status of Solving.

*** CASE MODIFY 4/16/2004 3:01:44 PM, sdanley

Case History

Case ID : N012004-02-0600846

Case Title : 6D - [REDACTED] - REIMBURSEMENT REQUEST/ COMBINANTION LIG

into WIP default and Status of Solving.

*** CASE ASSIGN 4/16/2004 3:01:54 PM, sdanley
N012004-02-0600846 to jzelezni, WIP □□eC! Ú÷□

*** CASE RULE ACTION 4/16/2004 3:01:56 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CAMPAIGN LOOKUP 4/19/2004 8:57:26 AM, jzelezni
CAMPAIGN CHECK 04/19/2004 08:57:26 AM jzelezni
The following Campaign information was found
00-098; L09; 2001 CIVIC PCM; 2001-02-02; FX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
02-004; L46; 2000-01 CIVIC REAR SEAT BELT; ;
04-015; P23; 00-02

*** NOTES 4/19/2004 9:11:22 AM, jzelezni, Action Type : Note-General
Researched information and found that this is a different part then a recall. Will call customer.

*** NOTES 4/19/2004 9:12:21 AM, jzelezni, Action Type : Call to Customer
Called customer and let him know that based on the information that the part he had replaced was different then the part that is being recalled.
Customer understood. Advised that he go in for the recall though.
Case closed.

*** CASE MODIFY 4/19/2004 9:12:24 AM, jzelezni
into WIP default and Status of Solving.

*** CASE CLOSE 4/19/2004 9:12:26 AM, jzelezni
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012011-02-2500337	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/25/2011 8:55:13 AM
Case Originator :	NaKya Jai (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/25/2011 1:43:02 PM
Case Owner :	NaKya Jai (Team SC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	NaKya Jai (Team SC)	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 : ST. CROIX, British Virgin Islands
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16511L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 82,000
In Service Date : 12/22/2000
Months In Use : 122
Engine Number : D17A11412544
Originating Dealer No. / Name : 299926 / BELLA INTERNATIONAL CORP.
Selling Dealer No. / Name : 299926 / BELLA INTERNATIONAL CORP.
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 :
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
N012011-02-2500337-1 - CAMPAIG	Subcase Close	Campaign	Details	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012011-02-2500337-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/25/2011 9:29:07 AM
Issue Owner : NaKya Jai	Type 2 : Details	Queue :	Close Date : 2/25/2011 9:29:20 AM
Issue Title : [REDACTED] - CAMPAIGN - DETAILS			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, 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 : N012011-02-2500337

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 2/25/2011 8:55:13 AM, jnakya

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

*** CASE MODIFY 2/25/2011 9:05:01 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2011 9:05:07 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2011 9:05:37 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 2/25/2011 9:09:31 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding Combination Light Switch Recall

The customer indicated that she was just informed that she has a problem with the head light dimming switch and not working which was diagnosed at a private so she researched the information in the web and located the bulletin # 04V086000 addressing the headlight concern. The customer indicated that she is experiencing a concern with the high beam working with no low beam. The customer indicated that she doesn't trust the one Honda dealership on this island because they are very dishonest.

ACS informed the customer that there a Service Bulletin #04-015 Safety Recall Combination Light Switch which so service was preformed back on April 11, 2006.

ACS informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 2/25/2011 9:09:33 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012011-02-2500337-1 CREATE 2/25/2011 9:29:07 AM, jnakya

Created in WIP Default with Due Date 2/25/2011 9:29:07 AM.

*** SUBCASE N012011-02-2500337-1 CLOSE 2/25/2011 9:29:20 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2011 1:43:02 PM, jnakya

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 :	N032011-02-2500384	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/25/2011 9:09:02 AM
Case Originator :	David Angel (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/25/2011 9:22:03 AM
Case Owner :	David Angel (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	David Angel (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH 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 : ST. CROIX, British Virgin Islands
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16511L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 82,000
In Service Date : 12/22/2000
Months In Use : 122
Engine Number : D17A11412544
Originating Dealer No. / Name : 299926 / BELLA INTERNATIONAL CORP.
Selling Dealer No. / Name : 299926 / BELLA INTERNATIONAL CORP.
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 :
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.
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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
N032011-02-2500384-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-02-2500384-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Angel	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/25/2011 9:21:53 AM
Issue Owner : David Angel	Type 2 : Eligibility	Queue :	Close Date : 2/25/2011 9:22:03 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 : N032011-02-2500384

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH CONCERN

*** CASE CREATE 2/25/2011 9:09:02 AM, dangel

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

*** CASE MODIFY 2/25/2011 9:09:43 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2011 9:11:25 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2011 9:13:07 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2011 9:15:23 AM, dangel

into WIP default and Status of Solving.

*** NOTES 2/25/2011 9:21:22 AM, dangel, Action Type : Call from Customer

The customers contact information was verified.

The customer is calling because the vehicle is currently having issues with the Headlights on the vehicle failing without warning.

The customer mentioned this issue has been repaired by the local Honda dealer on two separate occasions, one where they replaced the headlight bulbs and the other where they replaced the fuse.

The customer informed me that she went on the Internet and found that the vehicle is subject to a safety recall on this issue.

I informed the customer the customer that her vehicle was subject to the safety recall for the Combination Light Switch but the vehicle has been serviced for the recall repairs.

The customer mentioned the vehicle must be failing again for the same problem.

The customer would like assistance from ACS with having the vehicle repaired again under the safety recall.

I advised the customer that she must have the vehicle diagnosed by a Local Honda dealer, the dealer must determine the issue with the vehicle is exactly the same for the reason why the safety recall was announced by AHM so that ACS can review the request to have the recall repairs completed again at no cost under the recall.

The customer understood and mentioned she would take the vehicle to the local Honda dealer for a diagnosis at this time.

No other assistance was needed.

The call ended.

*** CASE MODIFY 2/25/2011 9:21:28 AM, dangel

into WIP default and Status of Solving.

*** CASE CREATE 2/25/2011 9:21:53 AM, dangel

Number = N032011-02-2500384-1, Created in WIP default with due date 02/26/2011 09:21:52 AM..

*** SUBCASE N032011-02-2500384-1 CREATE 2/25/2011 9:21:53 AM, dangel, Action Type :

Created in WIP default with due date 02/26/2011 09:21:52 AM.

Case History

Case ID : N032011-02-2500384

Case Title : [REDACTED] COMBINATION LIGHT SWITCH CONCERN

*** SUBCASE N032011-02-2500384-1 MODIFY 2/25/2011 9:22:00 AM, dangel
into WIP default and Status of Solving.

*** CASE MODIFY 2/25/2011 9:22:01 AM, dangel
into WIP default and Status of Solving.

*** SUBCASE N032011-02-2500384-1 CLOSE 2/25/2011 9:22:03 AM, dangel
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2011 9:22:03 AM, dangel
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032004-05-2401266	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/24/2004 1:09:53 PM
Case Originator :	Daniel Garcia (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/3/2004 8:22:10 AM
Case Owner :	Corey Kruisheer (Team MA)	Method :	Mail	Queue :		Days Open :	10
Last Closed By :	Corey Kruisheer (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] BACON, ROBERT - 4H MULTIPLE ISSUES/COMPENSATIO 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 : BENTON HARBOR, MI 49022
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26781L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 54,888
In Service Date : 09/23/2000
Months In Use : 44
Engine Number : D17A21406796
Originating Dealer No. / Name : 207712 / SCHROEDER HONDA
Selling Dealer No. / Name : 207712 / SCHROEDER 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 : 207712 / SCHROEDER HONDA
Phone No. : 269-926-6181
Address : 2149 E. NAPIER AVENUE
City / State / Zip : BENTON HARBOR, MI 49022
Svc District / Sls District : 04H / D04
Warranty Labor Rate / Date : \$67.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032004-05-2401266-1 / [REDACTED] CAMPAI	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB
N032004-05-2401266-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032004-05-2401266-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Daniel Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/24/2004 1:10:19 PM
Issue Owner : Joey Nassar	Type 2 : Financial Assistance	Queue :	Close Date : 5/26/2004 10:08:49 AM
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 : 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. : 4047
Primary Amount : \$108.60
Incidental Type 1 / Amount : Other / \$8.80
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$117.40
Approved By :
Approval Date :
Status : VOID
Check No. : 0
Check Date :

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : BENTON HARBOR, MI [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : SCN
Category : Regular
Failed Part # : 35012-S5A-307

Issue Details

Issue ID : N032004-05-2401266-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2004 4:32:29 PM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 6/3/2004 8:22:06 AM
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 : 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

Case History

Case ID : N032004-05-2401266

Case Title : [REDACTED] - 4H MULTIPLE ISSUES/COMPENSATION REQU

*** NOTES 5/24/2004 1:09:53 PM, dgarcia, Action Type :

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

AHM received invoice # HOCS74012 from Schroeder Motor Mall Honda dated 10-22-03 in the amount of \$117.40. The mileage at time of service was 54,888 .

The invoice states the following:

1) Headlights replace head light switch. parts in stock

AHM received copy of credit card receipt as proof of payment reflecting the amount of \$ 117.40

No other documents received.

*** CASE CREATE 5/24/2004 1:09:53 PM, dgarcia

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

*** CASE EXTENDED WARRANTY LOOKUP 5/24/2004 1:10:04 PM, dgarcia

WARRANTY CHECK 05/24/2004 01:10:04 PM dgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/24/2004 1:10:07 PM, dgarcia

CLAIM CHECK 05/24/2004 01:10:07 PM dgarcia

The following Claim History information was found

0; 2003-12-18; 900020; 013325; 510; 712098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 03-029

S/B# 04-015 S/B# 99-EV1 S/B# 04-021

*** CASE CAMPAIGN LOOKUP 5/24/2004 1:10:10 PM, dgarcia

CAMPAIGN CHECK 05/24/2004 01:10:10 PM dgarcia

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2002-10-10; FX

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-13; FX

*** CASE CREATE 5/24/2004 1:10:19 PM, dgarcia

Number = N032004-05-2401266-1, Created in WIP default with due date 05/25/2004 01:10:19 PM..

*** SUBCASE N032004-05-2401266-1 CREATE 5/24/2004 1:10:19 PM, dgarcia, Action Type :

Created in WIP default with due date 05/25/2004 01:10:19 PM.

*** NOTES 5/24/2004 1:12:45 PM, dgarcia, Action Type : Note-General

I verified the customer falls under the campaign.

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

\$ 117.40 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Case History

Case ID : N032004-05-2401266

Case Title : [REDACTED] - 4H MULTIPLE ISSUES/COMPENSATION REQU

Labor: \$ 78.00
Headlight switch:\$ 28.37
Waste: \$8.80
Tax: \$ 2.23
Total: \$117.40

A request will be submitted for check requisition.

*** NOTES 5/24/2004 1:13:56 PM, dgarcia, Action Type : Note-General

Dispatching case to the check approved queue.

*** CASE MODIFY 5/24/2004 1:13:58 PM, dgarcia
into WIP default and Status of Solving.

*** CASE MODIFY 5/24/2004 1:22:41 PM, dgarcia
into WIP default and Status of Solving.

*** SUBCASE N032004-05-2401266-1 DISPATCH 5/24/2004 1:22:52 PM, dgarcia
from WIP default to Queue Ck Req - Ondricek.

*** CASE DISPATCH 5/24/2004 1:22:52 PM, dgarcia
from WIP default to Queue Ck Req - Ondricek.

*** CASE YANKED 5/25/2004 9:48:49 AM, nondrice
Yanked by nondrice into WIPbin DEFAULT.

*** CASE CLAIMS LOOKUP 5/25/2004 9:49:42 AM, nondrice
CLAIM CHECK 05/25/2004 09:49:42 AM nondrice
The following Claim History information was found
0; 2003-12-18; 900020; 013325; 510; 712098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 03-029
S/B# 04-015 S/B# 99-EV1 S/B# 04-021

*** CASE CLAIMS LOOKUP 5/25/2004 10:09:13 AM, nondrice
CLAIM CHECK 05/25/2004 10:09:12 AM nondrice
The following Claim History information was found
0; 2003-12-18; 900020; 013325; 510; 712098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 03-029
S/B# 04-015 S/B# 99-EV1 S/B# 04-021

*** NOTES 5/25/2004 10:18:26 AM, nondrice, Action Type : Note-General

Per case #N012003-10-1400488 the customer was issued a reimbursement check in the amount of \$156.40 for related headlight repairs. It is unclear at this time if the customer had two different headlight repairs completed at Schroeder Honda, or if the customer has already been reimbursed for this repair. The dealership needs to be contacted, so they can fax a copy of the repair invoice totaling \$156.40. Once this information is received we can determine if the customer is eligible to be reimbursed for the amount of \$117.40.

*** CASE ASSIGN 5/25/2004 10:19:10 AM, nondrice
N032004-05-2401266 to dgarcia, WIP □

*** CASE RULE ACTION 5/25/2004 10:19:10 AM, sa
Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N032004-05-2401266

Case Title : [REDACTED] 4H MULTIPLE ISSUES/COMPENSATION REQU

*** CASE RULE ACTION 5/25/2004 10:19:10 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 5/25/2004 10:19:11 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE RULE ACTION 5/25/2004 10:19:11 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032004-05-2401266-1 RETURN 5/25/2004 10:19:26 AM, nondrice
from Queue Ck Req - Ondricek to WIP Dispatched Cases.

*** NOTES 5/25/2004 2:12:26 PM, dgarcia, Action Type : Note-General
Per the second invoice I am going to send this case to pending for further investigation from Schroeder Honda, to see if the repair is the same thing.

*** CASE YANKED 5/25/2004 2:13:39 PM, dgarcia
Yanked by dgarcia into WIPbin default.

*** SUBCASE N032004-05-2401266-1 YANKED 5/25/2004 2:13:52 PM, dgarcia
Yanked by dgarcia into WIPbin default.

*** SUBCASE N032004-05-2401266-1 DISPATCH 5/25/2004 2:14:05 PM, dgarcia
from WIP default to Queue Pending Headlight.

*** CASE DISPATCH 5/25/2004 2:14:05 PM, dgarcia
from WIP default to Queue Pending Headlight.

*** CASE ACCEPT 5/26/2004 9:10:28 AM, jnassar
from Queue Pending Headlight to WIP default.

*** SUBCASE N032004-05-2401266-1 ACCEPT 5/26/2004 9:10:30 AM, jnassar
from Queue Pending Headlight to WIP default.

*** CASE CLAIMS LOOKUP 5/26/2004 9:57:59 AM, jnassar
CLAIM CHECK 05/26/2004 09:57:59 AM jnassar
The following Claim History information was found
0; 2003-12-18; 900020; 013325; 510; 712098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 03-029
S/B# 04-015 S/B# 99-EV1 S/B# 04-021

*** NOTES 5/26/2004 10:06:58 AM, jnassar, Action Type : Call from Customer
I contacted SM Rick who advised me that they only repaired the headlight switch twice, once for customer pay and once under the recall.

I thanked Rick for his time.

*** NOTES 5/26/2004 10:08:03 AM, jnassar, Action Type : Call from Customer
I left a message for Mr. Back.

I informed him that AHM has already reimbursed him for the repair of his headlight switch by Schroeder Honda. I advised the customer that I also verified with SM Rick at Schroeder Honda that he only paid one time to replace the faulty headlight switch.

I supplied the customer that if he has any questions about his denial to contact me and he was supplied with my contact information.

Case History

Case ID : N032004-05-2401266

Case Title :

4H MULTIPLE ISSUES/COMPENSATION REQU

There is no further assistance needed.

I am closing this case.

*** SUBCASE N032004-05-2401266-1 CLOSE 5/26/2004 10:08:49 AM, jnassar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/26/2004 10:08:52 AM, jnassar

into WIP default and Status of Solving.

*** CASE CLOSE 5/26/2004 10:08:52 AM, jnassar

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

*** CASE REOPEN 5/26/2004 2:08:25 PM, jnassar

with Condition of Open and Status of Solving.

*** NOTES 5/26/2004 2:10:24 PM, jnassar, Action Type : Call from Customer

The customer left me a message.

He stated that he is not going to accept my denial. He stated that he was reimbursed after an agreement with his CM for multiple problems with the car.

The customer stated that he was having problems with the radio, lights, tires, window motor and some other things.

The customer stated that he feels he is more than entitled to the reimbursement for the headlight switch repair.

I did not find any of these complaints in the previous case notes.

Supervisor Phigar is going to contact the Team supervisor and discuss the case with her tomorrow.

*** CASE MODIFY 5/26/2004 2:10:54 PM, jnassar

into WIP default and Status of Solving.

*** NOTES 6/1/2004 7:18:35 AM, jnassar, Action Type : Note-General

The customer's original letter came from Torrance for review.

I reviewed the case with my supervisor.

The customer feels that there should be some compensation for the multiple problems that occurred with his vehicle. The customer was already reimbursed for the headlight switch so the Chino office can no longer assist with this case.

The customer feels that Honda should compensate him somehow for all the problems he has had with this vehicle.

I am going to dispatch and inter-office this case to the correct team for review.

*** CASE MODIFY 6/1/2004 7:19:10 AM, jnassar

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2004 7:19:17 AM, jnassar

Case History

Case ID : N032004-05-2401266

Case Title :

- 4H MULTIPLE ISSUES/COMPENSATION REQU

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2004 7:19:21 AM, jnassar

into WIP default and Status of Solving.

*** CASE DISPATCH 6/1/2004 7:19:28 AM, jnassar

from WIP default to Queue Team C.

*** CASE ACCEPT 6/1/2004 12:02:39 PM, ckruishe

from Queue Team C to WIP DEFAULT.

*** CASE MODIFY 6/1/2004 1:33:17 PM, ckruishe

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/2/2004 4:31:59 PM, ckruishe

into WIP DEFAULT and Status of Solving.

*** SUBCASE N032004-05-2401266-2 CREATE 6/2/2004 4:32:29 PM, ckruishe

Created in WIP Default with Due Date 6/2/2004 4:32:29 PM.

*** CASE MODIFY 6/2/2004 4:32:33 PM, ckruishe

into WIP DEFAULT and Status of Solving.

*** NOTES 6/3/2004 8:21:49 AM, ckruishe, Action Type : Call to Customer

Spoke with Tony Bacon. Customer said that he no longer owns this car but he feels that AHM should compensate him for the troubles he encountered with the car during his ownership. I told the customer that AHM would not reimburse him twice for the same repair, especially if he no longer owns the car. Told the customer that if he still owned the vehicle I would be willing to offer a complimentary service but as he no longer owns the vehicle he would receive nothing. The customer understood and said that my offer would have been more than generous. Customer stated he would not pursue the matter any further. Thanked me for the call back.

*** SUBCASE N032004-05-2401266-2 CLOSE 6/3/2004 8:22:06 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/3/2004 8:22:07 AM, ckruishe

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 6/3/2004 8:22:10 AM, ckruishe

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-10-1400488	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/14/2003 8:32:53 AM
Case Originator :	Bryan Kumiyama (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/22/2003 10:53:17
Case Owner :	Marisa Martinez (Team HC)	Method :	Phone	Queue :		Days Open :	69
Last Closed By :	Marisa Martinez (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - REOPEN - HEADLIGHT SWITCH/ SMOKE			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 : BENTON HARBOR, MI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26781 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 54,000
In Service Date : 09/23/2000
Months In Use : 37
Engine Number : D17A21406796
Originating Dealer No. / Name : 207712 / SCHROEDER HONDA
Selling Dealer No. / Name : 207712 / SCHROEDER 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 : 207712 / SCHROEDER HONDA
Phone No. : 269-926-6181
Address : 2149 E. NAPIER AVENUE
City / State / Zip : BENTON HARBOR, MI 49022
Svc District / Sls District : 04H / D04
Warranty Labor Rate / Date : \$67.00 /
Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-1400488-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012003-10-1400488-2 / [REDACTED]	Subcase Close	Product	Operation	712123	HEADLIGHT RELAY (AN

Issue Details

Issue ID : N012003-10-1400488-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyama	Type 1 : Product	Status : Subcase Close	Open Date : 10/14/2003 8:33:38 AM
Issue Owner : Bryan Kumiyama	Type 2 : Operation	Queue :	Close Date : 10/14/2003 8:33:44 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
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 : N012003-10-1400488-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marisa Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 12/18/2003 2:32:17 PM
Issue Owner : Marisa Martinez	Type 2 : Operation	Queue :	Close Date : 12/22/2003 10:53:10
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712123 / HEADLIGHT RELAY (ANY) - REPLACE.
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
35255-S5A-A02	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 13325
Primary Amount : \$156.40
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$156.40
Approved By : aharlan
Approval Date : 12/18/2003
Status : PROCESSED
Check No. : 1375737
Check Date : 12/19/2003

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : BENTON HARBOR, MI [REDACTED]
Campaign Template # :
Contention Code : 03227
Defect Code : 03214
Category : Regular
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012003-10-1400488

Case Title : [REDACTED] - REOPEN - HEADLIGHT SWITCH/ SMOKE

*** NOTES 10/14/2003 8:32:53 AM, bkumiyam, Action Type :

The customer is calling stating that he has seen smoke coming from the steering column on 10/12/03 and he took the vehicle to Schroeder Honda on 10/13/03. The customer spoke to the service mgr. Rick at which they told him that it was a faulty head light switch. The customer uses his head lights a lot of the day. The customer is going to have the dealer replace the headlight switch on Thursday 10/15/03. I informed the customer that I have document his concern and also the dealer has. He feels that AHM should look into this for him because if it is a recall it would help AHM. I thanked him for his concern and assured him that it is documented by AHM and the dealer at which cases are looked into for any trend. The customer informed me that he would like to send a letter to AHM. I provided the mailing address.

*** CASE CREATE 10/14/2003 8:32:53 AM, bkumiyam

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

*** NOTES 10/14/2003 8:33:11 AM, bkumiyam, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer is calling stating that he has seen smoke coming from the steering column on 10/12/03 and he took the vehicle to Schroeder Honda on 10/13/03. The customer spoke to the service mgr. Rick at which they told him that it was a faulty head light switch. The customer uses his head lights a lot of the day. The customer is going to have the dealer replace the headlight switch on Thursday 10/15/03. I informed the customer that I have document his concern and also the dealer has. He feels that AHM should look into this for him because if it is a recall it would help AHM. I thanked him for his concern and assured him that it is documented by AHM and the dealer at which cases are looked into for any trend. The customer informed me that he would like to send a letter to AHM. I provided the mailing address.

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

Thank you for your attention to this matter.

Bryan Kumiyama
Automobile Customer Service

*** SUBCASE N012003-10-1400488-1 CREATE 10/14/2003 8:33:38 AM, bkumiyam

Created in WIP Default with Due Date 10/14/2003 8:33:38 AM.

*** SUBCASE N012003-10-1400488-1 CLOSE 10/14/2003 8:33:44 AM, bkumiyam

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/14/2003 8:33:46 AM, bkumiyam

into WIP default and Status of Solving.

*** CASE CLOSE 10/14/2003 8:33:49 AM, bkumiyam

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

*** CASE REOPEN 12/16/2003 2:53:11 PM, hmcginn

with Condition of Open and Status of Solving.

*** NOTES 12/16/2003 2:55:02 PM, hmcginn, Action Type : Letter/Fax

On 12/15/03 ACS received a letter from customer dated 12/10/03 regarding previous issues. The customer is requesting that Honda reimburse him for the headlight switch diagnosis and replacement costs (\$156.40). Invoices are attached.

Case History

Case ID : N012003-10-1400488

Case Title : [REDACTED] REOPEN - HEADLIGHT SWITCH/ SMOKE

*** CASE DISPATCH 12/16/2003 2:55:19 PM, hmcginn
from WIP default to Queue Team C.

*** CASE ACCEPT 12/17/2003 7:35:43 AM, rabdull2
from Queue Team C to WIP Default.

*** CASE ASSIGN 12/17/2003 7:36:04 AM, rabdull2
N012003-10-1400488 to mmartine, WIP □, □@

*** CASE RULE ACTION 12/17/2003 7:36:06 AM, sa
Action Task Assignee of rule Assign Notification fired

*** COMMIT 12/17/2003 7:47:55 AM, mmartine, Action Type : N/A

Made to [REDACTED] due 12/18/2003 12:00:00 AM.
process reimbursement -customer call back?

*** CASE MODIFY 12/17/2003 3:48:28 PM, mmartine
into WIP service and Status of Solving.

*** NOTES 12/17/2003 3:49:42 PM, mmartine, Action Type : Call to Customer
Left message for customer to call me.

*** NOTES 12/18/2003 2:30:16 PM, mmartine, Action Type : Call from Customer

Customer called back. I told him that due to the circumstances we would reimburse the repair on a one-time goodwill basis. Customer says he really appreciates it. He'd had other problems w/the car and wanted to give Honda the benefit of the doubt. I told him I understood his concerns and we do appreciate his loyalty. I told him we'd get the check processed and call when it's done - maybe two weeks if it's delayed, but I'd let him know. Customer thanked again.

*** SUBCASE N012003-10-1400488-2 CREATE 12/18/2003 2:32:17 PM, mmartine
Created in WIP Default with Due Date 12/18/2003 2:32:17 PM.

*** SUBCASE N012003-10-1400488-2 MODIFY 12/18/2003 2:43:11 PM, mmartine
into WIP default and Status of Solving.

*** SUBCASE N012003-10-1400488-2 DISPATCH 12/18/2003 2:43:35 PM, mmartine
from WIP default to Queue Ck Req - Harlan.

*** CASE MODIFY 12/18/2003 2:44:07 PM, mmartine
into WIP service and Status of Solving.

*** CASE FULFILL 12/18/2003 2:44:20 PM, mmartine
Fulfilled for [REDACTED] due 12/18/2003 12:00:00 AM.

*** COMMIT 12/18/2003 2:44:24 PM, mmartine, Action Type : N/A
check sent?

*** SUBCASE N012003-10-1400488-2 12/18/2003 3:02:53 PM, aharlan, Action Type :
Check Requisition for 156.40 \$ submitted
Check Requisition for 156.40 \$ submitted by aharlan

*** SUBCASE N012003-10-1400488-2 RETURN 12/18/2003 3:03:08 PM, aharlan
from Queue Ck Req - Harlan to WIP KR.

*** SUBCASE N012003-10-1400488-2 COMMIT 12/22/2003 8:03:06 AM, mmartine, Action Type : External Commitment

Case History

Case ID : N012003-10-1400488

Case Title : [REDACTED] OPEN - HEADLIGHT SWITCH/ SMOKE

Check processed for check_req_no = 13325 on 2003-12-19-00.00.00.000000

*** NOTES 12/22/2003 10:02:39 AM, tpurvis, Action Type : Call to Customer

Called customer and left message to inform of a reimbursement check # [REDACTED] in the amount of \$156.40, will be sent out today 12/22/03.

*** SUBCASE N012003-10-1400488-2 YANKED 12/22/2003 10:52:26 AM, mmartine

Yanked by mmartine into WIPbin default.

*** SUBCASE N012003-10-1400488-2 CLOSE 12/22/2003 10:53:10 AM, mmartine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/22/2003 10:53:17 AM, mmartine

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 :	N032009-01-0901009	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/9/2009 12:48:34 PM
Case Originator :	Steven Felix (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/9/2009 12:57:32 PM
Case Owner :	Steven Felix (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Steven Felix (Team CB)	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 : COLUMBIA, SC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15521L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 113,000
In Service Date : 10/24/2000
Months In Use : 99
Engine Number : D17A11418305
Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
Selling Dealer No. / Name : 208168 / POHANKA HONDA OF FREDERICKSB
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
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 : 208326 / CROWN HONDA
Phone No. : 704-887-5800
Address : 7001 E INDEPENDENCE BL
City / State / Zip : CHARLOTTE, NC 28227
Svc District / Sls District : 06K / E06
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
N032009-01-0901009 [REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-01-0901009-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/9/2009 12:57:22 PM
Issue Owner : Steven Felix	Type 2 : Eligibility	Queue :	Close Date : 1/9/2009 12:57:32 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 : 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 : N032009-01-0901009

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 1/9/2009 12:48:34 PM, sfelix

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

*** CASE VSC LOOKUP 1/9/2009 12:48:37 PM, sfelix

VSC-CUC CHECK 01/09/2009 12:48:37 PM sfelix

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/9/2009 12:48:41 PM, sfelix

WARRANTY CHECK 01/09/2009 12:48:41 PM sfelix

The following Warranty Status information was found

; 1A ; 2005-12-07; J; 0; 0;

; 1B ; 2005-12-07; J; 0; 0;

; 1C ; 2005-12-07; J; 0; 0;

; 1G ; 2005-12-

*** CASE CLAIMS LOOKUP 1/9/2009 12:48:43 PM, sfelix

CLAIM HISTORY CHECK 01/09/2009 12:48:43 PM sfelix

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/9/2009 12:48:48 PM, sfelix

CAMPAIGN CHECK 01/09/2009 12:48:48 PM sfelix

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 02/02/01; FX;

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

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

*** CASE MODIFY 1/9/2009 12:48:58 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2009 12:49:00 PM, sfelix

into WIP default and Status of Solving.

*** NOTES 1/9/2009 12:56:10 PM, sfelix, Action Type : Call from Customer

Updated customer information [REDACTED]

The customer is calling because his head lights were not working. He took the vehicle to CROWN HONDA and was informed that there is a recall on the vehicle but they could not correct it because the vehicle is salvaged.

I informed the customer that the salvaged title cancels the warranty but it does not affect recalls. A recall can be performed at no cost to the customer even if the vehicle is a salvaged. The recall has not been performed therefore the dealer can correct this recall. I informed him that I would send a DCS message to the dealer. I advised him to call the dealer and follow up with them and speak with the SM if he they are still refusing to perform the recall. The customer understood and further assistance was not required.

*** CASE MODIFY 1/9/2009 12:56:15 PM, sfelix

into WIP default and Status of Solving.

*** NOTES 1/9/2009 12:56:37 PM, sfelix, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N032009-01-0901009

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

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

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

The customer will be contacting your dealership and schedule an appointment to have this issue corrected.

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

Thank you for your attention to this matter.

Steven Felix
Automobile Customer Service

*** CASE MODIFY 1/9/2009 12:56:39 PM, sfelix
into WIP default and Status of Solving.

*** CASE CREATE 1/9/2009 12:57:22 PM, sfelix
Number = N032009-01-0901009-1, Created in WIP default with due date 01/10/2009 12:57:22 PM..

*** SUBCASE N032009-01-0901009-1 CREATE 1/9/2009 12:57:22 PM, sfelix, Action Type :
Created in WIP default with due date 01/10/2009 12:57:22 PM.

*** SUBCASE N032009-01-0901009-1 MODIFY 1/9/2009 12:57:27 PM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2009 12:57:30 PM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N032009-01-0901009-1 CLOSE 1/9/2009 12:57:32 PM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/9/2009 12:57:32 PM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012004-04-0800920	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/8/2004 2:02:43 PM
Case Originator :	Brian Pledger (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/8/2004 2:19:24 PM
Case Owner :	Brian Pledger (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Brian Pledger (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] RECALL NOTICE/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 : MARIETTA, SC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26751L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 81,000
In Service Date : 10/13/2000
Months In Use : 42
Engine Number : D17A21408177
Originating Dealer No. / Name : 207960 / BREAKAWAY HONDA
Selling Dealer No. / Name : 207960 / BREAKAWAY 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 : 207960 / BREAKAWAY HONDA
Phone No. : 864-234-6632
Address : 330 WOODRUFF RD.
City / State / Zip : GREENVILLE, SC 29607
Svc District / Sls District : 06J / D06
Warranty Labor Rate / Date : \$98.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N012004-04-0800920-1 / [REDACTED] CA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-04-0800920-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Brian Pledger	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/8/2004 2:05:40 PM
Issue Owner : Brian Pledger	Type 2 : Eligibility	Queue :	Close Date : 4/8/2004 2:19:24 PM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
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 : N012004-04-0800920

Case Title : [REDACTED] - RECALL NOTICE/REIMBURSEMENT REQUEST

*** CASE CREATE 4/8/2004 2:02:43 PM, bpledger

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

*** CASE CREATE 4/8/2004 2:05:40 PM, bpledger

Number = N012004-04-0800920-1, Created in WIP Default with due date 04/09/2004 02:05:40 PM..

*** SUBCASE N012004-04-0800920-1 CREATE 4/8/2004 2:05:40 PM, bpledger. Action Type :

Created in WIP Default with due date 04/09/2004 02:05:40 PM.

*** SUBCASE N012004-04-0800920-1 MODIFY 4/8/2004 2:06:18 PM, bpledger

into WIP Default and Status of Solving.

*** NOTES 4/8/2004 2:18:58 PM, bpledger. Action Type : Call from Customer

The customer stated that he was contacted regarding the recall on the vehicle. The customer stated that he was advised of the safety concern. The customer stated that he was advised to take the vehicle to the dealer for repair. The customer stated that he has already had the issue corrected. The customer stated that he experienced the problem with the vehicle headlights in 04/02. The customer stated that the vehicle was taken to the dealer at 39k 4/16/02 for the concern. The customer stated that he was charged \$220 for the repair. The customer is requesting he be reimbursed for the repair. I advised the customer that he was welcome to submit his documents for review. I advised the customer that it would have to be determined that the issue is the same as the recall concern. The customer understood. I provided the customer with the address of AHM . The customer thanked. I also advised the customer that he would need to have the recall concern repaired at the dealer. The customer understood.

*** CASE MODIFY 4/8/2004 2:19:20 PM, bpledger

into WIP Default and Status of Solving.

*** CASE CLOSE 4/8/2004 2:19:24 PM, bpledger

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

*** SUBCASE N012004-04-0800920-1 CLOSE 4/8/2004 2:19:24 PM, bpledger

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-03-0900300	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/9/2009 6:39:04 AM
Case Originator :	Johnny Torres (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/9/2009 7:06:09 AM
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 :				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 : GRANTS PASS, OR
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16271L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 102,000
In Service Date : 10/16/2000
Months In Use : 101
Engine Number : D17A11422180
Originating Dealer No. / Name : 207171 / LITHIA HONDA
Selling Dealer No. / Name : 207171 / LITHIA HONDA
Trim : DX
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.
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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
N032009-03-0900300-1 /	CAMPAIG	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032009-03-0900300-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Johnny Torres	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/9/2009 7:06:00 AM
Issue Owner : Johnny Torres	Type 2 : Eligibility	Queue :	Close Date : 3/9/2009 7:06:09 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 : 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 : N032009-03-0900300

Case Title : [REDACTED] - P23

*** CASE CREATE 3/9/2009 6:39:04 AM, jtorres

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

*** NOTES 3/9/2009 6:40:18 AM, jtorres, Action Type : Call from Customer

The customers telephone number and address was updated 5417610142

The customer called to find out if there was an open recall on the low beam headlights because they have gone out. I advised the customer that the vehicle does have an open Safety Recall on the Combination Light Switch. I advised the customer that they can take the vehicle in to any Honda dealer to have the recall performed. I asked the customer if her needed the info for the nearest Honda dealer. The customer declined.

I asked the customer if any further assistance was needed, customer declined.

I thanked the customer for calling AHM.

*** CASE MODIFY 3/9/2009 7:04:21 AM, jtorres

into WIP default and Status of Solving.

*** CASE CREATE 3/9/2009 7:06:00 AM, jtorres

Number = N032009-03-0900300-1, Created in WIP default with due date 03/10/2009 07:06:00 AM..

*** SUBCASE N032009-03-0900300-1 CREATE 3/9/2009 7:06:00 AM, jtorres, Action Type :

Created in WIP default with due date 03/10/2009 07:06:00 AM.

*** SUBCASE N032009-03-0900300-1 MODIFY 3/9/2009 7:06:04 AM, jtorres

into WIP default and Status of Solving.

*** CASE MODIFY 3/9/2009 7:06:06 AM, jtorres

into WIP default and Status of Solving.

*** SUBCASE N032009-03-0900300-1 CLOSE 3/9/2009 7:06:09 AM, jtorres

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/9/2009 7:06:09 AM, jtorres

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 :	N012004-03-0300518	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/3/2004 10:39:45 AM
Case Originator :	Charlie Ta (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/20/2004 2:42:07 PM
Case Owner :	Tiffany Van Pelt (Team CB)	Method :	Phone	Queue :		Days Open :	139
Last Closed By :	Tiffany Van Pelt (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL/REIMBURSEMENT CONSIDERATION			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 : ROHNERT PARK, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15541L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 40,000
In Service Date : 10/21/2000
Months In Use : 41
Engine Number : D17A11424359
Originating Dealer No. / Name : 206590 / JIM DOTENS BERKELEY HONDA
Selling Dealer No. / Name : 208111 / HANSEL HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : SMT
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
N012004-03-0300518-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-03-0300518-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Charlie Ta	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/3/2004 10:42:53 AM
Issue Owner : Charlie Ta	Type 2 : Eligibility	Queue :	Close Date : 3/3/2004 10:44:12 AM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
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 : N012004-03-0300518

Case Title : [REDACTED] HEADLIGHT RECALL/REIMBURSEMENT CONSIDERATION

*** CASE CREATE 3/3/2004 10:39:45 AM, cta

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

*** CASE CAMPAIGN LOOKUP 3/3/2004 10:41:30 AM, cta

CAMPAIGN CHECK 03/03/2004 10:41:30 AM cta

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-21; FX

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

*** NOTES 3/3/2004 10:42:46 AM, cta, Action Type : Call from Customer

Customer heard on the radio there was a recall for his head light wiring harness. I advised the customer his vehicle is not effected by any recalls related to what he is inquiring about. I advised him he would receive a notice in the mail if his vehicle is effected.

*** SUBCASE N012004-03-0300518-1 CREATE 3/3/2004 10:42:53 AM, cta

Created in WIP Default with Due Date 3/3/2004 10:42:53 AM.

*** CASE MODIFY 3/3/2004 10:43:47 AM, cta

into WIP default and Status of Solving.

*** SUBCASE N012004-03-0300518-1 CLOSE 3/3/2004 10:44:12 AM, cta

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/3/2004 10:44:15 AM, cta

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

*** CASE REOPEN 7/20/2004 2:39:46 PM, tvanpelt

with Condition of Open and Status of Solving.

*** NOTES 7/20/2004 2:40:07 PM, tvanpelt, Action Type : Call from Customer

The customer states that he received the recall notice for the headlight campaign in May but on 7/10/3 his headlights went out and he had to have them repaired at Hansel Honda. The customer states that at that time there was not a recall for the headlights so he had to pay \$100 for a deductible to have them repaired. The customer states that in May when he received the recall notice he mailed in the required info on the notice to seek reimbursement and he never received any correspondence from AHM. I informed the customer that I show no information in the system regarding his reimbursement request and advised him to resend his repair invoice and proof of payment. The customer requested to fax the info so I advised him to send it to 909-664-9009. I apologized to the customer for the confusion and I informed him that it would be 4-6 weeks to be notified if he will be reimbursed. The customer understood and is satisfied, closing the case.

*** CASE MODIFY 7/20/2004 2:42:01 PM, tvanpelt

into WIP default and Status of Solving.

*** CASE CLOSE 7/20/2004 2:42:07 PM, tvanpelt

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

Case Details

Case ID :	N012009-10-2101147	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/21/2009 1:08:05 PM
Case Originator :	Kawana Riley (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/21/2009 2:03:24 PM
Case Owner :	Kawana Riley (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kawana Riley (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	LOW BEAM HEADLIGHT 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 : SHERBORN, MA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / THGES153811
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 93,000
In Service Date : 11/22/2000
Months In Use : 107
Engine Number : D17A11427888
Originating Dealer No. / Name : 206749 / WEYMOUTH HONDA
Selling Dealer No. / Name : 207478 / BERNARDI 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.
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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
N012009-10-2101147-1 /	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012009-10-2101147-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/21/2009 2:03:06 PM
Issue Owner : Kawana Riley	Type 2 : Eligibility	Queue :	Close Date : 10/21/2009 2:03:17 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

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 : 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 : N012009-10-2101147

Case Title : [REDACTED] - LOW BEAM HEADLIGHT RECALL

*** CASE CREATE 10/21/2009 1:08:05 PM, kriley

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

*** CASE EXTENDED WARRANTY LOOKUP 10/21/2009 1:08:09 PM, kriley

WARRANTY CHECK 10/21/2009 01:08:09 PM kriley

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/21/2009 1:08:12 PM, kriley

CLAIM HISTORY CHECK 10/21/2009 01:08:11 PM kriley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/21/2009 1:08:18 PM, kriley

CAMPAIGN CHECK 10/21/2009 01:08:18 PM kriley

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; ; ;

06-009; Q08; 99-04 OPDS WARRANTY

*** CASE VSC LOOKUP 10/21/2009 1:08:21 PM, kriley

VSC CHECK 10/21/2009 01:08:21 PM kriley

The following VSC information was found

CHESTER;KENNEDY;V001150247;B57;(NEW) PREMIUM 5YR 75K 0 DED;EXPIRED;;2001-10-10;2005-11-21;75000;78;207478;0.00

*** CASE CUC LOOKUP 10/21/2009 1:08:21 PM, kriley

CUC CHECK 10/21/2009 01:08:21 PM kriley

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;0;0;

*** CASE CAMPAIGN LOOKUP 10/21/2009 1:10:10 PM, kriley

CAMPAIGN CHECK 10/21/2009 01:10:10 PM kriley

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; ; ;

06-009; Q08; 99-04 OPDS WARRANTY

*** CASE MODIFY 10/21/2009 1:13:44 PM, kriley

into WIP default and Status of Solving.

*** NOTES 10/21/2009 2:02:25 PM, kriley, Action Type : Call from Customer
verified customer contact information.

situation: low beam headlight recall

probing questions: customer says that her low beam headlights dont work at all. She tried to replace the bulb but that did not solve the problem. She then took her vehicle to a IRF for inspection and they told her that there was a recall and she may be eligible. She is calling to find out if she is eligible for a recall.

Case History

Case ID : N012009-10-2101147

Case Title : [REDACTED] - LOW BEAM HEADLIGHT RECALL

Inbound summary: acs explained that she does not have a low beam light recall on her vehicle. She may take her vehicle to a honda dealership if she like but the repair will not be covered. Customer thanked acs and ended the call.

*** SUBCASE N012009-10-2101147-1 CREATE 10/21/2009 2:03:06 PM, kriley

Created in WIP Default with Due Date 10/21/2009 2:03:06 PM.

*** SUBCASE N012009-10-2101147-1 CLOSE 10/21/2009 2:03:17 PM, kriley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/21/2009 2:03:19 PM, kriley

into WIP default and Status of Solving.

*** CASE CLOSE 10/21/2009 2:03:24 PM, kriley

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 :	N032004-04-2101443	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/21/2004 4:10:35 PM
Case Originator :	Camilla Bradford (Team HI)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/29/2004 9:04:08 PM
Case Owner :	Tina Crabtree (Team HB)	Method :	Phone	Queue :		Days Open :	38
Last Closed By :	Tina Crabtree (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	11C - [REDACTED]	RENTAL CAR- HEADLIGHT		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 : MAGALIA, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26711L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 80,000
In Service Date : 10/23/2000
Months In Use : 42
Engine Number : D17A21412101
Originating Dealer No. / Name : 206529 / CARMICHAEL HONDA
Selling Dealer No. / Name : 206529 / CARMICHAEL 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 : 206591 / MEL RAPTON HONDA
Phone No. : 916-482-5400
Address : 3630 FULTON AVE.
City / State / Zip : SACRAMENTO, CA 95821
Svc District / Sls District : 12C / C12
Warranty Labor Rate / Date : \$108.50 /
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
N032004-04-2101443-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032004-04-2101443-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tina Crabtree	Type 1 : Product	Status : Subcase Close	Open Date : 4/22/2004 4:26:23 PM
Issue Owner : Tina Crabtree	Type 2 : Operation	Queue :	Close Date : 5/29/2004 9:04:05 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 - Rental
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 : N032004-04-2101443

Case Title : IIC [REDACTED] - RENTAL CAR- HEADLIGHT

*** CASE CREATE 4/21/2004 4:10:35 PM, cbradfor

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

*** NOTES 4/21/2004 4:10:36 PM, cbradfor, Action Type :

The customer vehicle was down for 3 days . The customer is requesting reimbursement for 2 days on her rental car. The customer states she paid \$79.00 and that this was due to her headlight failing to come on. The customer states the headlight was on a safety recall and the dealer [REDACTED] Honda advised her to call us for financial assistant

*** CASE MODIFY 4/21/2004 4:12:01 PM, cbradfor

into WIP default and Status of Solving.

*** NOTES 4/21/2004 4:14:10 PM, cbradfor, Action Type : Note-Resolution

The case will be dispatch to Team E. I informed the customer that this is not a guarantee for payment. I also advised her it would be 3-5 business day before she is contacted. The customer is satisfied. I am closing the case.

*** CASE DISPATCH 4/21/2004 4:14:36 PM, cbradfor

from WIP default to Queue Team C.

*** CASE FORWARD 4/21/2004 4:22:12 PM, mmartine

from Queue Team C to Queue Team E.

*** CASE RULE ACTION 4/22/2004 3:14:36 PM, sa

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

*** CASE ACCEPT 4/22/2004 4:03:27 PM, tcrabtre

from Queue Team E to WIP Default.

*** CASE MODIFY 4/22/2004 4:25:52 PM, tcrabtre

into WIP Default and Status of Solving.

*** CASE MODIFY 4/22/2004 4:26:07 PM, tcrabtre

into WIP Default and Status of Solving.

*** CASE MODIFY 4/22/2004 4:26:14 PM, tcrabtre

into WIP Default and Status of Solving.

*** SUBCASE N032004-04-2101443-1 CREATE 4/22/2004 4:26:23 PM, tcrabtre

Created in WIP Default with Due Date 4/22/2004 4:26:23 PM.

*** CASE MODIFY 4/22/2004 4:26:55 PM, tcrabtre

into WIP Default and Status of Solving.

*** CASE MODIFY 4/23/2004 9:20:22 AM, tcrabtre

into WIP Default and Status of Solving.

*** CASE MODIFY 4/23/2004 9:20:35 AM, tcrabtre

into WIP Default and Status of Solving.

*** NOTES 4/23/2004 9:50:36 AM, tcrabtre, Action Type : Call to Dealer

I spoke to Service Manager, Bob Belluomini. He said the customer that brought the car in for repairs was Melissa Mercado. He said he would reimburse her for the rental car, if she furnishes him with the rental bill. I told him I would call the customer and let him know.

*** NOTES 4/23/2004 9:51:08 AM, tcrabtre, Action Type : Call to Customer

Case History

Case ID : N032004-04-2101443

Case Title : 11C - [REDACTED] RENTAL CAR- HEADLIGHT

I left a message for the customer to call me about his rental car bill.

*** NOTES 4/23/2004 9:51:41 AM, tcrabtre, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer vehicle was down for 3 days . The customer is requesting reimbursement for 2 days on her rental car. The customer states she paid \$79.00 and that this was due to her headlight failing to come on. The customer states the headlight was on a safety recall and the dealer [REDACTED] Honda advised her to call us for financial assistant

*** NOTES 04/21/2004 16:14:10 cbradfor Action Type: Note-Resolution

The case will be dispatch to Team E. I informed the customer that this is not a guarantee for payment. I also advised her it would be 3-5 business day before she is contacted. The customer is satisfied. I am closing the case.

I spoke to Service Manager, Bob Belluomini. He said the customer that brought the car in for repairs was Melissa Mercado. He said he would reimburse her for the rental car, if she furnishes him with the rental bill. I told him I would call the customer and let him know.

I left a message for the customer to call me about his rental car bill.

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

Thank you for your attention to this matter.

Tina Crabtree
Automobile Customer Service

*** COMMIT 4/23/2004 9:51:46 AM, tcrabtre, Action Type : N/A
Made to DONALD MACIEL due 04/28/2004 12:00:00 AM.
Waiting for cust to call RE: rental car bill

*** CASE RULE ACTION 5/19/2004 3:10:35 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 5/29/2004 9:03:44 PM, tcrabtre, Action Type : Call to Customer
I was unable to reach the customer by telephone, so I sent him the following letter:

May 29, 2004

[REDACTED]
Magalia, CA [REDACTED]

Dear [REDACTED]

Case History

Case ID : N032004-04-2101443

Case Title : IIC - [REDACTED] RENTAL CAR- HEADLIGHT

Thank you for providing this office with the opportunity to address your concerns with the rental bill you paid as a result of your headlight concern on your 2001 Civic. I tried to reach you by telephone, but was unable to do so.

I spoke to Bob Belluomini, the Service Manager at Mel Rapton Honda. He said he would be happy to reimburse you for the rental car charges you paid for. If you haven't already done so, please furnish him with a copy of your car rental bill and he will issue you a reimbursement right away. You can contact him any time at [REDACTED]

We regret any inconvenience you may have experienced. We thank you for your letter and for this opportunity to reply.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Tina Crabtree
Automobile Customer Service
File # N012004-04-2101443

*** SUBCASE N032004-04-2101443-1 CLOSE 5/29/2004 9:04:05 PM, tcrabtre

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/29/2004 9:04:08 PM, tcrabtre

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

Case Details

Case ID :	N012010-01-2200028	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/22/2010 6:15:53 AM
Case Originator :	Yolanda Jones (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/22/2010 6:26:11 AM
Case Owner :	Yolanda Jones (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Yolanda Jones (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM/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 : PORT REPUBLIC, MD [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / THGES267511 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 153,000
In Service Date : 11/08/2000
Months In Use : 110
Engine Number : D17A21412204
Originating Dealer No. / Name : / FRONT RANGE HONDA
Selling Dealer No. / Name : / FRONT RANGE HONDA
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 :
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
N012010-01-2200028-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-2200028-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 1/22/2010 6:25:35 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 1/22/2010 6:26:07 AM
Issue Title : JAMES BOLTON - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
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

Case History

Case ID : N012010-01-2200028

Case Title : [REDACTED] LOW BEAM/RECALL INQUIRY

*** CASE CREATE 1/22/2010 6:15:53 AM, yjones

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

*** CASE CAMPAIGN LOOKUP 1/22/2010 6:16:20 AM, yjones

CAMPAIGN CHECK 01/22/2010 06:16:20 AM yjones

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 07/11/01; FX;

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

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

08-093; Q9

*** CASE VSC LOOKUP 1/22/2010 6:16:22 AM, yjones

VSC-CUC CHECK 01/22/2010 06:16:22 AM yjones

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/22/2010 6:16:27 AM, yjones

CLAIM HISTORY CHECK 01/22/2010 06:16:27 AM yjones

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/22/2010 6:16:31 AM, yjones

WARRANTY CHECK 01/22/2010 06:16:31 AM yjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/22/2010 6:16:48 AM, yjones

CAMPAIGN CHECK 01/22/2010 06:16:47 AM yjones

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 07/11/01; FX;

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

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

08-093; Q9

*** CASE CAMPAIGN LOOKUP 1/22/2010 6:19:13 AM, yjones

CAMPAIGN CHECK 01/22/2010 06:19:13 AM yjones

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 07/11/01; FX;

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

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

08-093; Q9

*** CASE CAMPAIGN LOOKUP 1/22/2010 6:21:58 AM, yjones

CAMPAIGN CHECK 01/22/2010 06:21:58 AM yjones

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 07/11/01; FX;

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

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

08-093; Q9

*** CASE MODIFY 1/22/2010 6:22:20 AM, yjones

Case History

Case ID : N012010-01-2200028

Case Title : [REDACTED] RECALL INQUIRY

into WIP default and Status of Solving.

*** NOTES 1/22/2010 6:24:48 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states his low beams went out today and he heard that it was a light switch recall on his vehicle regarding the low beams.

Advised customer that there is a open safety recall, 04-015.

Advised customer to contact his local Honda Dealership and schedule an appointment for the repair.

*** SUBCASE N012010-01-2200028-1 CREATE 1/22/2010 6:25:35 AM, yjones

Created in WIP Default with Due Date 1/22/2010 6:25:35 AM.

*** SUBCASE N012010-01-2200028-1 CLOSE 1/22/2010 6:26:07 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/22/2010 6:26:11 AM, yjones

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032007-01-1100434	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/11/2007 9:03:03 AM
Case Originator :	Vincent Khong (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/1/2007 1:50:25 PM
Case Owner :	Marina Wood (Team HA)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :	Marina Wood (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT 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 : METHUEN, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES257211 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours : 57,153
In Service Date : 11/30/2000
Months In Use : 74
Engine Number : D17A21411913
Originating Dealer No. / Name : 208103 / HONDA OF THE DESERT
Selling Dealer No. / Name : 208103 / HONDA OF THE DESERT
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 : 207893 / COMMONWEALTH HONDA
Phone No. : 978-683-5000
Address : 6 COMMONWEALTH DRIVE
City / State / Zip : LAWRENCE, MA 01841
Svc District / Sls District : 09H / C09
Warranty Labor Rate / Date : \$99.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207767	HONDA WORLD		

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
N032007-01-1100434-1 / [REDACTED] - CAMPAIGN	Subcase Close	Campaign	Details	712	Headlights
N032007-01-1100434-2 / [REDACTED] - CAMPAIGN	Subcase Close	Campaign	Financial Assistance	712	Headlights

Issue Details

Issue ID : N032007-01-1100434-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Vincent Khong	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/11/2007 9:15:46 AM
Issue Owner : Vincent Khong	Type 2 : Details	Queue :	Close Date : 1/11/2007 9:17:59 AM
Issue Title : [REDACTED] CAMPAIGN - DETAILS			

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

Issue Details

Issue ID : N032007-01-1100434-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Marina Wood	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/23/2007 10:42:08 AM
Issue Owner : Marina Wood	Type 2 : Financial Assistance	Queue :	Close Date : 2/1/2007 1:50:25 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 : 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
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 1505
Primary Amount : \$312.66
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$312.66
Approved By : jbanks
Approval Date : 1/24/2007
Status : PROCESSED
Check No. : 1635969
Check Date : 1/26/2007

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : METHUEN, MA [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : SCN
Category : Regular
Failed Part # : 35012-S5A-307

Case History

Case ID : N032007-01-1100434

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE CREATE 1/11/2007 9:03:03 AM, vkhong

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

*** CASE EXTENDED WARRANTY LOOKUP 1/11/2007 9:03:06 AM, vkhong

WARRANTY CHECK 01/11/2007 09:03:05 AM vkhong

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/11/2007 9:03:10 AM, vkhong

CLAIM CHECK 01/11/2007 09:03:10 AM vkhong

The following Claim History information was found

0; 2006-12-22; 207893; 773094; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE CAMPAIGN LOOKUP 1/11/2007 9:03:26 AM, vkhong

CAMPAIGN CHECK 01/11/2007 09:03:26 AM vkhong

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; 2006-12-22; FX

*** CASE VSC LOOKUP 1/11/2007 9:03:46 AM, vkhong

VSC CHECK 01/11/2007 09:03:46 AM vkhong

The following VSC information was found

TIFFANY;POREMBA;V001599997;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2003-04-15;2007-11-29;100000;26290;207742;0.00

*** CASE CUC LOOKUP 1/11/2007 9:03:46 AM, vkhong

CUC CHECK 01/11/2007 09:03:46 AM vkhong

The following CUC information was found

TIFFANY;POREMBA;ACTIVE;100000;26290;48000;2003-11-30;2007-11-30;2000-11-30;2003-04-15;2003-04-15;207742;2003-08-19;36275;2003-04-30;2003-04-16

*** CASE MODIFY 1/11/2007 9:14:01 AM, vkhong

into WIP default and Status of Solving.

*** SUBCASE N032007-01-1100434-1 CREATE 1/11/2007 9:15:46 AM, vkhong

Created in WIP Default with Due Date 1/11/2007 9:15:46 AM.

*** NOTES 1/11/2007 9:17:51 AM, vkhong, Action Type : Call from Customer

The combination light switch burnt out on customer's vehicle in 2005. The customer had the recall 04-015 performed at a Honda dealership in Westminster, CA and is now seeking reimbursement since receiving the recall notice after the service was performed. I verified through CRMS / CICS and confirmed that the recall was performed 12/22/06. Customer had the recall performed at Commonwealth Honda. Customer paid \$309.16 for the repairs. I informed customer that she can either fax or mail the invoice documentation to us. Customer wishes to mail the documents. I provided the address P.O. Box 2964 Torrance, CA 90509. I advised customer that reimbursement is not guaranteed. I provided the customer the case number for reference. I asked customer if she needed any further assistance. Customer declined and thanked me for the information provided. The call ended.

*** SUBCASE N032007-01-1100434-1 CLOSE 1/11/2007 9:17:59 AM, vkhong

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032007-01-1100434

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE CLOSE 1/11/2007 9:17:59 AM, vkhong

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

*** CASE REOPEN 1/23/2007 10:20:53 AM, mwood

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/23/2007 10:23:43 AM, mwood

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/23/2007 10:23:50 AM, mwood

WARRANTY CHECK 01/23/2007 10:23:50 AM mwood

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/23/2007 10:23:56 AM, mwood

CLAIM CHECK 01/23/2007 10:23:56 AM mwood

The following Claim History information was found

0; 2006-12-22; 207893; 773094; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE
COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN T

*** CASE VSC LOOKUP 1/23/2007 10:24:02 AM, mwood

VSC CHECK 01/23/2007 10:24:02 AM mwood

The following VSC information was found

TIFFANY;POREMBA;V001599997;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2003-04-15;2007-11-29;100000;26290;207
742;0.00

*** CASE CUC LOOKUP 1/23/2007 10:24:02 AM, mwood

CUC CHECK 01/23/2007 10:24:02 AM mwood

The following CUC information was found

TIFFANY;POREMBA;ACTIVE;100000;26290;48000;2003-11-30;2007-11-30;2000-11-30;2003-04-15;2003-04-15;207742;2003-0
8-19;36275;2003-04-30;2003-04-16

*** CASE CAMPAIGN LOOKUP 1/23/2007 10:24:04 AM, mwood

CAMPAIGN CHECK 01/23/2007 10:24:04 AM mwood

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; 2006-12-22; FX

*** CASE CREATE 1/23/2007 10:42:08 AM, mwood

Number = N032007-01-1100434-2, Created in WIP default with due date 01/24/2007 10:42:08 AM..

*** SUBCASE N032007-01-1100434-2 CREATE 1/23/2007 10:42:08 AM, mwood, Action Type :

Created in WIP default with due date 01/24/2007 10:42:08 AM.

*** SUBCASE N032007-01-1100434-2 MODIFY 1/23/2007 10:56:44 AM, mwood

into WIP default and Status of Solving.

*** CASE MODIFY 1/23/2007 12:01:53 PM, mwood

into WIP default and Status of Solving.

Case History

Case ID : N032007-01-1100434

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT

*** CASE MODIFY 1/23/2007 1:19:33 PM, mwood
into WIP default and Status of Solving.

*** NOTES 1/23/2007 1:21:42 PM, mwood, Action Type : Documents Received
AHM received documents from the customer in reference to possible reimbursement for the Headlight switch repair.

AHM received invoice #393008 from Honda World dated 09/15/05 for the total of not stated. The mileage at the time of the repair was 57153.
The invoice states the following:

A. Check and advise. Customer states radio head unit may have bad connection. She has to input radio code every week. There was an aftermarket wire connecting to battery due to car radio shutting off and on while driving. Wire was installed by a repair shop.
Customer also states both headlights do not turn on. Found headlight combo switch burnt out and found wires and connector damaged from electrical short. Replaced combo switch and repaired wires and connector and is working normal at this time
B. PCM update (warranty)

This is not a complete invoice.
No other documents received.

*** NOTES 1/23/2007 1:22:44 PM, mwood, Action Type : Call to Dealer
I contacted Honda World and spoke to the SM. I requested page 2 of invoice #393008. I was told that it would be faxed over shortly. I thanked her.

*** CASE MODIFY 1/23/2007 1:22:53 PM, mwood
into WIP default and Status of Solving.

*** COMMIT 1/23/2007 1:22:58 PM, mwood, Action Type : N/A

Fax rec'? Call cust, do chk req

*** CASE MODIFY 1/24/2007 9:18:50 AM, mwood
into WIP default and Status of Solving.

*** NOTES 1/24/2007 12:30:18 PM, mwood, Action Type : Documents Received
AHM received a copy of the full invoice #393008 for the total of \$312.66.

No other documents received.

*** NOTES 1/24/2007 12:41:26 PM, mwood, Action Type : Note-General

The customer's vehicle is affected by the combination light switch campaign and she has submitted an invoice from a Honda dealer for the repair and the payment has been verified. For these reasons, I will reimburse the customer for the repair.

*** NOTES 1/24/2007 12:42:35 PM, mwood, 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.

\$312.66 requested.

The customer is eligible for the Headlight switch repair.

Case History

Case ID : N032007-01-1100434

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REIMBURSEMENT

AHM will reimburse the customer as follows:

Labor: \$264.00

Headlight switch: \$45.16

Tax: \$3.50

Total: \$312.66

Check request will be assigned to Supervisor for approval of.

*** CASE MODIFY 1/24/2007 12:45:44 PM, mwood
into WIP default and Status of Solving.

*** CASE FULFILL 1/24/2007 12:45:48 PM, mwood
Fulfilled for [REDACTED] due 01/24/2007 12:00:00 AM.

*** COMMIT 1/24/2007 12:45:52 PM, mwood, Action Type : N/A

Ck appvd? Call cust

*** NOTES 1/24/2007 12:46:55 PM, mwood, Action Type : Call to Customer

I attempted to contact the customer and received the VM. LM introducing myself as the CM. Provided the time frame for reimbursement, the reimbursable amount and my contact information. I advised that I would be contacting her once the check is approved. I provided the address on file and advised her to call back if the address is incorrect.

*** SUBCASE N032007-01-1100434-2 DISPATCH 1/24/2007 12:47:17 PM, mwood
from WIP default to Queue Ck Req - J. Banks.

*** NOTES 1/24/2007 1:19:42 PM, mwood, Action Type : Call from Customer

The customer was transferred in by rep Elvira. The customer stated that the address on file is correct. I thanked her.

*** CASE MODIFY 1/24/2007 1:19:47 PM, mwood
into WIP CK REQ'S and Status of Solving.

*** SUBCASE N032007-01-1100434-2 1/24/2007 4:54:34 PM, jbanks, Action Type :

Check Requisition for 312.66 \$ submitted

Check Requisition for 312.66 \$ submitted by jbanks

*** SUBCASE N032007-01-1100434-2 FORWARD 1/24/2007 4:54:40 PM, jbanks
from Queue Ck Req - J. Banks to Queue Check Approved - Sat.

*** SUBCASE N032007-01-1100434-2 RULE ACTION 1/25/2007 12:47:18 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032007-01-1100434-2 RULE ACTION 1/26/2007 12:47:17 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032007-01-1100434-2 COMMIT 1/29/2007 8:04:00 AM, mwood, Action Type : External Commitment

Check processed for check_req_no = 1505 on 2007-01-26-00.00.00.000000

*** SUBCASE N032007-01-1100434-2 FULFILL 1/29/2007 2:41:34 PM, mwood

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

Case History

Case ID : N032007-01-1100434

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REIMBURSEMENT

*** NOTES 1/31/2007 11:57:34 AM, tculver, Action Type : Note-Resolution

Check # [REDACTED] totaling \$312.66 was mailed on 01/31/07.

*** NOTES 2/1/2007 1:50:11 PM, mwood, Action Type : Call to Customer

I contacted the customer and advised her that the reimbursement check in the amount of \$312.66 was sent out today. I encouraged her to call AHM back.

The customer thanked me and requested no further assistance. I will close this case.

*** CASE MODIFY 2/1/2007 1:50:18 PM, mwood

into WIP CK REQ'S and Status of Solving.

*** CASE CLOSE 2/1/2007 1:50:25 PM, mwood

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

*** SUBCASE N032007-01-1100434-2 CLOSE 2/1/2007 1:50:25 PM, mwood

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032010-02-1700862	Division : Honda - Auto	Condition : Closed	Open Date : 2/17/2010 10:41:27 AM
Case Originator : David Angel (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/17/2010 10:49:03 AM
Case Owner : David Angel (Team CF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : David Angel (Team CF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]		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 : SUFFOLK, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

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.

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16511D [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 101,216
In Service Date : 11/06/2000
Months In Use : 111
Engine Number : D17A11431993
Originating Dealer No. / Name : 206738 / RIDDLE HONDA
Selling Dealer No. / Name : 206738 / RIDDLE 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 :

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
N032010-02-1700862-1 / [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-02-1700862-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : David Angel	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/17/2010 10:48:45 AM
Issue Owner : David Angel	Type 2 : Eligibility	Queue :	Close Date : 2/17/2010 10:49:03 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, 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 : N032010-02-1700862

Case Title : [REDACTED] P23

*** CASE CREATE 2/17/2010 10:41:27 AM, dangel

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

*** CASE CAMPAIGN LOOKUP 2/17/2010 10:41:58 AM, dangel

CAMPAIGN CHECK 02/17/2010 10:41:58 AM dangel

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 02/17/01; FX;

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

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

08-093; Q96; DRIVERS A

*** CASE EXTENDED WARRANTY LOOKUP 2/17/2010 10:42:01 AM, dangel

WARRANTY CHECK 02/17/2010 10:42:01 AM dangel

The following Warranty Status information was found

; 1A ; 2002-01-15; J; 0; 0;

; 1B ; 2002-01-15; J; 0; 0;

; 1C ; 2002-01-15; J; 0; 0;

; 1G ; 2002-01-

*** CASE CLAIMS LOOKUP 2/17/2010 10:42:03 AM, dangel

CLAIM HISTORY CHECK 02/17/2010 10:42:03 AM dangel

No data found for VIN.

*** CASE VSC LOOKUP 2/17/2010 10:42:06 AM, dangel

VSC-CUC CHECK 02/17/2010 10:42:06 AM dangel

No data found for VIN.

*** CASE MODIFY 2/17/2010 10:42:08 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2010 10:43:31 AM, dangel

into WIP default and Status of Solving.

*** NOTES 2/17/2010 10:47:57 AM, dangel, Action Type : Call from Customer

The customers contact information was verified.

The customer is calling from an IRF, the customer is a Technician at the IRF and he is calling on behalf of the owner.

The customer explained the low beam headlights on the vehicle had failed and he noticed there is a safety recall for this issue. the customer would like to know if the vehicle may be repaired for this issue.

I explained to the customer that the vehicle is part of the Combination Light Switch safety recall and if the vehicle is taken to the local Honda dealer it can be repaired free of cost. The customer understood and will inform the owner.

I also advised the customer of the other safety recalls which apply to the vehicle and are open:

Hose Clamps, Fuel

Drivers Airbag Inflator

Case History

Case ID : N032010-02-1700862

Case Title : [REDACTED] P23

The customer will also advised the customer of these safety recalls.

No other assistance was needed. The call ended.

*** CASE CREATE 2/17/2010 10:48:45 AM, dangel

Number = N032010-02-1700862-1, Created in WIP default with due date 02/18/2010 10:48:45 AM..

*** SUBCASE N032010-02-1700862-1 CREATE 2/17/2010 10:48:45 AM, dangel, Action Type :

Created in WIP default with due date 02/18/2010 10:48:45 AM.

*** SUBCASE N032010-02-1700862-1 MODIFY 2/17/2010 10:49:00 AM, dangel

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2010 10:49:02 AM, dangel

into WIP default and Status of Solving.

*** SUBCASE N032010-02-1700862-1 CLOSE 2/17/2010 10:49:03 AM, dangel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/17/2010 10:49:03 AM, dangel

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 : N032011-11-0901785	Division : Honda - Auto	Condition : Closed	Open Date : 11/9/2011 1:22:41 PM
Case Originator : Tiffany Moss (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 11/9/2011 1:28:56 PM
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] - 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 : APOPKA, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

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.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-11-0901785-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032011-11-0901785-2 [REDACTED]	Subcase Close	Campaign	Eligibility	7521F4	REPLACE THE SRS DRI

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES16541L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1651PW / A
 Miles / Hours : 71,000
 In Service Date : 01/31/2001
 Months In Use : 130
 Engine Number : D17A11432517
 Originating Dealer No. / Name : 206747 / ROUSH HONDA
 Selling Dealer No. / Name : 206747 / ROUSH 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 :

3rd Party Info :

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

Issue Details

Issue ID : N032011-11-0901785-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/9/2011 1:28:11 PM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 11/9/2011 1:28:56 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 : 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 : N032011-11-0901785-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/9/2011 1:28:39 PM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 11/9/2011 1:28:56 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7521F4 / REPLACE THE SRS DRIVER INFLATOR. S/B# 01
Condition Code Desc Other 752X
Campaign Code / Desc : Q96 / DRIVERS AIRBAG INFLA
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
06770-S84-A11ZA	AIRBAG ASSY. *B94L*	Not Applicable

Case History

Case ID : N032011-11-0901785

Case Title : [REDACTED] - P23

*** CASE CREATE 11/9/2011 1:22:41 PM, tmoss

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

*** NOTES 11/9/2011 1:27:49 PM, tmoss, Action Type : Call from Customer

I updated the customers contact information [REDACTED]

The customer contacted AHM and stated that he was calling in regards to the P23 recall that was on the vehicle. He stated that he called a local dealership (whose name he did not provide), and they informed him that recall was completed on the vehicle. He stated that he was not when the repair was completed.

I advised him that the recall was completed on 05/05/04. He wanted to know if he could have the recall repaired again, because he was having the same issue. I advised him that he would have to have the vehicle diagnosed by a Honda dealership, and they had to verify that the recall was occurring in the vehicle again.

I advised him that he would have to pay for the diagnosis fee, because the recall was completed once. I informed him that if the recall was occurring in the vehicle, then the repair should be covered. He enquired about the Q96 recall as well, and I advised him that he could have that completed free of charge at the local dealership as well. He understood, no further assistance was needed, I thanked him and the call ended.

*** CASE CREATE 11/9/2011 1:28:11 PM, tmoss

Number = N032011-11-0901785-1, Created in WIP default with due date 11/10/2011 01:28:11 PM..

*** SUBCASE N032011-11-0901785-1 CREATE 11/9/2011 1:28:11 PM, tmoss, Action Type :

Created in WIP default with due date 11/10/2011 01:28:11 PM.

*** SUBCASE N032011-11-0901785-1 MODIFY 11/9/2011 1:28:15 PM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 1:28:20 PM, tmoss

into WIP default and Status of Solving.

*** CASE CREATE 11/9/2011 1:28:39 PM, tmoss

Number = N032011-11-0901785-2, Created in WIP default with due date 11/10/2011 01:28:39 PM..

*** SUBCASE N032011-11-0901785-2 CREATE 11/9/2011 1:28:39 PM, tmoss, Action Type :

Created in WIP default with due date 11/10/2011 01:28:39 PM.

*** SUBCASE N032011-11-0901785-2 MODIFY 11/9/2011 1:28:44 PM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2011 1:28:52 PM, tmoss

into WIP default and Status of Solving.

*** SUBCASE N032011-11-0901785-1 CLOSE 11/9/2011 1:28:56 PM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032011-11-0901785-2 CLOSE 11/9/2011 1:28:56 PM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/9/2011 1:28:56 PM, tmoss

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032008-03-1100115 Division : Honda - Auto Condition : Closed Open Date : 3/11/2008 7:11:54 AM
Case Originator : Kristin Tillery (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 3/11/2008 1:00:56 PM
Case Owner : Kristin Tillery (Team CD) Method : Phone Queue : Days Open : 0
Last Closed By : Kristin Tillery (Team CD) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEADLIGHT COMBINATION SWITCH RECALL ELIGIBILITY 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 : PATASKALA, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES165011 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 125,000
In Service Date : 11/10/2000
Months In Use : 88
Engine Number : D17A11432554
Originating Dealer No. / Name : 207034 / LINDSAY HONDA
Selling Dealer No. / Name : 207034 / LINDSAY 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 : 207034 / LINDSAY HONDA
Phone No. : 614-864-5250
Address : 5805 SCARBOROUGH BLVD.
City / State / Zip : COLUMBUS, OH 43232
Svc District / Sls District : 04F / F04
Warranty Labor Rate / Date : \$94.00 /
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
N032008-03-1100115-1 [REDACTED]	CAMPAIG Subcase Close	Campaign	Eligibility	712	Headlights
N032008-03-1100115-2 [REDACTED]	CAMPAIG Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-03-1100115-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/11/2008 7:23:15 AM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 3/11/2008 1:00:56 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 : 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 : N032008-03-1100115-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/11/2008 12:13:09 PM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 3/11/2008 1:00:56 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 : N032008-03-1100115

Case Title : [REDACTED] HEADLIGHT COMBINATION SWITCH RECALL ELIGIBILITY

*** CASE CREATE 3/11/2008 7:11:54 AM, ktillery

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

*** NOTES 3/11/2008 7:11:55 AM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address have been confirmed.

*** CASE EXTENDED WARRANTY LOOKUP 3/11/2008 7:13:04 AM, ktillery

WARRANTY CHECK 03/11/2008 07:13:04 AM ktillery

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/11/2008 7:13:07 AM, ktillery

CLAIM HISTORY CHECK 03/11/2008 07:13:07 AM ktillery

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/11/2008 7:13:45 AM, ktillery

CAMPAIGN CHECK 03/11/2008 07:13:45 AM ktillery

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 07/13/01; FX;

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

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

*** NOTES 3/11/2008 7:22:02 AM, ktillery, Action Type : Call from Customer

The customer is calling to obtain recall information, particularly pertaining to the low beam headlights. Both of the customer's low beam headlights have gone out. The car is currently at HONDA EAST having this issue looked at. I informed the customer that his vehicle is eligible for the combination headlight switch safety recall. (04-015). I gave the customer the background information from the SB and the corrective action. (A terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. The corrective action is to Replace the combination light switch, the RED/WHT wire in the headlight wire harness, and if needed, the 16P headlight wire harness connector.)

The customer understood and is requesting no assistance from AHM.

*** CASE CREATE 3/11/2008 7:23:15 AM, ktillery

Number = N032008-03-1100115-1, Created in WIP default with due date 03/12/2008 07:23:15 AM..

*** SUBCASE N032008-03-1100115-1 CREATE 3/11/2008 7:23:15 AM, ktillery, Action Type :

Created in WIP default with due date 03/12/2008 07:23:15 AM.

*** SUBCASE N032008-03-1100115-1 MODIFY 3/11/2008 7:23:25 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 3/11/2008 7:51:12 AM, ktillery

into WIP default and Status of Solving.

*** NOTES 3/11/2008 8:20:36 AM, ktillery, Action Type : Note-General

Case reviewed by. L. Johnson

*** CASE MODIFY 3/11/2008 8:49:13 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 3/11/2008 11:27:15 AM, ktillery

into WIP ready for review and Status of Solving.

*** CASE CREATE 3/11/2008 12:13:09 PM, ktillery

Case History

Case ID : N032008-03-1100115

Case Title : [REDACTED] HEADLIGHT COMBINATION SWITCH RECALL ELIGIBILITY

Number = N032008-03-1100115-2, Created in WIP default with due date 03/12/2008 12:13:09 PM..

*** SUBCASE N032008-03-1100115-2 CREATE 3/11/2008 12:13:09 PM, ktillery, Action Type :

Created in WIP default with due date 03/12/2008 12:13:09 PM.

*** SUBCASE N032008-03-1100115-2 MODIFY 3/11/2008 12:13:19 PM, ktillery
into WIP default and Status of Solving.*** CASE MODIFY 3/11/2008 12:13:26 PM, ktillery
into WIP default and Status of Solving.*** SUBCASE N032008-03-1100115-2 CLOSE 3/11/2008 1:00:56 PM, ktillery
Status = Solving, Resolution Code = Instruction Given*** SUBCASE N032008-03-1100115-1 CLOSE 3/11/2008 1:00:56 PM, ktillery
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 3/11/2008 1:00:56 PM, ktillery
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012008-01-1001410	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/10/2008 4:46:17 PM
Case Originator :	Zakiya Grady (Team CC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/8/2008 3:10:02 PM
Case Owner :	Kris Schroeder (Team HE)	Method :	Phone	Queue :		Days Open :	29
Last Closed By :	Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	09J-208186 [REDACTED]		COMBINATION LIGHT SWITCH 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 : CTR BARNSTEAD, NH [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16221L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 133,000
In Service Date : 04/25/2001
Months In Use : 81
Engine Number : D17A11433035
Originating Dealer No. / Name : 206909 / DARLING'S HONDA
Selling Dealer No. / Name : 208186 / DOVER HONDA
Trim : DX
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 : 208186 / DOVER HONDA
Phone No. : 603-742-1676
Address : 5 DOVER POINT ROAD
City / State / Zip : DOVER, NH 03820
Svc District / SIs District : 09H / D09
Warranty Labor Rate / Date : \$95.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N012008-01-1001410-1 / [REDACTED]	PRO Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012008-01-1001410-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 1/11/2008 8:15:30 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 2/8/2008 3:10:02 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, No Contact
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 : N012008-01-1001410

Case Title : 09J-208186- [REDACTED] COMBINATION LIGHT SWITCH ASSISTANCE

*** CASE CREATE 1/10/2008 4:46:17 PM, zgrady

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

*** CASE MODIFY 1/10/2008 4:47:36 PM, zgrady

into WIP Default and Status of Solving.

*** NOTES 1/10/2008 4:51:57 PM, zgrady, Action Type : Call from Customer

The customer contacted AHM stating that the combination switch was replaced 3 times, one time free of charge under the combination switch recall. Customer stated that the vehicle is still exhibiting the symptoms as stated in the combination light switch recall and he would like AHM to pay for the repair. The customer stated that he had the vehicle diagnosed on 12-26-07 because the headlight switch handle overheated to where customer could not put his hand on it and the switch fried itself. Customer stated that the next morning the headlights would not come on. Vehicle was diagnosed at Cover Honda and the SM, Brad, stated that the problem could not be found and they called tech line and were told to replace the dashboard harness at the cost of the customer. Customer declined stating that he should not be responsible for the repair.

The estimated cost of repair is \$1200 (10 hours of labor and part is \$300). The vehicle is currently with the customer. The customer stated that this is the only Honda he has owned. The vehicle is drivable. I informed the customer that his case would be forwarded to a CM for further review, and that cases are reviewed on a case by case basis. I also explained to the customer that the CM would work as a liaison between him and the dealership. I also explained that there is no guarantee for assistance and that a case manager will contact him. I provided the customer with the case number. The customer thanked me and the call ended.

Customer's name, address, and phone number have been verified

Case will be sent to Honda Team H for further review.

*** CASE MODIFY 1/10/2008 4:52:00 PM, zgrady

into WIP Default and Status of Solving.

*** CASE MODIFY 1/10/2008 4:52:09 PM, zgrady

into WIP Default and Status of Solving.

*** CASE MODIFY 1/10/2008 4:52:10 PM, zgrady

into WIP Default and Status of Solving.

*** NOTES 1/10/2008 4:52:55 PM, zgrady, Action Type : Note-General

Customer requesting assistance for combination light switch

Case sent to Honda Team H queue

*** CASE DISPATCH 1/10/2008 4:53:08 PM, zgrady

from WIP Default to Queue Honda Team H.

*** CASE ACCEPT 1/11/2008 6:09:12 AM, kschröd

from Queue Honda Team H to WIP default.

*** CASE MODIFY 1/11/2008 8:13:09 AM, kschröd

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/11/2008 8:14:28 AM, kschröd

CLAIM CHECK 01/11/2008 08:14:27 AM kschröd

The following Claim History information was found

Case History

Case ID : N012008-01-1001410

Case Title : 09J-208186- COMBINATION LIGHT SWITCH ASSISTANCE

0; 2005-11-28; 208186; 267502; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN T

*** CASE CAMPAIGN LOOKUP 1/11/2008 8:14:32 AM, kschrøed

CAMPAIGN CHECK 01/11/2008 08:14:32 AM kschrøed

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 04/01/02; FX;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/28/05; FX;

*** CASE VSC LOOKUP 1/11/2008 8:14:34 AM, kschrøed

VSC CHECK 01/11/2008 08:14:34 AM kschrøed

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 1/11/2008 8:14:34 AM, kschrøed

CUC CHECK 01/11/2008 08:14:34 AM kschrøed

The following CUC information was found

ACTIVE;100000;39044;51044;2003-06-24;2008-04-25;;2003-06-24;2003-06-24;208186;;0;2003-06-30;
2003-06-26

*** CASE EXTENDED WARRANTY LOOKUP 1/11/2008 8:14:36 AM, kschrøed

WARRANTY CHECK 01/11/2008 08:14:36 AM kschrøed

No data found for VIN.

*** CASE MODIFY 1/11/2008 8:14:38 AM, kschrøed

into WIP default and Status of Solving.

*** SUBCASE N012008-01-1001410-1 CREATE 1/11/2008 8:15:30 AM, kschrøed

Created in WIP Default with Due Date 1/11/2008 8:15:30 AM.

*** CASE MODIFY 1/11/2008 8:15:31 AM, kschrøed

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/11/2008 8:54:50 AM, kschrøed

VSC CHECK 01/11/2008 08:54:50 AM kschrøed

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 1/11/2008 8:54:50 AM, kschrøed

CUC CHECK 01/11/2008 08:54:50 AM kschrøed

The following CUC information was found

ACTIVE;100000;39044;51044;2003-06-24;2008-04-25;;2003-06-24;2003-06-24;208186;;0;2003-06-30;
2003-06-26

*** NOTES 1/11/2008 9:44:24 AM, kschrøed, Action Type : Call to Dealer

Spoke with the service advisor at the dealer regarding issue. he stated that the customer had brought the vehicle in back in March 2007 and had the recall performed with 116000 miles on the vehicle. He stated that it repair fixed the vehicle and it was working just fine. he stated that the customer came back in the day after Christmas with 133000 miles on the vehicle and they stated that the switched tested out fine, but the vehicle needed an extensive repair

Case History

Case ID : N012008-01-1001410

Case Title : 09J-208186- COMBINATION LIGHT SWITCH ASSISTANCE

to the wire harness. He stated that the dealer had contacted tech line and the recommended replacing the wire harness and the customer would be responsible for the cost. I advised that the customer was contacting AHM for assistance with the cost. he stated that the vehicle was purchased from the dealer as a new vehicle and was not seen again until 11-29-05 with 89000 miles on it for the combination switch recall. He stated that the customer was the second owner, but had purchased the vehicle from another dealer as a certified used vehicle. I advised that based on the information that i was receiving, AHM was not going to be able to assist with the repair cost due to the lack of service history and excessive mileage to the vehicle. I advised that the part that failed was not related to the recall to the headlights. I advised that the repair would be the customers responsibility. i thanked service advisor and ended call.

*** CASE MODIFY 1/11/2008 9:45:01 AM, kschroed
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/21/2008 9:02:59 AM, kschroed
VSC CHECK 01/21/2008 09:02:59 AM kschroed
The following VSC information was found
;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 1/21/2008 9:02:59 AM, kschroed
CUC CHECK 01/21/2008 09:02:59 AM kschroed
The following CUC information was found
ACTIVE;100000;39044;51044;2003-06-24;2008-04-25;;2003-06-24;2003-06-24;208186;;0;2003-06-30;
2003-06-26

*** NOTES 1/21/2008 9:03:36 AM, kschroed, Action Type : Call to Customer
left message for customer to give me a call back regarding issue.

*** CASE MODIFY 1/21/2008 9:03:43 AM, kschroed
into WIP default and Status of Solving.

*** COMMIT 1/21/2008 9:03:45 AM, kschroed, Action Type : N/A
Made to due 01/28/2008 12:00:00 AM.
speak with customer

*** CASE MODIFY 1/21/2008 9:04:01 AM, kschroed
into WIP default and Status of Solving.

*** NOTES 1/30/2008 2:49:55 PM, kschroed, Action Type : Call to Customer
Left message for customer regarding issue.

*** CASE MODIFY COMMITMENT 1/30/2008 2:50:05 PM, kschroed
with due 02/01/2008 12:00:00 AM.

*** CASE MODIFY 1/30/2008 2:50:10 PM, kschroed
into WIP no contact and Status of Solving.

*** CASE RULE ACTION 2/7/2008 4:46:17 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 2/8/2008 3:09:33 PM, kschroed, Action Type : Letter/Fax
Letter sent to customer

February 8, 2008

Case History

Case ID : N012008-01-1001410

Case Title : 09J-208186- [REDACTED] COMBINATION LIGHT SWITCH ASSISTANCE

[REDACTED]
CTR BARNSTEAD, NH [REDACTED]

Dear [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns. We would like to discuss the issue with you by phone, but have been unable to reach you.

For further assistance with your concern please contact us at your earliest convenience. We can be reached at 1-800-999-1009, extension 118092, Monday through Friday, from 6:00 a.m. to 2:30 p.m., PST.

Again, thank you for bringing your concerns to our attention.

Sincerely,
SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC

Kris Schroeder
Automobile Customer Service
Case ID: N012008-01-1001410

*** CASE MODIFY 2/8/2008 3:10:00 PM, kschroed
into WIP no contact and Status of Solving.

*** SUBCASE N012008-01-1001410-1 CLOSE 2/8/2008 3:10:02 PM, kschroed
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/8/2008 3:10:02 PM, kschroed
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-02-1600022	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/16/2011 6:11:43 AM
Case Originator :	Yolanda Jones (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/16/2011 6:44:33 AM
Case Owner :	Yolanda Jones (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Yolanda Jones (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS 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 : VINE GROVE, KY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES25731L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571JW / A
Miles / Hours : 97,500
In Service Date : 01/29/2001
Months In Use : 121
Engine Number : D17A21413686
Originating Dealer No. / Name : 809304 / HONDA DEUTSCHLAND
Selling Dealer No. / Name : 809304 / HONDA DEUTSCHLAND
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 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
N012011-02-1600022-1 / [REDACTED] FREEMAN	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012011-02-1600022-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2011 6:44:03 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 2/16/2011 6:44:27 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, Documented Concern, 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 : N012011-02-1600022

Case Title : [REDACTED] - HEADLIGHTS OUT

*** CASE CREATE 2/16/2011 6:11:43 AM, yjones

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

*** CASE MODIFY 2/16/2011 6:11:51 AM, yjones

into WIP default and Status of Solving.

*** CASE MODIFY 2/16/2011 6:12:37 AM, yjones

into WIP default and Status of Solving.

*** NOTES 2/16/2011 6:25:32 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states her headlights are out. Customer states her husband told her that the headlights were recalled. Customer wants to know if she qualifies for the repair.

Advised customer that there is not a headlight recall attached to her vin.

*** CASE MODIFY 2/16/2011 6:25:39 AM, yjones

into WIP default and Status of Solving.

*** SUBCASE N012011-02-1600022-1 CREATE 2/16/2011 6:44:03 AM, yjones

Created in WIP Default with Due Date 2/16/2011 6:44:03 AM.

*** SUBCASE N012011-02-1600022-1 CLOSE 2/16/2011 6:44:27 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2011 6:44:33 AM, yjones

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 :	N032010-08-2401518	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/24/2010 2:53:24 PM
Case Originator :	Laura Aldrich (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/24/2010 3:04:28 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] - CAMPAIGN INQUIRY/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 : CASTRO VALLEY, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16231L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PBW / A
Miles / Hours : 99,000
In Service Date : 11/05/2000
Months In Use : 117
Engine Number : D17A11433354
Originating Dealer No. / Name : 207838 / HONDA OF EL CERRITO
Selling Dealer No. / Name : 207838 / HONDA OF EL CERRITO
Trim : DX 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 : 208176 / HONDA OF SERRAMONTE
Phone No. : 650-758-4800
Address : 485 SERRAMONTE BLVD.
City / State / Zip : COLMA, CA 94014
Svc District / Sls District : 12G / B12
Warranty Labor Rate / Date : \$137.50 /
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
N032010-08-2401518-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-08-2401518-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/24/2010 3:04:08 PM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 8/24/2010 3:04:18 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 : N032010-08-2401518

Case Title : [REDACTED] CAMPAIGN INQUIRY/COMBINATION LIGHT SWITCH

*** CASE CREATE 8/24/2010 2:53:24 PM, laldrich

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

*** CASE CAMPAIGN LOOKUP 8/24/2010 2:54:45 PM, laldrich

CAMPAIGN CHECK 08/24/2010 02:54:45 PM laldrich

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 01/30/01; FX;

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

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

06-009; Q08; 99-04

*** CASE CAMPAIGN LOOKUP 8/24/2010 2:55:56 PM, laldrich

CAMPAIGN CHECK 08/24/2010 02:55:56 PM laldrich

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 01/30/01; FX;

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

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

06-009; Q08; 99-04

*** NOTES 8/24/2010 3:02:03 PM, laldrich, Action Type : Call from Customer

The customer's information was updated and verified.

The customer is calling AHM because only the high beams are only working. He remembers receiving a notice for a recall.

Per CRMs, his vehicle is included in the combination light switch and also the driver airbag.

I explained Q96 to him and the seriousness.

I provided the phone number to Serramonte Honda, 6507584800

*** CASE CREATE 8/24/2010 3:04:08 PM, laldrich

Number = N032010-08-2401518-1, Created in WIP default with due date 08/25/2010 03:04:08 PM..

*** SUBCASE N032010-08-2401518-1 CREATE 8/24/2010 3:04:08 PM, laldrich, Action Type :

Created in WIP default with due date 08/25/2010 03:04:08 PM.

*** SUBCASE N032010-08-2401518-1 MODIFY 8/24/2010 3:04:15 PM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032010-08-2401518-1 CLOSE 8/24/2010 3:04:18 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 8/24/2010 3:04:20 PM, laldrich

CAMPAIGN CHECK 08/24/2010 03:04:20 PM laldrich

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 01/30/01; FX;

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

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

06-009; Q08; 99-04

*** CASE MODIFY 8/24/2010 3:04:23 PM, laldrich

into WIP default and Status of Solving.

Case History

Case ID : N032010-08-2401518

Case Title : [REDACTED] CAMPAIGN INQUIRY/COMBINATION LIGHT SWITCH

*** CASE CLOSE 8/24/2010 3:04:28 PM, laldrich

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-10-0303749	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/3/2011 3:20:21 PM
Case Originator :	Jennifer Pacheco (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/3/2011 3:23:42 PM
Case Owner :	Jennifer Pacheco (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jennifer Pacheco (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - LOW BEAM HEAD LIGHT 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 : PICKERINGTON, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26701L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 163,000
In Service Date : 11/11/2000
Months In Use : 131
Engine Number : D17A21414567
Originating Dealer No. / Name : 206696 / HUGH WHITE HONDA
Selling Dealer No. / Name : 206696 / HUGH WHITE HONDA
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 :
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
N012011-10-0303749-1 [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-10-0303749-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 10/3/2011 3:23:14 PM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 10/3/2011 3:23:42 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, 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 : N012011-10-0303749

Case Title : [REDACTED] LOW BEAM HEAD LIGHT CONCERN

*** CASE CREATE 10/3/2011 3:20:21 PM, jpacheco

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

*** NOTES 10/3/2011 3:22:37 PM, jpacheco, Action Type : Call from Customer

Verified customer's info.

Customer states that both of his low beam head lights stopped working and he heard about a recall. I advised him that recalls are VIN specific and his vehicle did not have one. Customer thanked me and no further assistance was needed.

*** CASE MODIFY 10/3/2011 3:22:43 PM, jpacheco

into WIP default and Status of Solving.

*** SUBCASE N012011-10-0303749-1 CREATE 10/3/2011 3:23:14 PM, jpacheco

Created in WIP Default with Due Date 10/3/2011 3:23:14 PM.

*** CASE MODIFY 10/3/2011 3:23:36 PM, jpacheco

into WIP default and Status of Solving.

*** SUBCASE N012011-10-0303749-1 CLOSE 10/3/2011 3:23:42 PM, jpacheco

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/3/2011 3:23:42 PM, jpacheco

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 : N032004-06-2401111	Division : Honda - Auto	Condition : Closed	Open Date : 6/24/2004 2:10:49 PM
Case Originator : Lester Lara (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/24/2004 2:27:22 PM
Case Owner : Lester Lara (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Lester Lara (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [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 : OPA LOCKA, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Current Dealer Info :

Current Dealer No. / Name : 207814 / MAROONE HONDA OF MIAMI
 Phone No. : 305-823-4222
 Address : 5925 N.W. 167TH STREET
 City / State / Zip : MIAMI, FL 33015
 Svc District / SIs District : 07N / C07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES16571L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1651PW / A
 Miles / Hours : 7,000
 In Service Date : 11/17/2000
 Months In Use : 43
 Engine Number : D17A11436722
 Originating Dealer No. / Name : 207814 / MAROONE HONDA OF MIAMI
 Selling Dealer No. / Name : 207814 / MAROONE HONDA OF MIAMI
 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 :

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
N032004-06-2401111-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032004-06-2401111-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	310502	SAFETY RECALL: CIVI

Issue Details

Issue ID : N032004-06-2401111-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lester Lara	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/24/2004 2:19:35 PM
Issue Owner : Lester Lara	Type 2 : Eligibility	Queue :	Close Date : 6/24/2004 2:19:49 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 : 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 : N032004-06-2401111-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lester Lara	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/24/2004 2:20:31 PM
Issue Owner : Lester Lara	Type 2 : Eligibility	Queue :	Close Date : 6/24/2004 2:21:11 PM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 310502 / SAFETY RECALL: CIVIC FUEL FILL HOSE CLAM
Condition Code Desc : Gas Tank 3107
Campaign Code / Desc : L28 / 2001 CIVIC FUEL HOSE
Temperament Code :
Resolutions : Referred to Dealer
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

Case History

Case ID : N032004-06-2401111

Case Title : [REDACTED] - HEADLIGHT RECALL

*** CASE CREATE 6/24/2004 2:10:49 PM, Ilara

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

*** NOTES 6/24/2004 2:10:49 PM, Ilara, Action Type :

The customer is calling in regards to her headlight wiring burnt out causing the lights to go off and then she received the safety recall letter in May 2004 and needs to know what she needs to do.

*** CASE EXTENDED WARRANTY LOOKUP 6/24/2004 2:10:53 PM, Ilara

WARRANTY CHECK 06/24/2004 02:10:53 PM Ilara

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/24/2004 2:10:58 PM, Ilara

CLAIM HISTORY CHECK 06/24/2004 02:10:58 PM Ilara

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/24/2004 2:11:07 PM, Ilara

CAMPAIGN CHECK 06/24/2004 02:11:07 PM Ilara

The following Campaign information was found

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

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

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

*** CASE VSC LOOKUP 6/24/2004 2:11:08 PM, Ilara

VSC-CUC CHECK 06/24/2004 02:11:08 PM Ilara

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/24/2004 2:15:03 PM, Ilara

CAMPAIGN CHECK 06/24/2004 02:15:03 PM Ilara

The following Campaign information was found

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

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

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

*** CASE MODIFY 6/24/2004 2:17:55 PM, Ilara

into WIP default and Status of Solving.

*** CASE CREATE 6/24/2004 2:19:35 PM, Ilara

Number = N032004-06-2401111-1, Created in WIP default with due date 06/25/2004 02:19:35 PM..

*** SUBCASE N032004-06-2401111-1 CREATE 6/24/2004 2:19:35 PM, Ilara, Action Type :

Created in WIP default with due date 06/25/2004 02:19:35 PM.

*** SUBCASE N032004-06-2401111-1 MODIFY 6/24/2004 2:19:45 PM, Ilara

into WIP default and Status of Solving.

*** SUBCASE N032004-06-2401111-1 CLOSE 6/24/2004 2:19:49 PM, Ilara

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 6/24/2004 2:19:53 PM, Ilara

CAMPAIGN CHECK 06/24/2004 02:19:52 PM Ilara

Case History

Case ID : N032004-06-2401111

Case Title [REDACTED] HEADLIGHT RECALL

The following Campaign information was found

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

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

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

*** CASE CREATE 6/24/2004 2:20:31 PM, Ilara

Number = N032004-06-2401111-2, Created in WIP default with due date 06/25/2004 02:20:31 PM..

*** SUBCASE N032004-06-2401111-2 CREATE 6/24/2004 2:20:31 PM, Ilara, Action Type :

Created in WIP default with due date 06/25/2004 02:20:31 PM.

*** SUBCASE N032004-06-2401111-2 MODIFY 6/24/2004 2:21:01 PM, Ilara

into WIP default and Status of Solving.

*** SUBCASE N032004-06-2401111-2 CLOSE 6/24/2004 2:21:11 PM, Ilara

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 6/24/2004 2:21:16 PM, Ilara

CAMPAIGN CHECK 06/24/2004 02:21:16 PM Ilara

The following Campaign information was found

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

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

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

*** NOTES 6/24/2004 2:26:54 PM, Ilara, Action Type : Call from Customer

I did check CICS and CRMS and did find the safety recalls: Headlight combination light switch and the safety recall: Civic Fuel Fill Hose Clamps for which I did provide an explanation to the customer for a better understanding. I advised [REDACTED] that she would need to contact the nearest authorized Honda dealer to set up an appointment for diagnosis and repair at no cost to her. I did provide the dealer information to Maroone Honda in Miami, FL.

I also advised the customer to expect to have her vehicle at the dealer the whole day to allow flexibility for diagnosis and repair. [REDACTED] states that she does not have any low beams at all and did get a ticket because of this problem. [REDACTED] was satisfied with my assistance and had no other questions or concerns and thanked me. I will close this case.

*** CASE VSC LOOKUP 6/24/2004 2:27:02 PM, Ilara

VSC-CUC CHECK 06/24/2004 02:27:02 PM Ilara

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/24/2004 2:27:07 PM, Ilara

CLAIM HISTORY CHECK 06/24/2004 02:27:07 PM Ilara

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/24/2004 2:27:14 PM, Ilara

WARRANTY CHECK 06/24/2004 02:27:14 PM Ilara

No data found for VIN.

*** CASE CLOSE 6/24/2004 2:27:22 PM, Ilara

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

*** NOTES 6/24/2004 2:27:59 PM, msalas, Action Type : Call from Customer

The customer called and stated she would like to know if the wires melt and the headlight switch goes out would this cause electrical problems in the vehicle.

I advised the customer to speak to a SA when she call the dealer to make an appointment. The customer thanked me and I am re-closing the case

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-10-1103494	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/11/2010 11:38:55
Case Originator :	John Starling (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/11/2010 11:44:28
Case Owner :	John Starling (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	John Starling (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMPLAINT/LOW BEAM HEADLIGHTS 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 : MINNEAPOLIS, MN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES165711 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours :
In Service Date : 01/09/2001
Months In Use : 117
Engine Number : D17A11436825
Originating Dealer No. / Name : 208076 / BURNSVILLE HONDA
Selling Dealer No. / Name : 208076 / BURNSVILLE 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 : 206805 / LUTHER BROOKDALE HONDA
Phone No. : 763-561-8111
Address : 6801 BROOKLYN BLVD.
City / State / Zip : MINNEAPOLIS, MN 55429
Svc District / Sls District : 08G / C08
Warranty Labor Rate / Date : \$112.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-1103494-I [REDACTED] PRODUCT -	Subcase Close	Product	Operation	712	Headlights

3rd Party Info :

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

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012010-10-1103494-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 10/11/2010 11:43:55
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 10/11/2010 11:44:27
Issue Title : XXXXXXXXXX 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, Documented Concern, 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 : N012010-10-1103494

Case Title : [REDACTED] - COMPLAINT/LOW BEAM HEADLIGHTS OUT

*** CASE CREATE 10/11/2010 11:38:55 AM,jstarlin

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

*** CASE EXTENDED WARRANTY LOOKUP 10/11/2010 11:39:00 AM, jstarlin

WARRANTY CHECK 10/11/2010 11:39:00 AM jstarlin

The following Warranty Status information was found

; 1A ; 2005-12-22; J; 0; 0;

; 1B ; 2005-12-22; J; 0; 0;

; 1C ; 2005-12-22; J; 0; 0;

; 1G ; 2005-1

*** CASE CLAIMS LOOKUP 10/11/2010 11:39:01 AM, jstarlin

CLAIM HISTORY CHECK 10/11/2010 11:39:01 AM jstarlin

No data found for VIN.

*** CASE VSC LOOKUP 10/11/2010 11:39:05 AM, jstarlin

VSC CHECK 10/11/2010 11:39:05 AM jstarlin

The following VSC information was found

TIMOTHY;SCHENK;V000940842;B70;(NEW) PREMIUM 7YR 100K 0 DED;EXPIRED;;2001-01-08;2008-01-08;100000;10;208076;0.0

*** CASE CUC LOOKUP 10/11/2010 11:39:06 AM, jstarlin

CUC CHECK 10/11/2010 11:39:05 AM jstarlin

The following CUC information was found

```
;;;0;0;0;,,,,,,,,;0;;
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*** CASE CAMPAIGN LOOKUP 10/11/2010 11:39:28 AM, jstarlin

CAMPAIGN CHECK 10/11/2010 11:39:28 AM jstarlin

The following Campaign information was found

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

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

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

08-093; Q96; DRIVERS AIRBA

*** CASE CAMPAIGN LOOKUP 10/11/2010 11:40:55 AM, jstarlin

CAMPAIGN CHECK 10/11/2010 11:40:55 AM jstarlin

The following Campaign information was found

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

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

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

08-093; Q96; DRIVERS AIRBA

*** CASE MODIFY 10/11/2010 11:42:20 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 10/11/2010 11:43:32 AM, jstarlin, Action Type : Call from Customer

Updated Customer's Information

Case History

Case ID : N012010-10-1103494

Case Title : [REDACTED] COMPLAINT/LOW BEAM HEADLIGHTS OUT

Best Contact Number: [REDACTED]

The customer called to check campaign information. ACS advised the customer of the current open recalls on his vehicle. The customer will visit the DLR for the airbag recall and because his low beam headlights are out. Case Closed

*** SUBCASE N012010-10-1103494-1 CREATE 10/11/2010 11:43:55 AM, jstarlin

Created in WIP Default with Due Date 10/11/2010 11:43:55 AM.

*** CASE MODIFY 10/11/2010 11:44:10 AM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 10/11/2010 11:44:17 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE N012010-10-1103494-1 CLOSE 10/11/2010 11:44:27 AM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/11/2010 11:44:28 AM, jstarlin

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

Case Details

Case ID :	N032010-06-0400354	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/4/2010 8:37:03 AM
Case Originator :	Tiffany Moss (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/4/2010 8:57:50 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] INSIGHT RECALL INQUIRY/Q96 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 : MASSILLON, OH [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 : 158,000
In Service Date : 10/20/2000
Months In Use : 116
Engine Number : D17A11436872
Originating Dealer No. / Name : 207532 / SUNNYSIDE HONDA
Selling Dealer No. / Name : 207532 / SUNNYSIDE 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 : 206902 / WAIKEM HONDA
Phone No. : 330-477-5002
Address : 3910 LINCOLNWAY EAST
City / State / Zip : MASSILLON, OH 44646
Svc District / Sls District : 04G / C04
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
N032010-06-0400354-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	7521F4	REPLACE THE SRS DRI
N032010-06-0400354-2 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-06-0400354-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/4/2010 8:56:49 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 6/4/2010 8:57:50 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 7521F4 / REPLACE THE SRS DRIVER INFLATOR. S/B# 01
Condition Code Desc Other 752X
Campaign Code / Desc : Q96 / DRIVERS AIRBAG INFLA
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
06770-S84-A11ZA	AIRBAG ASSY. *B94L*	Not Applicable

Issue Details

Issue ID : N032010-06-0400354-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/4/2010 8:57:37 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 6/4/2010 8:57:50 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
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Case History

Case ID : N032010-06-0400354

Case Title : [REDACTED] INSIGHT RECALL INQUIRY/Q96 ASSISTANCE

*** CASE CREATE 6/4/2010 8:37:03 AM, tmoss

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

*** CASE EXTENDED WARRANTY LOOKUP 6/4/2010 8:37:05 AM, tmoss

WARRANTY CHECK 06/04/2010 08:37:05 AM tmoss

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/4/2010 8:37:07 AM, tmoss

CLAIM HISTORY CHECK 06/04/2010 08:37:07 AM tmoss

No data found for VIN.

*** CASE VSC LOOKUP 6/4/2010 8:37:39 AM, tmoss

VSC-CUC CHECK 06/04/2010 08:37:39 AM tmoss

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/4/2010 8:37:39 AM, tmoss

CAMPAIGN CHECK 06/04/2010 08:37:39 AM tmoss

The following Campaign information was found

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

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

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

08-093; Q96; DRIVERS AIRBAG I

*** CASE MODIFY 6/4/2010 8:37:51 AM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2010 8:37:52 AM, tmoss

into WIP default and Status of Solving.

*** CASE MODIFY 6/4/2010 8:39:17 AM, tmoss

into WIP default and Status of Solving.

*** NOTES 6/4/2010 8:45:07 AM, tmoss, Action Type : Call from Customer

I updated the customers contact information [REDACTED]

The customer contacted AHM and stated that two nights ago both of his headlights went out on the vehicle. He wanted to verify if the Headlight Recall was on his vehicle, and I informed him that I did verify that he had that recall as well as an Airbag inflator Recall on the vehicle. I informed him that I could assist him with scheduling an appointment to have both recalls repaired free of charge. He understood, and requested that the appointment be made with Waikem Honda.

I contacted Waikem Honda on behalf of the customer and spoke with the SA Nancy. I stated to the customer that I was contacting her in regards to the Airbag Inflator Recall, and the Insight Headlight Recall as well. I then connected the customer with the SA, and they scheduled the appointment for the recalls to be repaired on Tuesday.

*** CASE MODIFY 6/4/2010 8:45:10 AM, tmoss

into WIP default and Status of Solving.

*** CASE CREATE 6/4/2010 8:56:49 AM, tmoss

Number = N032010-06-0400354-1, Created in WIP default with due date 06/05/2010 08:56:49 AM..

Case History

Case ID : N032010-06-0400354

Case Title : [REDACTED] - INSIGHT RECALL INQUIRY/Q96 ASSISTANCE

*** SUBCASE N032010-06-0400354-1 CREATE 6/4/2010 8:56:49 AM, tmoss, Action Type :

Created in WIP default with due date 06/05/2010 08:56:49 AM.

*** SUBCASE N032010-06-0400354-1 MODIFY 6/4/2010 8:57:02 AM, tmoss
into WIP default and Status of Solving.

*** CASE CREATE 6/4/2010 8:57:37 AM, tmoss

Number = N032010-06-0400354-2, Created in WIP default with due date 06/05/2010 08:57:37 AM..

*** SUBCASE N032010-06-0400354-2 CREATE 6/4/2010 8:57:37 AM, tmoss, Action Type :

Created in WIP default with due date 06/05/2010 08:57:37 AM.

*** SUBCASE N032010-06-0400354-2 MODIFY 6/4/2010 8:57:43 AM, tmoss
into WIP default and Status of Solving.

*** SUBCASE N032010-06-0400354-1 CLOSE 6/4/2010 8:57:50 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032010-06-0400354-2 CLOSE 6/4/2010 8:57:50 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2010 8:57:50 AM, tmoss

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012004-03-0500576 Division : Honda - Auto Condition : Closed Open Date : 3/5/2004 12:14:52 PM
Case Originator : Kathy BrownMyers (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 3/8/2004 8:47:07 AM
Case Owner : Marisa Martinez (Team HC) Method : Phone Queue : Days Open : 3
Last Closed By : Marisa Martinez (Team HC) Point of Origin : Dealer Wipbin :
Case Title : [REDACTED] HIL - WIESER HONDA COMBO SWITCH & HARNESS ORDER I 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 : CAPE GIRARDEAU, MO [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES165X1D [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 66,614
In Service Date : 01/02/2001
Months In Use : 38
Engine Number : D17A11436975
Originating Dealer No. / Name : 208013 / WIESER HONDA
Selling Dealer No. / Name : 208013 / WIESER 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 : 208013 / WIESER HONDA
Phone No. : 573-334-6919
Address : 385 SIEMERS DRIVE
City / State / Zip : CAPE GIRARDEAU, MO 63701
Svc District / Sls District : 08K / E08
Warranty Labor Rate / Date : \$75.00 /
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
N012004-03-0500576-1 [REDACTED] - PART	Subcase Close	Parts - AHM	Backord-Unit Not Dwn	712	Headlights

Issue Details

Issue ID : N012004-03-0500576-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Marisa Martinez	Type 1 : Parts - AHM	Status : Subcase Close	Open Date : 3/5/2004 4:12:02 PM
Issue Owner : Marisa Martinez	Type 2 : Backord-Unit Not Dwn	Queue :	Close Date : 3/8/2004 8:47:05 AM
Issue Title : [REDACTED] PARTS - AHM - BACKORD-UNIT NOT DWN			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
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
35255-S5A-A02	SWITCH ASSY.	Warranty
32103-S5A-A00	SUB-WIRE	Warranty

Case History

Case ID : N012004-03-0500576

Case Title : 8K [REDACTED] - WIESER HONDA COMBO SWITCH & HARNESS ORDER ISSUE

*** CASE CREATE 3/5/2004 12:14:52 PM, kbrownmy

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

*** NOTES 3/5/2004 12:14:53 PM, kbrownmy, Action Type :

Rusty, 208013 is calling on behalf of the customer. Customer's low beam headlights went out. Tech line advised to replace the combo switch and harness. The combo switch is on restricted ordering. DPSM is on vacation. Dealer was advised to call the zone office. The harness is on backorder. They just checked availability. on it. No order has been placed.

order number: the order has not been placed. They just ran availability.

p/n 32103-s5a-a00, subwire
pn/35255-s5a-a02 switch assy

Rusty was advised to go ahead and place the order and contact his district zone office for assistance.

I advised customer that a case manager will follow up to see if further assistance is needed. Rusty thanked me.

*** CASE MODIFY 3/5/2004 12:15:25 PM, kbrownmy
into WIP DEFAULT and Status of Solving.*** CASE MODIFY 3/5/2004 12:15:30 PM, kbrownmy
into WIP DEFAULT and Status of Solving.*** CASE MODIFY 3/5/2004 12:15:35 PM, kbrownmy
into WIP DEFAULT and Status of Solving.*** CASE MODIFY 3/5/2004 12:15:36 PM, kbrownmy
into WIP DEFAULT and Status of Solving.*** CASE DISPATCH 3/5/2004 12:15:53 PM, kbrownmy
from WIP DEFAULT to Queue Team C.*** CASE ACCEPT 3/5/2004 4:10:01 PM, mmartine
from Queue Team C to WIP default.*** SUBCASE N012004-03-0500576-1 CREATE 3/5/2004 4:12:02 PM, mmartine
Created in WIP Default with Due Date 3/5/2004 4:12:02 PM.*** CASE MODIFY 3/5/2004 4:12:47 PM, mmartine
into WIP default and Status of Solving.*** COMMIT 3/5/2004 4:12:57 PM, mmartine, Action Type :
Made to [REDACTED] due 03/08/2004 04:13:04 PM.

DCS Follow-Up

*** NOTES 3/5/2004 4:15:10 PM, mmartine, Action Type : Dealer Communication
ATTN: PARTS MANAGER RESOLUTION DUE DATE : 3/8/2004 4

Please advise on this order and the response from the parts group. I checked in the system and did not see a CBO order for these parts from your dealership.

Case History

Case ID : N012004-03-0500576

Case Title : 8K [REDACTED] WIESER HONDA COMBO SWITCH & HARNESS ORDER ISSUE

Rusty, 208013 is calling on behalf of the customer. Customer's low beam headlights went out. Tech line advised to replace the combo switch and harness. The combo switch is on restricted ordering. DPSM is on vacation. Dealer was advised to call the zone office. The harness is on backorder. They just checked availability. on it. No order has been placed. They just ran availability.

p/n 32103-s5a-a00, subwire
pn/35255-s5a-a02 switch assy

Rusty was advised to go ahead and place the order and contact his district zone office for assistance.

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.

Marisa Martinez
Automobile Customer Service
800-999-1009 ext. 11817

*** CASE MODIFY 3/5/2004 4:15:18 PM, mmartine
into WIP default and Status of Solving.

*** NOTES 3/8/2004 8:46:18 AM, mmartine, Action Type : Call to Dealer
Spoke to Dan Roberts - parts manager - DPSM assisted w/switch, harness purchased from another dealership and that is in stock as of this morning. Closing case. No follow-up required.

*** SUBCASE N012004-03-0500576-1 CLOSE 3/8/2004 8:47:05 AM, mmartine
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/8/2004 8:47:07 AM, mmartine
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 3/8/2004 11:25:53 AM, mmartine, Action Type : Inbound DCS
HEADLIGHTS INOP. DEALER SERVICES RELEASED COMBINATION SWITCH. FOUND HARNESS IN A DEALER IN MICHIGAN.
ALL PARTS ARE ON THE WAY. CUSTOMER IS IN RENTAL CAR

*** COMMIT 3/8/2004 11:25:53 AM, mmartine, Action Type : External Commitment
Inbound DCS received from Dealer # 208013

*** CASE FULFILL 3/9/2004 7:54:18 AM, mmartine
Fulfilled for [REDACTED] due ?/?/? ??:?.

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032006-05-0200394	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/2/2006 7:52:16 AM
Case Originator :	Amber Brown (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/2/2006 8:11:33 AM
Case Owner :	Amber Brown (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Amber Brown (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	04A - [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 : GARDEN CITY, MI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES165011 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 62,000
In Service Date : 03/29/2001
Months In Use : 62
Engine Number : D17A11437136
Originating Dealer No. / Name : 208108 / FERNDAL HONDA
Selling Dealer No. / Name : 207403 / SUNSHINE 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. :

3rd Party Info :

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

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
N032006-05-0200394-1 [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-05-0200394-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amber Brown	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/2/2006 7:54:57 AM
Issue Owner : Amber Brown	Type 2 : Eligibility	Queue :	Close Date : 5/2/2006 8:11:33 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 : Referred to Dealer, 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 : N032006-05-0200394

Case Title : 04A - [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 5/2/2006 7:52:16 AM, abrownl

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

*** CASE EXTENDED WARRANTY LOOKUP 5/2/2006 7:52:20 AM, abrownl

WARRANTY CHECK 05/02/2006 07:52:20 AM abrownl

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/2/2006 7:52:23 AM, abrownl

CLAIM HISTORY CHECK 05/02/2006 07:52:23 AM abrownl

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/2/2006 7:52:34 AM, abrownl

CAMPAIGN CHECK 05/02/2006 07:52:34 AM abrownl

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-03-05; FX

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

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

*** CASE VSC LOOKUP 5/2/2006 7:52:35 AM, abrownl

VSC-CUC CHECK 05/02/2006 07:52:35 AM abrownl

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/2/2006 7:53:25 AM, abrownl

CAMPAIGN CHECK 05/02/2006 07:53:24 AM abrownl

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-03-05; FX

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

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

*** CASE CREATE 5/2/2006 7:54:57 AM, abrownl

Number = N032006-05-0200394-1, Created in WIP default with due date 05/03/2006 07:54:57 AM..

*** SUBCASE N032006-05-0200394-1 CREATE 5/2/2006 7:54:57 AM, abrownl, Action Type :

Created in WIP default with due date 05/03/2006 07:54:57 AM.

*** SUBCASE N032006-05-0200394-1 MODIFY 5/2/2006 7:55:44 AM, abrownl

into WIP default and Status of Solving.

*** NOTES 5/2/2006 8:11:01 AM, abrownl, Action Type : Call from Customer

the customer called regarding the headlight recall on her vehicle. The customer stated that her headlights went out last night and after trying to just replace the light bulb she realized it was the actual headlight advised the customer that she does have this recall and that she needs to seek the assistance of her local Honda dealer to have this recall taken care of.

The customer thanked me and required no further assistance at this time.

Contact information has been verified.

*** CASE MODIFY 5/2/2006 8:11:15 AM, abrownl

into WIP default and Status of Solving.

Case History

Case ID : N032006-05-0200394

Case Title : 04A - [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CLOSE 5/2/2006 8:11:33 AM, abrownl

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

*** SUBCASE N032006-05-0200394-1 CLOSE 5/2/2006 8:11:33 AM, abrownl

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-09-0601929	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/6/2005 3:30:26 PM
Case Originator :	Terell Lesley (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/6/2005 3:39:19 PM
Case Owner :	Terell Lesley (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Terell Lesley (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	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 : GREENVILLE, NC
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 : 61,600
In Service Date : 12/11/2000
Months In Use : 57
Engine Number : D17A21415607
Originating Dealer No. / Name : 206824 / LEITH HONDA
Selling Dealer No. / Name : 206824 / LEITH 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 :
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.
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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
N032005-09-0601929-1	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-09-0601929-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Terell Lesley	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/6/2005 3:32:23 PM
Issue Owner : Terell Lesley	Type 2 : Eligibility	Queue :	Close Date : 9/6/2005 3:38:51 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
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 : N032005-09-0601929

Case Title : [REDACTED] - RECALL

*** CASE CREATE 9/6/2005 3:30:26 PM, tlesley

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

*** NOTES 9/6/2005 3:30:27 PM, tlesley, Action Type :

RECALL

*** CASE EXTENDED WARRANTY LOOKUP 9/6/2005 3:30:44 PM, tlesley

WARRANTY CHECK 09/06/2005 03:30:44 PM tlesley

No data found for VIN.

*** CASE VSC LOOKUP 9/6/2005 3:30:48 PM, tlesley

VSC-CUC CHECK 09/06/2005 03:30:48 PM tlesley

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/6/2005 3:30:53 PM, tlesley

CLAIM CHECK 09/06/2005 03:30:53 PM tlesley

The following Claim History information was found

0; 2005-09-01; 207288; 156868; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CASE CREATE 9/6/2005 3:32:23 PM, tlesley

Number = N032005-09-0601929-1, Created in WIP default with due date 09/07/2005 03:32:23 PM..

*** SUBCASE N032005-09-0601929-1 CREATE 9/6/2005 3:32:23 PM, tlesley, Action Type :

Created in WIP default with due date 09/07/2005 03:32:23 PM.

*** SUBCASE N032005-09-0601929-1 MODIFY 9/6/2005 3:32:31 PM, tlesley

into WIP default and Status of Solving.

*** SUBCASE N032005-09-0601929-1 NOTES 9/6/2005 3:38:19 PM, tlesley, Action Type : Call from Customer

Customer states that she took her vehicle to an independent to find out that she has a RECALL on her headlights. Customer states that while driven down the road her headlights cut off. Customer is asking AH to reimbursed for the independent diagnosed. I advised customer that we do not pay independents for diagnostics. Customer took her vehicle to a Honda dealer to get the RECALL done. Customer thanked me and call ended.

*** SUBCASE N032005-09-0601929-1 CLOSE 9/6/2005 3:38:51 PM, tlesley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/6/2005 3:38:57 PM, tlesley

into WIP default and Status of Solving.

*** CASE CLOSE 9/6/2005 3:39:19 PM, tlesley

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

Case Details

Case ID :	N012004-01-2001827	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/20/2004 4:37:10 PM
Case Originator :	Samantha Jones (Team SA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/20/2004 4:44:05 PM
Case Owner :	Samantha Jones (Team SA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Samantha Jones (Team SA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHTS DON'T WORK			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 HOPE, MN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26781 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours : 40,000
In Service Date : 12/19/2000
Months In Use : 37
Engine Number : D17A21416071
Originating Dealer No. / Name : 206805 / LUTHER BROOKDALE HONDA
Selling Dealer No. / Name : 206805 / LUTHER BROOKDALE 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
N012004-01-2001827-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-01-2001827-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Samantha Jones	Type 1 : Product	Status : Subcase Close	Open Date : 1/20/2004 4:41:00 PM
Issue Owner : Samantha Jones	Type 2 : Operation	Queue :	Close Date : 1/20/2004 4:44:01 PM
Issue Title : [REDACTED]	- PRODUCT INFORMATION - 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 : 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 : N012004-01-2001827

Case Title : [REDACTED] HEADLIGHTS DON'T WORK

*** CASE CREATE 1/20/2004 4:37:10 PM, sjones

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

*** CASE MODIFY 1/20/2004 4:37:17 PM, sjones

into WIP DEFAULT and Status of Solving.

*** NOTES 1/20/2004 4:38:19 PM, sjones, Action Type : Call from Customer

Cust states headlights don't work, brights do but regular lights do not. Customer has checked fuses per owners manual and that does not appear to be the problem.
Customer inquires if any suggestions before she goes all the way to the dlr.

*** CASE MODIFY 1/20/2004 4:38:41 PM, sjones

into WIP DEFAULT and Status of Solving.

*** NOTES 1/20/2004 4:40:50 PM, sjones, Action Type : Call from Customer

Checked manual and adv customer to go to dealership for assistance.

*** CASE MODIFY 1/20/2004 4:40:51 PM, sjones

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012004-01-2001827-1 CREATE 1/20/2004 4:41:00 PM, sjones

Created in WIP Default with Due Date 1/20/2004 4:41:00 PM.

*** CASE MODIFY 1/20/2004 4:42:20 PM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 1/20/2004 4:42:22 PM, sjones

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012004-01-2001827-1 CLOSE 1/20/2004 4:44:01 PM, sjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/20/2004 4:44:02 PM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 1/20/2004 4:44:05 PM, sjones

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

Case Details

Case ID :	N012006-10-1000054	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/10/2006 6:39:00 AM
Case Originator :	Tito Ogunnaike (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/6/2006 12:19:50 PM
Case Owner :	Michael Bogan (Team AA)	Method :	Phone	Queue :		Days Open :	27
Last Closed By :	Michael Bogan (Team AA)	Point of Origin :	Customer	Wipbin :			
Case Title :	06J--F [REDACTED] REIMBURSEMENT**HEADLIGHT SWITCH RECALL**DI 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 : SENECA, SC [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES26701L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 93,000
In Service Date : 11/18/2000
Months In Use : 71
Engine Number : D17A21416651
Originating Dealer No. / Name : 206907 / VIC BAILEY HONDA
Selling Dealer No. / Name : 206907 / VIC BAILEY HONDA
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 : 207984 / HENDRICK HONDA EASLEY
Phone No. : 864-855-1234
Address : 4609 CALHOUN MEMORIAL
City / State / Zip : EASLEY, SC 29642
Svc District / SIs District : 06J / D06
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
N012006-10-1000054-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-10-1000054-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Bogan	Type 1 : Product	Status : Subcase Close	Open Date : 10/10/2006 8:38:40 AM
Issue Owner : Michael Bogan	Type 2 : Operation	Queue :	Close Date : 11/6/2006 12:19:39 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 : Assist - AHM 100%, CR Generated Gdwill
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. : 17981
Primary Amount : \$39.50
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$39.50
Approved By : bderbysh
Approval Date : 11/2/2006
Status : PROCESSED
Check No. : 1615093
Check Date : 11/3/2006

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : SENECA, SC [REDACTED]
Campaign Template # :
Contention Code : 03227
Defect Code : 03214
Category : Regular
Failed Part # : 35012-S5A-307

Case History

Case ID : N012006-10-1000054

Case Title : 06J- [REDACTED] - REIMBURSEMENT**HEADLIGHT SWITCH RECALL**DIAGNOS

*** CASE CREATE 10/10/2006 6:39:00 AM, dogunnai

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

*** CASE CAMPAIGN LOOKUP 10/10/2006 6:46:24 AM, dogunnai

CAMPAIGN CHECK 10/10/2006 06:46:24 AM dogunnai

The following Campaign information was found

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

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-09-22; FX

*** NOTES 10/10/2006 6:59:29 AM, dogunnai, Action Type : Call from Customer

Service Advisor: Rodney

Customer called ACS stating that her daughters headlights to her vehicle went out a few days ago. Customer advised her daughter to take her vehicle to an independent mechanic to take a look at it. After the vehicle was inspected the mechanic realized that the headlight switch was the issue and notified the customer that this part was under recall with Honda. He then advised her to take her vehicle to a Honda dealership and they would perform the service at no charge, however she had to pay \$39.50 for the diagnostic he performed. Customer went to Hendricks Honda and the headlight switch was replaced at no charge, however she will like to be reimbursed for the \$39.50 diagnostic fee that she incurred. ACS informed the customer that there is no guarantee that Honda will reimburse her, however a case manager will review her concerns to determine what Honda can do. Customer was provided a case number and was told to expect a call in 1-2 business days.

Independent Store Name:

Smith Davidson Tire & Auto

*** CASE MODIFY 10/10/2006 7:09:48 AM, dogunnai

into WIP default and Status of Solving.

*** CASE DISPATCH 10/10/2006 7:09:53 AM, dogunnai

from WIP default to Queue Honda Team B.

*** CASE MODIFY 10/10/2006 7:09:56 AM, dogunnai

into WIP default and Status of Solving.

*** CASE ASSIGN 10/10/2006 7:39:18 AM, wlett

N012006-10-1000054 to mbogan, WIP ☐ YX ☐

*** CASE RULE ACTION 10/10/2006 7:39:19 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012006-10-1000054-1 CREATE 10/10/2006 8:38:40 AM, mbogan

Created in WIP Default with Due Date 10/10/2006 8:38:40 AM.

*** CASE MODIFY 10/10/2006 8:38:43 AM, mbogan

into WIP default and Status of Solving.

*** COMMIT 10/10/2006 8:38:46 AM, mbogan, Action Type : N/A

1st Contact

*** CASE CLAIMS LOOKUP 10/11/2006 2:11:48 PM, mbogan

CLAIM CHECK 10/11/2006 02:11:48 PM mbogan

The following Claim History information was found

Case History

Case ID : N012006-10-1000054

Case Title : 06J-- [REDACTED] - REIMBURSEMENT**HEADLIGHT SWITCH RECALL**DIAGNOS

0; 2006-10-10; 207984; 135819; 310; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** NOTES 10/11/2006 2:14:54 PM, mbogan, Action Type : Call to Customer

Left message for customer advising that we would need for her to provide supporting documentation for her reimbursement request.

*** CASE FULFILL 10/11/2006 2:14:59 PM, mbogan

Fulfilled for [REDACTED] due 10/11/2006 12:00:00 AM.

*** COMMIT 10/11/2006 2:15:02 PM, mbogan, Action Type : N/A

Review w/cust

*** NOTES 10/11/2006 3:50:06 PM, shermosi, Action Type : Call from Customer

Customer called to speak with RCM. RCM was unavailable and transferred customer to voicemail with her permission.

*** NOTES 10/17/2006 12:14:40 PM, mbogan, Action Type : Call from Customer

Spoke to customer and requested that she fax in supporting documentation for her request.

*** CASE FULFILL 10/19/2006 10:07:52 AM, mbogan

Fulfilled for [REDACTED] due 10/17/2006 12:00:00 AM.

*** COMMIT 10/19/2006 10:07:55 AM, mbogan, Action Type : N/A

Review request

*** NOTES 10/30/2006 9:38:41 AM, mbogan, Action Type : Call from Customer

Spoke to customer. Confirmed receipt of requested documents. I advised that we are willing to reimburse the amount of the initial diagnosis for head light issue based on the fact that the dealer did ultimately complete a repair under the terms of the recall.

I confirmed the customer's mailing address and advised her to expect a check in the next 1-2 weeks

*** CASE FULFILL 10/30/2006 9:38:51 AM, mbogan

Fulfilled for [REDACTED] due 10/25/2006 12:00:00 AM.

*** COMMIT 10/30/2006 9:38:56 AM, mbogan, Action Type : N/A

Process reimbursement

*** SUBCASE N012006-10-1000054-1 DISPATCH 11/1/2006 4:17:17 PM, mbogan

from WIP SubCase to Queue Ck Req - Derbyshire.

*** CASE FULFILL 11/1/2006 5:04:09 PM, mbogan

Fulfilled for [REDACTED] due 11/01/2006 12:00:00 AM.

*** COMMIT 11/1/2006 5:04:13 PM, mbogan, Action Type : N/A

Confirm check mailed

*** SUBCASE N012006-10-1000054-1 11/2/2006 3:50:04 PM, bderbysh, Action Type :

Check Requisition for 39.50 \$ submitted

Check Requisition for 39.50 \$ submitted by bderbysh

*** SUBCASE N012006-10-1000054-1 RETURN 11/2/2006 3:50:09 PM, bderbysh

from Queue Ck Req - Derbyshire to WIP SubCase.

*** SUBCASE N012006-10-1000054-1 COMMIT 11/6/2006 8:04:56 AM, mbogan, Action Type : External Commitment

Case History

Case ID : N012006-10-1000054

Case Title : 06J- [REDACTED] - REIMBURSEMENT**HEADLIGHT SWITCH RECALL**DIAGNOS

Check processed for check_req_no = 17981 on 2006-11-03-00.00.00.000000

*** NOTES 11/6/2006 10:27:06 AM, pburkhar, Action Type : Note-General

Check mailed.

*** SUBCASE N012006-10-1000054-1 CLOSE 11/6/2006 12:19:39 PM, mbogan

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/6/2006 12:19:41 PM, mbogan

into WIP Check Req and Status of Solving.

*** CASE CLOSE 11/6/2006 12:19:50 PM, mbogan

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-03-0300051	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/3/2011 6:34:40 AM
Case Originator :	Roxanne Gandara (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/3/2011 7:33:11 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 :				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 : KEEZLETOWN, VA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16531L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 98,100
In Service Date : 01/08/2001
Months In Use : 122
Engine Number : D17A11439958
Originating Dealer No. / Name : 208243 / ROGERS HONDA
Selling Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
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 :
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
N032011-03-0300051-1	AMPA	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032011-03-0300051-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/3/2011 7:33:00 AM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 3/3/2011 7:33:11 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 : N032011-03-0300051

Case Title : XXXXXXXXXX

*** CASE CREATE 3/3/2011 6:34:40 AM, rlopez

Contact = DOUG PHILLIPS, Priority = N/A, Status = Solving.

*** CASE MODIFY 3/3/2011 6:35:03 AM, rlopez

into WIP In Box and Status of Solving.

*** CASE MODIFY 3/3/2011 6:35:07 AM, rlopez

into WIP In Box and Status of Solving.

*** NOTES 3/3/2011 6:44:14 AM, rlopez, Action Type : Call from Customer

Updated ownership

The customer stated that he seen online the Q96 recall and stated he had made an appointment to get the recall performed but is also concerned that the P23 recall has failed a second time. I advised him the P23 was performed in 2004 however per the Service Operations Manual section 7.3 that a vehicle may be eligible for a second safety recall repair if the safety recalls component exhibits the safety recall malfunction describes in the SB and is applicable in the VIN status inquiry. The customer was advised to speak to the SM who will contact the DPSM for 2nd recall repair approval. I advised if he were to go to the dealer and nothing was found wrong with the vehicle a fee would be assessed.

I also advised the customer of the salvaged title that he was not aware of and he feels is not correct or valid. I advised AHM will cancel the warranty on any vehicle that has been reported as totaled, scrapped or salvaged, or as odometer tampered with. These vehicle have been severely damaged either through collision or a natural disaster, or have odometers that have been altered; they are ineligible for AHM warranty coverage EXCEPT the ONLY coverage that remains on branded vehicles will be for - Safety recalls, product updates, emissions warranty and seat belt repairs will continue to apply.

The customer stated what if AHM is wrong and the vehicle is not salvaged because the brand was not stated at the time of purchase. I informed the customer that here at AHM we do not Brand Vehicles; it has been deemed by the Department of Motor Vehicles as branded. The customer would like to know if the brand may be changed, and there are cases where the title can be changed. You should note that not all states issues titles with brands, and that, periodically, a state may issues a branded title or registration in error. In most cases, however, you will find that the "brand" is valid. If a brand was issued in error, the vehicle owner must with the state that issued the branded to get the matter resolved. A letter must then be submitted to AHM from the DMV indicating the title has been cleared in order for AHM database to be updated. I advised per UPDA the state that issued the brand was South Carolina. No further assistance was needed.

*** CASE MODIFY 3/3/2011 6:44:59 AM, rlopez

into WIP In Box and Status of Solving.

*** CASE CREATE 3/3/2011 7:33:00 AM, rlopez

Number = N032011-03-0300051-1, Created in WIP In Box with due date 03/04/2011 07:33:00 AM..

*** SUBCASE N032011-03-0300051-1 CREATE 3/3/2011 7:33:00 AM, rlopez, Action Type :

Created in WIP In Box with due date 03/04/2011 07:33:00 AM.

*** SUBCASE N032011-03-0300051-1 MODIFY 3/3/2011 7:33:06 AM, rlopez

into WIP In Box and Status of Solving.

*** CASE MODIFY 3/3/2011 7:33:09 AM, rlopez

into WIP In Box and Status of Solving.

*** SUBCASE N032011-03-0300051-1 CLOSE 3/3/2011 7:33:11 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/3/2011 7:33:11 AM, rlopez

Case History

Case ID : N032011-03-0300051

Case Title : [REDACTED] P23

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012011-09-2601508 Division : Honda - Auto Condition : Closed Open Date : 9/26/2011 8:38:47 AM
Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/26/2011 8:46:08 AM
Case Owner : Michelina Terzoli (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Michelina Terzoli (Team HA) 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 : HOUSTON, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16511L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 120,000
In Service Date : 01/30/2001
Months In Use : 128
Engine Number : D17A11440129
Originating Dealer No. / Name : 207206 / BOB ROHRMAN HONDA
Selling Dealer No. / Name : 207206 / BOB ROHRMAN 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
N012011-09-2601508-1 [REDACTED]	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012011-09-2601508-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/26/2011 8:40:07 AM
Issue Owner : Michelina Terzoli	Type 2 : Details	Queue :	Close Date : 9/26/2011 8:46:08 AM
Issue Title : [REDACTED]	- CAMPAIGN - DETAILS		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, 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 : N012011-09-2601508

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 9/26/2011 8:38:47 AM, mterzoli

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

*** CASE MODIFY 9/26/2011 8:39:30 AM, mterzoli

into WIP default and Status of Solving.

*** SUBCASE N012011-09-2601508-1 CREATE 9/26/2011 8:40:07 AM, mterzoli

Created in WIP Default with Due Date 9/26/2011 8:40:07 AM.

*** CASE MODIFY 9/26/2011 8:40:18 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 9/26/2011 8:46:04 AM, mterzoli, Action Type : Call from Customer

ACS updated customer info.

Best number [REDACTED]

Customer advised that he is having an issue with his headlights not working or comin on. He is aware of the combination light switch recall on the vehicle and would like to know how to get repairs covered under this recall.

ACS advised that he would need to take the vehicle into the DLR to allow them to determine this is the exact issue listed in that recall. Customer was advised that the DLR will then provide him with information on getting the recall completed a 2nd time. Customer was advised the recallk was completed once in 2005

*** SUBCASE N012011-09-2601508-1 CLOSE 9/26/2011 8:46:08 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/26/2011 8:46:08 AM, mterzoli

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 :	N032011-12-1401363	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/14/2011 1:39:49 PM
Case Originator :	Marco Reeder (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/14/2011 1:53:25 PM
Case Owner :	Marco Reeder (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Marco Reeder (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 : DAVENPORT, IA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES15511L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 140,000
In Service Date : 02/23/2001
Months In Use : 130
Engine Number : D17A11440175
Originating Dealer No. / Name : 207088 / BRIAN BEMIS HONDA
Selling Dealer No. / Name : 207088 / BRIAN BEMIS 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.
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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
N032011-12-1401363-1 / CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-12-1401363-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Marco Reeder	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/14/2011 1:53:11 PM
Issue Owner : Marco Reeder	Type 2 : Eligibility	Queue :	Close Date : 12/14/2011 1:53:16 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 : N032011-12-1401363

Case Title : [REDACTED] P23

*** CASE CREATE 12/14/2011 1:39:49 PM, mreeder

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

*** CASE MODIFY 12/14/2011 1:48:49 PM, mreeder

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2011 1:49:26 PM, mreeder

into WIP default and Status of Solving.

*** NOTES 12/14/2011 1:51:59 PM, mreeder, Action Type : Call from Customer

The customer contacted AHM in regards to P23. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. I provided the customer with information on safety recall P23. I informed the customer safety recall P23 was already completed. The customer informed me she believes she is having the same issue. I informed the customer she would need to have her vehicle diagnosed by a Honda dealership. I informed the customer if it is the same issue as safety recall P23 there are times a safety recall can be completed again. I informed the customer it is a case by case basis. The customer understood. I asked if there was anything else I could assist the customer with. The customer responded with a no. I thanked the customer for calling AHM and ended the call.

*** CASE CREATE 12/14/2011 1:53:11 PM, mreeder

Number = N032011-12-1401363-1, Created in WIP default with due date 12/15/2011 01:53:11 PM..

*** SUBCASE N032011-12-1401363-1 CREATE 12/14/2011 1:53:11 PM, mreeder, Action Type :

Created in WIP default with due date 12/15/2011 01:53:11 PM.

*** SUBCASE N032011-12-1401363-1 MODIFY 12/14/2011 1:53:15 PM, mreeder

into WIP default and Status of Solving.

*** SUBCASE N032011-12-1401363-1 CLOSE 12/14/2011 1:53:16 PM, mreeder

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/14/2011 1:53:21 PM, mreeder

into WIP default and Status of Solving.

*** CASE CLOSE 12/14/2011 1:53:25 PM, mreeder

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

Case Details

Case ID :	N012009-04-0800470	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/8/2009 9:51:10 AM
Case Originator :	Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/8/2009 10:04:49 AM
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] - HEADLIGHT CONCERN/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 : DURHAM, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26711L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 72,000
In Service Date : 11/27/2000
Months In Use : 101
Engine Number : D17A21417318
Originating Dealer No. / Name : 206824 / LEITH HONDA
Selling Dealer No. / Name : 206824 / LEITH 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
N012009-04-0800470-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights
N012009-04-0800470-2 / [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012009-04-0800470-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2009 10:02:45 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 4/8/2009 10:03:02 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 : 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 : N012009-04-0800470-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/8/2009 10:03:31 AM
Issue Owner : Khia Eaton	Type 2 : Eligibility	Queue :	Close Date : 4/8/2009 10:04:40 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

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 : 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 : N012009-04-0800470

Case Title : [REDACTED] - HEADLIGHT CONCERN/RECALL INQUIRY

*** CASE CREATE 4/8/2009 9:51:10 AM, keaton

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

*** CASE EXTENDED WARRANTY LOOKUP 4/8/2009 9:51:13 AM, keaton

WARRANTY CHECK 04/08/2009 09:51:13 AM keaton

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/8/2009 9:51:17 AM, keaton

CLAIM CHECK 04/08/2009 09:51:17 AM keaton

The following Claim History information was found

0; 2007-11-29; 208201; 042551; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B# 92-012

*** CASE CAMPAIGN LOOKUP 4/8/2009 9:51:23 AM, keaton

CAMPAIGN CHECK 04/08/2009 09:51:23 AM keaton

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 10/27/04; FX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/27/04; FX;

*** CASE CUC LOOKUP 4/8/2009 9:51:30 AM, keaton

CUC CHECK 04/08/2009 09:51:30 AM keaton

The following CUC information was found

AMY;SPRUILL;EXPIRED;100000;16650;48000;2004-11-05;2007-11-27;2000-11-27;2004-11-05;2004-11-05;207789;2005-01-06;18462;2004-11-30;2004-11-05

*** CASE VSC LOOKUP 4/8/2009 9:51:30 AM, keaton

VSC CHECK 04/08/2009 09:51:29 AM keaton

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE CAMPAIGN LOOKUP 4/8/2009 9:52:17 AM, keaton

CAMPAIGN CHECK 04/08/2009 09:52:17 AM keaton

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 10/27/04; FX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/27/04; FX;

*** NOTES 4/8/2009 10:01:46 AM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that her low beam headlights are not working.

Request: Customer is seeking advice on what she should do next.

Probing Questions: ACS confirmed that the customer has not yet gotten the issue inspected by her local Honda dealer. ACS immediately suggested that she get the vehicle diagnosed at her local Honda dealer to determine what the issue is. ACS advised the customer that all of the recalls and product updates have been

Case History

Case ID : N012009-04-0800470

Case Title : [REDACTED] HEADLIGHT CONCERN/RECALL INQUIRY

addressed.

Conclusion: ACS also explained to the customer that based on the age of the vehicle AHM would not be able to provide assistance with the repairs. Customer thanked ACS for information provided, and had no further questions for ACS and the call was ended.

*** CASE MODIFY 4/8/2009 10:02:03 AM, keaton

into WIP default and Status of Solving.

*** SUBCASE N012009-04-0800470-1 CREATE 4/8/2009 10:02:45 AM, keaton

Created in WIP Default with Due Date 4/8/2009 10:02:45 AM.

*** SUBCASE N012009-04-0800470-1 CLOSE 4/8/2009 10:03:02 AM, keaton

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-04-0800470-2 CREATE 4/8/2009 10:03:31 AM, keaton

Created in WIP Default with Due Date 4/8/2009 10:03:31 AM.

*** SUBCASE N012009-04-0800470-2 CLOSE 4/8/2009 10:04:40 AM, keaton

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/8/2009 10:04:44 AM, keaton

into WIP default and Status of Solving.

*** CASE CLOSE 4/8/2009 10:04:49 AM, keaton

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

Case Details

Case ID :	N012009-10-0200221	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/2/2009 7:58:54 AM
Case Originator :	Sarah Lambert (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/2/2009 10:13:14 AM
Case Owner :	Sarah Lambert (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Sarah Lambert (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMPLAINT-LOW BEAM 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 : GALLATIN, TN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15501L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 105,000
In Service Date : 11/07/2000
Months In Use : 107
Engine Number : D17A11441022
Originating Dealer No. / Name : 206975 / WADE RAULERSON HONDA
Selling Dealer No. / Name : 206975 / WADE RAULERSON HONDA
Trim : LX SSRS
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 : 206753 / TRICKETT HONDA
Phone No. : 615-860-0580
Address : 1821 GALLATIN ROAD NO.
City / State / Zip : MADISON, TN 37115
Svc District / Sls District : 07A / A07
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
N012009-10-0200221-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-10-0200221-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 10/2/2009 8:07:45 AM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 10/2/2009 8:08:03 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 : Updated Information, Provided Information, 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 : N012009-10-0200221

Case Title : [REDACTED] COMPLAINT-LOW BEAM HEADLIGHTS

*** CASE CREATE 10/2/2009 7:58:54 AM, slambert

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

*** CASE MODIFY 10/2/2009 7:59:05 AM, slambert

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/2/2009 7:59:16 AM, slambert

WARRANTY CHECK 10/02/2009 07:59:16 AM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/2/2009 7:59:20 AM, slambert

CLAIM HISTORY CHECK 10/02/2009 07:59:20 AM slambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/2/2009 7:59:29 AM, slambert

CAMPAIGN CHECK 10/02/2009 07:59:29 AM slambert

The following Campaign information was found

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

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

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

08-093; Q96;

*** CASE VSC LOOKUP 10/2/2009 7:59:31 AM, slambert

VSC-CUC CHECK 10/02/2009 07:59:31 AM slambert

No data found for VIN.

*** CASE MODIFY 10/2/2009 7:59:42 AM, slambert

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/2/2009 7:59:51 AM, slambert

CAMPAIGN CHECK 10/02/2009 07:59:50 AM slambert

The following Campaign information was found

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

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

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

08-093; Q96;

*** SUBCASE N012009-10-0200221-1 CREATE 10/2/2009 8:07:45 AM, slambert

Created in WIP Default with Due Date 10/2/2009 8:07:45 AM.

*** SUBCASE N012009-10-0200221-1 CLOSE 10/2/2009 8:08:03 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/2/2009 8:08:06 AM, slambert

into WIP default and Status of Solving.

*** CASE MODIFY 10/2/2009 8:25:43 AM, slambert

into WIP default and Status of Solving.

*** NOTES 10/2/2009 10:12:57 AM, slambert, Action Type : Call from Customer

Case History

Case ID : N012009-10-0200221

Case Title : [REDACTED] - COMPLAINT-LOW BEAM HEADLIGHTS

ACS updated the customer's information.

He said his low beam headlights are not working. He said he read on-line there was a recall notice for this issue for his vehicle. He called in to see if his vehicle was included. He has not contacted a Honda dealership.

ACS advised the customer there is a recall notice, however, his vehicle is not included. ACS suggested he take the vehicle to a Honda dealership. He thanked ACS and ended the call.

*** CASE CLOSE 10/2/2009 10:13:14 AM, slambert

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032007-08-0600174	Division : Honda - Auto	Condition : Closed	Open Date : 8/6/2007 7:01:34 AM
Case Originator : Keith Applewhite (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/6/2007 7:26:33 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 : [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 : PITTSBURGH, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES26721L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES2671JW / A
 Miles / Hours : 55,000
 In Service Date : 11/03/2000
 Months In Use : 81
 Engine Number : D17A21419502
 Originating Dealer No. / Name : 206839 / BAIERL HONDA
 Selling Dealer No. / Name : 206839 / BAIERL 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
N032007-08-0600174-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032007-08-0600174-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	752	SRS

Issue Details

Issue ID : N032007-08-0600174-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/6/2007 7:22:39 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 8/6/2007 7:26:31 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

Issue Details

Issue ID : N032007-08-0600174-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/6/2007 7:23:03 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 8/6/2007 7:26:32 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
Condition Code Desc Other 752X
Campaign Code / Desc : Q08 / 99-04 OPDS WARRANTY
Temperament Code : Please Specify
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

Case History

Case ID : N032007-08-0600174

Case Title : [REDACTED] RECALL INQUIRY

*** CASE CREATE 8/6/2007 7:01:34 AM, kapplewh

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

*** CASE CAMPAIGN LOOKUP 8/6/2007 7:02:31 AM, kapplewh

CAMPAIGN CHECK 08/06/2007 07:02:31 AM kapplewh

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-09-18; FX

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

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

06-009; Q08;

*** CASE MODIFY 8/6/2007 7:21:40 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CREATE 8/6/2007 7:22:39 AM, kapplewh

Number = N032007-08-0600174-1, Created in WIP default with due date 08/07/2007 07:22:39 AM..

*** SUBCASE N032007-08-0600174-1 CREATE 8/6/2007 7:22:39 AM, kapplewh, Action Type :

Created in WIP default with due date 08/07/2007 07:22:39 AM.

*** SUBCASE N032007-08-0600174-1 MODIFY 8/6/2007 7:22:43 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CREATE 8/6/2007 7:23:03 AM, kapplewh

Number = N032007-08-0600174-2, Created in WIP default with due date 08/07/2007 07:23:03 AM..

*** SUBCASE N032007-08-0600174-2 CREATE 8/6/2007 7:23:03 AM, kapplewh, Action Type :

Created in WIP default with due date 08/07/2007 07:23:03 AM.

*** SUBCASE N032007-08-0600174-2 MODIFY 8/6/2007 7:23:07 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/6/2007 7:23:10 AM, kapplewh

CAMPAIGN CHECK 08/06/2007 07:23:09 AM kapplewh

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-09-18; FX

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

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

06-009; Q08;

*** CASE VSC LOOKUP 8/6/2007 7:23:10 AM, kapplewh

VSC-CUC CHECK 08/06/2007 07:23:10 AM kapplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/6/2007 7:23:13 AM, kapplewh

CLAIM HISTORY CHECK 08/06/2007 07:23:13 AM kapplewh

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/6/2007 7:23:16 AM, kapplewh

WARRANTY CHECK 08/06/2007 07:23:16 AM kapplewh

Case History

Case ID : N032007-08-0600174

Case Title : [REDACTED] RECALL INQUIRY

No data found for VIN.

*** NOTES 8/6/2007 7:26:08 AM, kapplewh, Action Type : Call from Customer

Customer contacted AHM inquiring if there where any recalls or warranty extensions on this vehicle. Customer states the low beam headlights have stopped working and the SRS light remains in the on position. I verified customer's information and I apologized for any inconveniences. Using CICS I verified and informed the customer the vehicle has a combination switch safety recall and a OPDS warranty extension (10yrs or 150k miles). I advised the customer that if any further information is needed, to please feel free to contact AHM. Customer thanked and ended call.

*** CASE CAMPAIGN LOOKUP 8/6/2007 7:26:16 AM, kapplewh

CAMPAIGN CHECK 08/06/2007 07:26:16 AM kapplewh

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 2001-09-18; FX

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

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

06-009; Q08;

*** CASE VSC LOOKUP 8/6/2007 7:26:17 AM, kapplewh

VSC-CUC CHECK 08/06/2007 07:26:17 AM kapplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/6/2007 7:26:20 AM, kapplewh

CLAIM HISTORY CHECK 08/06/2007 07:26:20 AM kapplewh

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/6/2007 7:26:23 AM, kapplewh

WARRANTY CHECK 08/06/2007 07:26:23 AM kapplewh

No data found for VIN.

*** SUBCASE N032007-08-0600174-1 CLOSE 8/6/2007 7:26:31 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032007-08-0600174-2 CLOSE 8/6/2007 7:26:32 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/6/2007 7:26:33 AM, kapplewh

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

Case Details

Case ID : N032004-12-1700648	Division : Honda - Auto	Condition : Closed	Open Date : 12/17/2004 10:59:21
Case Originator : Ingrid White	Sub Division : Satellite Center	Status : Closed	Close Date : 12/17/2004 12:04:44
Case Owner : Ingrid White	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ingrid White	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - HEADLIGHT ISSUE		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 : FRISCO, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16561L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 65,000
In Service Date : 11/13/2000
Months In Use : 49
Engine Number : D17A11444656
Originating Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY
Selling Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY
Trim : LX 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.
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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
N032004-12-1700648-1 / [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-12-1700648-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ingrid White	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/17/2004 11:01:19
Issue Owner : Ingrid White	Type 2 : Eligibility	Queue :	Close Date : 12/17/2004 12:04:44
Issue Title : [REDACTED]	CAMPAIGN - INFO/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 :
Resolutions : Provided Information, Referred to Dealer, 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 : N032004-12-1700648

Case Title : [REDACTED] - HEADLIGHT ISSUE

*** CASE CREATE 12/17/2004 10:59:21 AM, iwhite

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

*** CASE CAMPAIGN LOOKUP 12/17/2004 10:59:30 AM, iwhite

CAMPAIGN CHECK 12/17/2004 10:59:30 AM iwhite

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 CLAIMS LOOKUP 12/17/2004 10:59:34 AM, iwhite

CLAIM CHECK 12/17/2004 10:59:34 AM iwhite

The following Claim History information was found

0; 2001-12-08; 207669; 122984; 510; 810303 ; FRONT AIR SPOILER IS LOOSE OR COMING OFF - CHECK IF THE AIR

*** CASE VSC LOOKUP 12/17/2004 10:59:36 AM, iwhite

VSC-CUC CHECK 12/17/2004 10:59:35 AM iwhite

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 12/17/2004 10:59:39 AM, iwhite

WARRANTY CHECK 12/17/2004 10:59:39 AM iwhite

No data found for VIN.

*** CASE CREATE 12/17/2004 11:01:19 AM, iwhite

Number = N032004-12-1700648-1, Created in WIP default with due date 12/18/2004 11:01:19 AM..

*** SUBCASE N032004-12-1700648-1 CREATE 12/17/2004 11:01:19 AM, iwhite, Action Type :

Created in WIP default with due date 12/18/2004 11:01:19 AM.

*** SUBCASE N032004-12-1700648-1 MODIFY 12/17/2004 11:01:31 AM, iwhite

into WIP default and Status of Solving.

*** CASE MODIFY 12/17/2004 11:01:46 AM, iwhite

into WIP default and Status of Solving.

*** NOTES 12/17/2004 11:05:03 AM, iwhite, Action Type : Call from Customer

Customer called because she states that her headlight is out and she has been told that there is a recall on her vehicle head light.

I advised that will need to contact a local authorized dealer to schedule an appointment to have the recall serviced.

The customer was happy, stated that no further assistance was needed and thanked me. I thanked the customer for calling AHM and ended the call. I am closing the case.

*** CASE MODIFY 12/17/2004 12:03:50 PM, iwhite

into WIP default and Status of Solving.

*** SUBCASE N032004-12-1700648-1 CLOSE 12/17/2004 12:04:44 PM, iwhite

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/17/2004 12:04:44 PM, iwhite

Case History

Case ID : N032004-12-1700648

Case Title : [REDACTED] HEADLIGHT ISSUE

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 :	N012009-11-1801302	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/18/2009 3:27:54 PM
Case Originator :	Crystal Baldassarre (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/18/2009 3:44:19 PM
Case Owner :	Crystal Baldassarre (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Crystal Baldassarre (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM LIGHT 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 : STOCKBRIDGE, GA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15591L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 152,000
In Service Date : 03/08/2001
Months In Use : 104
Engine Number : D17A11445875
Originating Dealer No. / Name : 206848 / CAREY PAUL HONDA
Selling Dealer No. / Name : 206848 / CAREY PAUL HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
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.
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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
N012009-11-1801302-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012009-11-1801302-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/18/2009 3:36:57 PM
Issue Owner : Crystal Baldassarre	Type 2 : Eligibility	Queue :	Close Date : 11/18/2009 3:44:19 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to 3rd Party, 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 : N012009-11-1801302

Case Title : [REDACTED] - LOW BEAM LIGHT OUT

*** CASE CREATE 11/18/2009 3:27:54 PM, cbaldas

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

*** CASE CAMPAIGN LOOKUP 11/18/2009 3:28:15 PM, cbaldas

CAMPAIGN CHECK 11/18/2009 03:28:15 PM cbaldas

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/22/06; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 09/29/09; FX;

*** CASE CLAIMS LOOKUP 11/18/2009 3:28:20 PM, cbaldas

CLAIM CHECK 11/18/2009 03:28:20 PM cbaldas

The following Claim History information was found

0; 2009-09-25; 207754; 870921; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 11/18/2009 3:28:32 PM, cbaldas

CAMPAIGN CHECK 11/18/2009 03:28:32 PM cbaldas

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/22/06; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 09/29/09; FX;

*** CASE EXTENDED WARRANTY LOOKUP 11/18/2009 3:28:35 PM, cbaldas

WARRANTY CHECK 11/18/2009 03:28:34 PM cbaldas

No data found for VIN.

*** CASE VSC LOOKUP 11/18/2009 3:28:41 PM, cbaldas

VSC CHECK 11/18/2009 03:28:40 PM cbaldas

The following VSC information was found

; ; ; ; ; ; ; ; 0;0;0.0

*** CASE CUC LOOKUP 11/18/2009 3:28:41 PM, cbaldas

CUC CHECK 11/18/2009 03:28:41 PM cbaldas

The following CUC information was found

ELIZABETH;LEA;EXPIRED;100000;38643;50643;2004-04-27;2008-03-08;;2004-04-27;2004-04-27;207754;;0;2004-04-30;2004-04-28

*** CASE CAMPAIGN LOOKUP 11/18/2009 3:30:19 PM, cbaldas

CAMPAIGN CHECK 11/18/2009 03:30:19 PM cbaldas

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/22/06; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 09/29/09; FX;

*** CASE CAMPAIGN LOOKUP 11/18/2009 3:31:33 PM, cbaldas

CAMPAIGN CHECK 11/18/2009 03:31:33 PM cbaldas

The following Campaign information was found

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

Case History

Case ID : N012009-11-1801302

Case Title : [REDACTED] - LOW BEAM LIGHT OUT

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/22/06; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 09/29/09; FX;

*** CASE CUC LOOKUP 11/18/2009 3:31:40 PM, cbaldas

CUC CHECK 11/18/2009 03:31:40 PM cbaldas

The following CUC information was found

ELIZABETH;LEA;EXPIRED;100000;38643;50643;2004-04-27;2008-03-08;;2004-04-27;2004-04-27;207754;;0;2004-04-30;2004-04-28

*** CASE VSC LOOKUP 11/18/2009 3:31:40 PM, cbaldas

VSC CHECK 11/18/2009 03:31:39 PM cbaldas

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE MODIFY 11/18/2009 3:32:13 PM, cbaldas

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/18/2009 3:35:48 PM, cbaldas

CAMPAIGN CHECK 11/18/2009 03:35:48 PM cbaldas

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 04/22/06; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; 09/29/09; FX;

*** SUBCASE N012009-11-1801302-1 CREATE 11/18/2009 3:36:57 PM, cbaldas

Created in WIP Default with Due Date 11/18/2009 3:36:57 PM.

*** NOTES 11/18/2009 3:44:13 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn # [REDACTED]

Situation: Customer called in with Bulletin # 04-015 advising that he was affected by this issue again (the low beam headlight shorting out because of the wiring with the combination light switch).

Request: Customer wants Honda to fix this as it was a safety recall on his vehicle.

Probing Questions: Customer was advised by dealership that this was not a safety recall for his vehicle, however upon looking up vehicle history it does apply to his vehicle only it is listed as being repaired already on 4-22-2006. Customer is disputing that he should have to pay to have the repair done a second time. Customer has not taken vehicle into Honda dealership for diagnosis as he left after dealership technician told that there were no recalls for his vehicle.

Inbound Summary: Advised customer to take the vehicle into the dealership first and have the issue diagnosed as his vehicle may be experiencing similar symptoms but with a difference cause which would make service bulletin #04-015 an unrelated issue. Advised customer that after diagnosis we can make a decision as to how to address the issue for him. Advised that if the cause is different that the service bulletin advises then he will have to pay for the repair (AHM will not assist with it), also advised that if it is related and it is determined that he does have to pay for the repair that he can appeal for assistance from the dealership first and then AHM.

Customer required no further assistance. Case closed.

Case History

Case ID : N012009-11-1801302

Case Title : [REDACTED] - LOW BEAM LIGHT OUT

*** CASE CLOSE 11/18/2009 3:44:19 PM, cbaldas

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

*** SUBCASE N012009-11-1801302-1 CLOSE 11/18/2009 3:44:19 PM, cbaldas

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 04/16/2012

Case Details

Case ID :	N032007-08-0100465	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/1/2007 9:27:34 AM
Case Originator :	Andrea Garcia	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/1/2007 9:31:43 AM
Case Owner :	Andrea Garcia	Method :	Phone	Queue :		Days Open :	0
		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 : DALLAS, TX
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16571L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 47,974
In Service Date : 12/30/2000
Months In Use : 80
Engine Number : D17A11448198
Originating Dealer No. / Name : 208208 / LUTE RILEY HONDA
Selling Dealer No. / Name : 208208 / LUTE RILEY 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 :
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.
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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
N032007-08-0100465-1 /	Subcase Close	Information	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-08-0100465-1	Disposition Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/1/2007 9:29:22 AM
Issue Owner : Andrea Garcia	Type 2 : Eligibility	Queue :	Close Date : 8/1/2007 9:31:43 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

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 : N032007-08-0100465

Case Title : [REDACTED] CREG - RECALL INQUIRY

*** CASE CREATE 8/1/2007 9:27:34 AM, agarci01

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

*** CASE EXTENDED WARRANTY LOOKUP 8/1/2007 9:27:36 AM, agarci01

WARRANTY CHECK 08/01/2007 09:27:36 AM agarci01

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/1/2007 9:27:41 AM, agarci01

CLAIM CHECK 08/01/2007 09:27:41 AM agarci01

The following Claim History information was found

0; 2006-01-14; 208208; 676449; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE CAMPAIGN LOOKUP 8/1/2007 9:27:44 AM, agarci01

CAMPAIGN CHECK 08/01/2007 09:27:44 AM agarci01

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2006-01-14; FX

*** CASE VSC LOOKUP 8/1/2007 9:27:44 AM, agarci01

VSC-CUC CHECK 08/01/2007 09:27:44 AM agarci01

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/1/2007 9:28:15 AM, agarci01

CLAIM CHECK 08/01/2007 09:28:15 AM agarci01

The following Claim History information was found

0; 2006-01-14; 208208; 676449; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE CREATE 8/1/2007 9:29:22 AM, agarci01

Number = N032007-08-0100465-1, Created in WIP default with due date 08/02/2007 09:29:22 AM..

*** SUBCASE N032007-08-0100465-1 CREATE 8/1/2007 9:29:22 AM, agarci01, Action Type :

Created in WIP default with due date 08/02/2007 09:29:22 AM.

*** SUBCASE N032007-08-0100465-1 MODIFY 8/1/2007 9:29:27 AM, agarci01

into WIP default and Status of Solving.

*** NOTES 8/1/2007 9:31:36 AM, agarci01, Action Type : Call from Customer

Customer contacted AHM regarding recall inquiry. I updated all contact information through CRMS. Customer wanted to know if the combination light switch recall was performed. I informed customer that the recall had been performed on the vehicle. Customer stated that the part has failed . I informed customer that he is responsible for repair work to the vehicle. I informed customer that recalls can only be performed once. Customer understood and had no further questions.

*** SUBCASE N032007-08-0100465-1 CLOSE 8/1/2007 9:31:43 AM, agarci01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2007 9:31:43 AM, agarci01

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 : N012010-10-2201289	Division : Honda - Auto	Condition : Closed	Open Date : 10/22/2010 12:49:25
Case Originator : David Mendoza (Team HC)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/22/2010 1:27:58 PM
Case Owner : Crystal Baldassarre (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Baldassarre (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] 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 : SHELBYVILLE, IN [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES26791L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES2671MW / A
 Miles / Hours : 200,000
 In Service Date : 11/13/2000
 Months In Use : 119
 Engine Number : D17A21421906
 Originating Dealer No. / Name : 207478 / BERNARDI HONDA
 Selling Dealer No. / Name : 207478 / BERNARDI 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 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
N012010-10-2201289-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-2201289-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 10/22/2010 12:55:29
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 10/22/2010 12:55:51
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, Assist Denied, 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 : N012010-10-2201289

Case Title : [REDACTED] HEADLIGHT COMPLAINT

*** CASE CREATE 10/22/2010 12:49:25 PM, dmendoza

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

*** CASE VSC LOOKUP 10/22/2010 12:49:30 PM, dmendoza

VSC-CUC CHECK 10/22/2010 12:49:29 PM dmendoza

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/22/2010 12:49:34 PM, dmendoza

CLAIM CHECK 10/22/2010 12:49:34 PM dmendoza

The following Claim History information was found

0; 2009-09-17; 206655; 255620; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE EXTENDED WARRANTY LOOKUP 10/22/2010 12:49:36 PM, dmendoza

WARRANTY CHECK 10/22/2010 12:49:35 PM dmendoza

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/22/2010 12:49:43 PM, dmendoza

CAMPAIGN CHECK 10/22/2010 12:49:43 PM dmendoza

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 09/05/01; FX;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 09/23/04; FX;

*** CASE MODIFY 10/22/2010 12:49:45 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2010 12:50:01 PM, dmendoza

into WIP default and Status of Solving.

*** NOTES 10/22/2010 12:54:45 PM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # [REDACTED]

The customer states that both of her headlights had gone out. She states that she replaced the bulbs but they're still not working. The customer states that she would like to know if there are any outstanding recalls her vehicle's headlights.

ACS advised the customer that there are currently no outstanding recalls affecting her vehicle. ACS advised the customer that she can view her vehicle's recall status online at owners.honda.com. ACS advised the customer that her vehicle is beyond the point where ACS could consider any kind of assistance with the cost of repairing her headlights. The customer needed no further assistance.

*** CASE MODIFY 10/22/2010 12:54:50 PM, dmendoza

into WIP default and Status of Solving.

*** SUBCASE N012010-10-2201289-1 CREATE 10/22/2010 12:55:29 PM, dmendoza

Created in WIP Default with Due Date 10/22/2010 12:55:29 PM.

*** SUBCASE N012010-10-2201289-1 CLOSE 10/22/2010 12:55:51 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012010-10-2201289

Case Title : [REDACTED] HEADLIGHT COMPLAINT

*** CASE MODIFY 10/22/2010 12:55:57 PM, dmendoza
into WIP default and Status of Solving.

*** CASE CLOSE 10/22/2010 12:55:59 PM, dmendoza
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/22/2010 1:20:20 PM, cbaldas
with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/22/2010 1:20:37 PM, cbaldas
CAMPAIGN CHECK 10/22/2010 01:20:37 PM cbaldas
The following Campaign information was found
01-032; L17; 2001 CIVIC EX AUDIO UNIT; 09/05/01; FX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 09/23/04; FX;

*** CASE CAMPAIGN LOOKUP 10/22/2010 1:20:57 PM, cbaldas
CAMPAIGN CHECK 10/22/2010 01:20:57 PM cbaldas
The following Campaign information was found
01-032; L17; 2001 CIVIC EX AUDIO UNIT; 09/05/01; FX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 09/23/04; FX;

*** CASE CLAIMS LOOKUP 10/22/2010 1:20:59 PM, cbaldas
CLAIM CHECK 10/22/2010 01:20:59 PM cbaldas
The following Claim History information was found
0; 2009-09-17; 206655; 255620; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE EXTENDED WARRANTY LOOKUP 10/22/2010 1:21:01 PM, cbaldas
WARRANTY CHECK 10/22/2010 01:21:01 PM cbaldas
No data found for VIN.

*** CASE VSC LOOKUP 10/22/2010 1:21:03 PM, cbaldas
VSC-CUC CHECK 10/22/2010 01:21:03 PM cbaldas
No data found for VIN.

*** NOTES 10/22/2010 1:27:46 PM, cbaldas, Action Type : Call from Customer

Customer's husband [REDACTED] called back advising that Midas handed them a recall TSB notice regarding the combination light switch. Customer states that Midas (IRF) advised them that their light switch had over heated and burnt out and that AHM had issued a recall for this issue.

ACS explained to customer that his vehicle was not included in the affected VIN range of vehicles for this issue. ACS advised customer that at 9 years of age and 200k miles that it was possible that his issue is simply related to wear and tear.

ACS advised customer that the vehicle is far outside of warranty and that AHM would not assist with the cost of repairs. ACS also advised that should the recall be expanded at a future date to include his vehicle that he would receive notification via mail. No further assistance required. Case closed.

*** CASE CLOSE 10/22/2010 1:27:58 PM, cbaldas
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 :	N012005-03-1500490	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/15/2005 9:39:20 AM
Case Originator :	Jaqueline Gutierrez (Team HI)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/1/2005 2:21:54 PM
Case Owner :	David Kitchen (Team HF)	Method :	Mail	Queue :		Days Open :	17
Last Closed By :	David Kitchen (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - PRODUCT ISSUE			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 : BEDFORD, OH [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 : 30,000
In Service Date : 11/13/2000
Months In Use : 52
Engine Number : D17A11449750
Originating Dealer No. / Name : 206659 / JAY HONDA
Selling Dealer No. / Name : 206659 / JAY 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 : 206659 / JAY HONDA
Phone No. : 440-232-5005
Address : 175 BROADWAY AVE.
City / State / Zip : BEDFORD, OH 44146
Svc District / Sls District : 04H / C04
Warranty Labor Rate / Date : \$109.50 /
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
N012005-03-1500490-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012005-03-1500490-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 3/15/2005 2:44:07 PM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 4/1/2005 2:21:51 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 : Operates as Designed, 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 : N012005-03-1500490

Case Title : 4E [REDACTED] PRODUCT ISSUE

*** CASE CREATE 3/15/2005 9:39:20 AM, jgutier

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

*** NOTES 3/15/2005 9:39:20 AM, jgutier, Action Type :

On 3/14/05 ACS recv a letter from customer dated 3/9/05. Customer is writing to make a complaint on the Recall headlight switch replace on 4/29/04 with another defective part replaced again on 10/01/04. Customer feels that she needs to received a \$1000.00 compensation for her ruined vacation.

*** CASE MODIFY 3/15/2005 9:41:02 AM, jgutier

into WIP default and Status of Solving.

*** CASE DISPATCH 3/15/2005 9:41:06 AM, jgutier

from WIP default to Queue Honda Team B.

*** CASE ASSIGN 3/15/2005 12:16:52 PM, kcastano

N012005-03-1500490 to dkitchen, WIP

*** CASE RULE ACTION 3/15/2005 12:16:54 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012005-03-1500490-1 CREATE 3/15/2005 2:44:07 PM, dkitchen

Created in WIP Default with Due Date 3/15/2005 2:44:07 PM.

*** CASE MODIFY 3/15/2005 2:44:15 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 3/15/2005 2:44:22 PM, dkitchen

into WIP default and Status of Solving.

*** NOTES 3/16/2005 12:42:11 PM, dkitchen, Action Type : Call to Customer

Can't call customer.

*** CASE MODIFY 3/16/2005 12:42:38 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 3/16/2005 12:42:42 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 3/16/2005 12:52:31 PM, dkitchen

into WIP default and Status of Solving.

*** COMMIT 3/16/2005 12:52:33 PM, dkitchen, Action Type : N/A

send 7 day

*** CASE MODIFY 3/16/2005 12:52:46 PM, dkitchen

into WIP default and Status of Solving.

*** NOTES 3/30/2005 7:29:47 AM, dkitchen, Action Type : Call to Dealer

Talked with tom (SA) and confirmed recall for switch was covered.

*** CASE MODIFY 3/30/2005 7:53:46 AM, dkitchen

into WIP OTHER DISTRICTS and Status of Solving.

*** CASE VSC LOOKUP 3/30/2005 7:57:49 AM, dkitchen

Case History

Case ID : N012005-03-1500490

Case Title : 4E [REDACTED] - PRODUCT ISSUE

VSC-CUC CHECK 03/30/2005 07:57:49 AM dkitchen
No data found for VIN.

*** NOTES 3/30/2005 8:13:12 AM, dkitchen, Action Type : Call to Customer

Talked with customer about her concerns. Customer said she is going out of Town and can't really discuss this in great detail.
Customer said that her lights cut off while she was driving. She said she was traumatized. She said that she feels that she needs to be compensated for pain and suffering. Customer said she doesn't have any vehicle receipts because vehicle is paid off.

I empathized with customer and expressed sincere concern about this matter. I informed the customer that AHM can not give her money to compensate her. I informed her that if she is not making vehicle payments I can't reimburse her. I expressed that I can offer a 30K service on the vehicle as a way of restoring her faith in AHM.

I am offering to customer the 30K service maintenance to restore her faith in AHM.

*** CASE MODIFY 3/30/2005 8:14:44 AM, dkitchen
into WIP OTHER DISTRICTS and Status of Solving.

*** CASE FULFILL 3/30/2005 11:01:30 AM, dkitchen
Fulfilled for [REDACTED] due 03/18/2005 12:00:00 AM.

*** COMMIT 3/30/2005 11:01:35 AM, dkitchen, Action Type : N/A
30K service

*** CASE MODIFY 3/30/2005 11:02:01 AM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** NOTES 4/1/2005 2:13:28 PM, dkitchen, Action Type : Letter/Fax
April 1, 2005

[REDACTED]
Bedford, OH [REDACTED]

Dear [REDACTED]

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your ownership experiences with Honda, in particular with your 2001 Honda Civic.

This letter authorizes you to receive a complimentary 30,000-mile scheduled maintenance service on your 2001 Civic, VIN 1HGES16541L [REDACTED]
Please note this service is provided to you as a one-time goodwill gesture and is not transferable and non-negotiable. To take advantage of this offer, simply schedule an appointment and present this letter to any authorized Honda dealership's service department.

We thank you for giving us the opportunity to offer assistance. Should you have any additional questions or concerns, you can reach me at (800) 999-1009 Ext., 118124.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Case History

Case ID : N012005-03-1500490

Case Title : 4E [REDACTED] PRODUCT ISSUE

David Kitchen
Automobile Customer Services
N012005-03-1500490

*** CASE MODIFY 4/1/2005 2:20:40 PM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** CASE FULFILL 4/1/2005 2:20:43 PM, dkitchen
Fulfilled for [REDACTED] due 03/31/2005 12:00:00 AM.

*** CASE MODIFY 4/1/2005 2:20:55 PM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** CASE MODIFY 4/1/2005 2:21:20 PM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** CASE MODIFY 4/1/2005 2:21:29 PM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** CASE MODIFY 4/1/2005 2:21:34 PM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** SUBCASE N012005-03-1500490-1 CLOSE 4/1/2005 2:21:51 PM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/1/2005 2:21:53 PM, dkitchen
into WIP COMPL-WARR and Status of Solving.

*** CASE CLOSE 4/1/2005 2:21:54 PM, dkitchen
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012008-01-2500050	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/25/2008 6:30:53 AM
Case Originator :	Roxanne Gandara (Team CA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/25/2008 6:56:46 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] - HEAD LIGHT 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 : CLEVELAND, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES155811 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 172,500
In Service Date : 12/14/2000
Months In Use : 85
Engine Number : D17A11449865
Originating Dealer No. / Name : 207128 / PARK HONDA
Selling Dealer No. / Name : 207128 / PARK HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
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
N012008-01-2500050-1 [REDACTED]	PRODUC Subcase Close	Product	Change Owner/Info		
N012008-01-2500050-2 [REDACTED]	CAMPAI Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012008-01-2500050-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2008 6:35:29 AM
Issue Owner : Roxanne Gandara	Type 2 : Change Owner/Info	Queue :	Close Date : 1/25/2008 6:56:45 AM
Issue Title : [REDACTED] PRODUCT - CHANGE OWNER/INFO			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code : Please Specify
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 : N012008-01-2500050-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/25/2008 6:36:05 AM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 1/25/2008 6:56:46 AM
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 : N012008-01-2500050

Case Title : [REDACTED] - HEAD LIGHT LOW BEAM CONCERN

*** CASE CREATE 1/25/2008 6:30:53 AM, rlopez

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

*** CASE MODIFY 1/25/2008 6:31:01 AM, rlopez

into WIP in box and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/25/2008 6:31:06 AM, rlopez

WARRANTY CHECK 01/25/2008 06:31:06 AM rlopez

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/25/2008 6:31:08 AM, rlopez

CLAIM HISTORY CHECK 01/25/2008 06:31:08 AM rlopez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/25/2008 6:31:11 AM, rlopez

CAMPAIGN CHECK 01/25/2008 06:31:11 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; 06/19/04; FX;

*** CASE VSC LOOKUP 1/25/2008 6:31:12 AM, rlopez

VSC-CUC CHECK 01/25/2008 06:31:12 AM rlopez

No data found for VIN.

*** CASE MODIFY 1/25/2008 6:31:15 AM, rlopez

into WIP in box and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/25/2008 6:32:46 AM, rlopez

CAMPAIGN CHECK 01/25/2008 06:32:46 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; 06/19/04; FX;

*** CASE MODIFY 1/25/2008 6:32:48 AM, rlopez

into WIP in box and Status of Solving.

*** NOTES 1/25/2008 6:35:19 AM, rlopez, Action Type : Call from Customer

Updated Ownership [REDACTED]

Customer stated that his front low beam lights are burning out every month and would like to know if there is a recall for this on his vehicle. I advised the customer that all recalls are VIN specific and as of date there are no additional pending recall that have not been preformed but advised as follows:

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/19/04; FX;

Customer thanked ACS, asked if there was anything else I may assist with. The customer said no and I thanked the customer for calling AHM.

*** SUBCASE N012008-01-2500050-1 CREATE 1/25/2008 6:35:29 AM, rlopez

Created in WIP Default with Due Date 1/25/2008 6:35:29 AM.

Case History

Case ID : N012008-01-2500050

Case Title : [REDACTED] HEAD LIGHT LOW BEAM CONCERN

*** SUBCASE N012008-01-2500050-2 CREATE 1/25/2008 6:36:05 AM, rlopez

Created in WIP Default with Due Date 1/25/2008 6:36:05 AM.

*** CASE MODIFY 1/25/2008 6:36:21 AM, rlopez

into WIP in box and Status of Solving.

*** SUBCASE N012008-01-2500050-1 CLOSE 1/25/2008 6:56:45 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012008-01-2500050-2 CLOSE 1/25/2008 6:56:46 AM, rlopez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/25/2008 6:56:46 AM, rlopez

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 : N032005-07-2500793	Division : Honda - Auto	Condition : Closed	Open Date : 7/25/2005 10:27:18 AM
Case Originator : Carrie Cameron (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 8/4/2005 1:29:28 PM
Case Owner : Shelon Chacon (Team CA)	Method : Fax	Queue :	Days Open : 10
Last Closed By : Shelon Chacon (Team CA)	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 : KETCHIKAN, AK [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES155X1L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 100,340
In Service Date : 07/08/2001
Months In Use : 48
Engine Number : D17A11450874
Originating Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : SMT
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 :
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.
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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
N032005-07-2500793-1 [REDACTED]	Subcase Close	Campaign	Financial Assistance	712	Headlights

Issue Details

Issue ID : N032005-07-2500793-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carrie Cameron	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/25/2005 10:27:58 AM
Issue Owner : Shelon Chacon	Type 2 : Financial Assistance	Queue :	Close Date : 8/4/2005 1:29:23 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 : Documented Concern, Assist - AHM 100%, CR Generated Gdwill
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. : 7099
Primary Amount : \$125.34
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$125.34
Approved By : jlangdon
Approval Date : 7/27/2005
Status : PROCESSED
Check No. : 1505556
Check Date : 7/29/2005

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : KETCHIKAN, AK [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35012-S5A-307

Case History

Case ID : N032005-07-2500793

Case Title : [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT

*** CASE CREATE 7/25/2005 10:27:18 AM, ccameron

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

*** NOTES 7/25/2005 10:27:18 AM, ccameron, Action Type :

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

AHM received a faxed cover letter from the customer requesting a reimbursement under Headlight switch recall.

AHM received invoice # 22783, dated 07/19/05 for the total of \$ 772.53. The mileage at the time of the repair was 100340

The invoice stated the following:

#1

Diagnose: Customer states that the SRS light is on

Cause: SRS light module

Fix: Diagnose and replace SRS module.

#2

Diagnose: Perform Honda Recall 04-015

Cause Elect

Fix: Completed recall

#3

Diagnose: Recommended Maintenance

Cause: None

Fix: Elect database Serv 41

No other documents received.

*** CASE EXTENDED WARRANTY LOOKUP 7/25/2005 10:27:23 AM, ccameron

WARRANTY CHECK 07/25/2005 10:27:23 AM ccameron

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/25/2005 10:27:28 AM, ccameron

CLAIM CHECK 07/25/2005 10:27:28 AM ccameron

The following Claim History information was found

0; 2003-01-16; 206541; 942951; 510; 112102 ; ENGINE FRONT MOUNT - REPLACE.

*** CASE CREATE 7/25/2005 10:27:58 AM, ccameron

Number = N032005-07-2500793-1, Created in WIP default with due date 07/26/2005 10:27:58 AM..

*** SUBCASE N032005-07-2500793-1 CREATE 7/25/2005 10:27:58 AM, ccameron, Action Type :

Created in WIP default with due date 07/26/2005 10:27:58 AM.

*** SUBCASE N032005-07-2500793-1 MODIFY 7/25/2005 10:31:59 AM, ccameron

into WIP default and Status of Solving.

*** NOTES 7/25/2005 11:02:01 AM, ccameron, Action Type : Note-General

The customer is seeking reimbursement under the campaign for the head light switch for the amount of \$772.53. The customer had to have the repair completed

Case History

Case ID : N032005-07-2500793

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

by a Chevrolet dealership because the customer lives in Alaska and would to have the vehicle shipped to a Honda Dealership.

The invoice does reflect that the customer took the vehicle in to the dealership for a SRS concern as well as the recall and recommended Service.

The customer is eligible for reimbursement under the headlight switch campaign in the amount of \$ 125.34.

I will need to contact the dealership to verify what they actually tax to the customer on.

*** NOTES 7/25/2005 11:07:02 AM, ccameron, Action Type : Note-Third Party

Called Lewis Chevrolet Buick and Subrau and spoke to Jim and I informed him that I was calling from AHM and that I was calling regarding a customer who has submit information to get reimbursed under the campaign for headlight switch. I asked him what they tax customer's on just parts? he informed me that they tax customer's on part's and labor and that their tax rate is 6.0%. I thanked Jim for the information and I ended the call.

*** CASE MODIFY 7/25/2005 2:09:45 PM, ccameron

into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2005 2:10:40 PM, ccameron

into WIP default and Status of Solving.

*** NOTES 7/25/2005 2:11:24 PM, ccameron, 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.

\$125.34 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$85.80

Headlight switch: \$32.44

Tax: \$7.10 @ 6.0%

Total: 125.34.

Components listed on the invoice that are determined to NOT be a part of the Headlight switch campaign are as follows:

SRS module for \$562.40 plus tax: Recommended maintenance 12.00 plus shop supplies and Misc.

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** NOTES 7/25/2005 2:12:50 PM, ccameron, Action Type : Note-General

This case is being dispatched to my supervisor for review and continued check processing.

*** CASE MODIFY 7/25/2005 2:15:20 PM, ccameron

into WIP default and Status of Solving.

Case History

Case ID : N032005-07-2500793

Case Title : [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT

*** CASE DISPATCH 7/25/2005 2:15:34 PM, ccameron
from WIP default to Queue Check Approved - Sat.

*** SUBCASE N032005-07-2500793-1 DISPATCH 7/25/2005 2:15:36 PM, ccameron
from WIP default to Queue Check Approved - Sat.

*** CASE ASSIGN 7/25/2005 2:15:50 PM, ccameron
N032005-07-2500793 to cmccabe, WIP 0□eC!

*** CASE RULE ACTION 7/25/2005 2:15:51 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032005-07-2500793-1 ASSIGN 7/25/2005 2:16:07 PM, ccameron
N032005-07-2500793-1 to cmccabe, WIP

*** SUBCASE N032005-07-2500793-1 RULE ACTION 7/25/2005 2:16:08 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032005-07-2500793-1 YANKED 7/27/2005 10:40:18 AM, jlangdon
Yanked by jlangdon into WIPbin default.

*** SUBCASE N032005-07-2500793-1 MODIFY 7/27/2005 10:40:37 AM, jlangdon
into WIP default and Status of Solving.

*** SUBCASE N032005-07-2500793-1 7/27/2005 10:41:04 AM, jlangdon, Action Type :
Check Requisition for 125.34 \$ submitted
Check Requisition for 125.34 \$ submitted by jlangdon

*** CASE YANKED 7/27/2005 10:41:09 AM, jlangdon
Yanked by jlangdon into WIPbin default.

*** CASE DISPATCH 7/27/2005 10:41:37 AM, jlangdon
from WIP default to Queue Check Approved - Sat.

*** SUBCASE N032005-07-2500793-1 DISPATCH 7/27/2005 10:41:40 AM, jlangdon
from WIP default to Queue Check Approved - Sat.

*** CASE RULE ACTION 7/28/2005 9:41:37 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032005-07-2500793-1 RULE ACTION 7/28/2005 9:41:40 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 7/29/2005 9:41:37 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032005-07-2500793-1 RULE ACTION 7/29/2005 9:41:40 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032005-07-2500793-1 COMMIT 8/1/2005 8:04:42 AM, jlangdon, Action Type : External Commitment
Check processed for check_req_no = 7099 on 2005-07-29-00.00.00.000000

*** NOTES 8/4/2005 1:28:01 PM, schacon, Action Type : Note-Resolution

Case History

Case ID : N032005-07-2500793

Case Title : [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT

Check [REDACTED] totaling \$125.34, was mailed on 08/04/05. Customer is not requesting any further assistance at this time regarding this issue; therefore I am closing this case.

*** CASE YANKED 8/4/2005 1:28:24 PM, schacon

Yanked by schacon into WIPbin DEFAULT.

*** SUBCASE N032005-07-2500793-1 YANKED 8/4/2005 1:29:00 PM, schacon

Yanked by schacon into WIPbin DEFAULT.

*** SUBCASE N032005-07-2500793-1 CLOSE 8/4/2005 1:29:23 PM, schacon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/4/2005 1:29:28 PM, schacon

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-01-1901184	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/19/2010 1:05:37 PM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/19/2010 1:17:33 PM
Case Owner :	Priscilla Samaniego (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Priscilla Samaniego (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] TINLEY PARK, IL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16581L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 70,000
In Service Date : 11/23/2001
Months In Use : 98
Engine Number : D17A11451307
Originating Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND
Selling Dealer No. / Name : 207001 / COMMUNITY HONDA OF ORLAND P
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
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 : 207001 / COMMUNITY HONDA OF ORLAND
Phone No. : 708-364-2600
Address : 8340 W. 159TH STREET
City / State / Zip : ORLAND PARK, IL 60462
Svc District / Sls District : 08F / B08
Warranty Labor Rate / Date : \$125.00 /
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
N032010-01-1901184-1 [REDACTED] CAMPAIGN -	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-01-1901184-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/19/2010 1:10:40 PM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 1/19/2010 1:17:33 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
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 : N032010-01-1901184

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 1/19/2010 1:05:37 PM, psamanie

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

*** CASE EXTENDED WARRANTY LOOKUP 1/19/2010 1:05:39 PM, psamanie

WARRANTY CHECK 01/19/2010 01:05:39 PM psamanie

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/19/2010 1:05:46 PM, psamanie

CLAIM HISTORY CHECK 01/19/2010 01:05:46 PM psamanie

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/19/2010 1:05:51 PM, psamanie

CAMPAIGN CHECK 01/19/2010 01:05:51 PM psamanie

The following Campaign information was found

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

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

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** CASE VSC LOOKUP 1/19/2010 1:06:01 PM, psamanie

VSC-CUC CHECK 01/19/2010 01:06:01 PM psamanie

No data found for VIN.

*** CASE MODIFY 1/19/2010 1:06:08 PM, psamanie

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/19/2010 1:06:14 PM, psamanie

CAMPAIGN CHECK 01/19/2010 01:06:14 PM psamanie

The following Campaign information was found

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

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

08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** NOTES 1/19/2010 1:10:16 PM, psamanie, Action Type : Call from Customer

The customer called stating that he has been having issues with his low beam headlights and read online about a recall. I advised of the combination light switch and inflator recalls. I advised to contact a Honda dealer for an appointment. I provided the phone number to Community Honda of Orland. The customer asked why he never received notices on his recalls. I apologized and advised that unfortunately I can not advise as to why the notices never reached him. There were no further questions. The customer was thanked and the call ended.

Customer phone verified: [REDACTED]

*** CASE CREATE 1/19/2010 1:10:40 PM, psamanie

Number = N032010-01-1901184-1, Created in WIP default with due date 01/20/2010 01:10:40 PM..

*** SUBCASE N032010-01-1901184-1 CREATE 1/19/2010 1:10:40 PM, psamanie, Action Type :

Created in WIP default with due date 01/20/2010 01:10:40 PM.

*** SUBCASE N032010-01-1901184-1 MODIFY 1/19/2010 1:10:44 PM, psamanie

into WIP default and Status of Solving.

Case History

Case ID : N032010-01-1901184

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE MODIFY 1/19/2010 1:16:59 PM, psamanie
into WIP default and Status of Solving.

*** CASE MODIFY 1/19/2010 1:17:31 PM, psamanie
into WIP default and Status of Solving.

*** SUBCASE N032010-01-1901184-1 CLOSE 1/19/2010 1:17:33 PM, psamanie
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/19/2010 1:17:33 PM, 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 :	N032005-10-0500021	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/5/2005 6:14:01 AM
Case Originator :	Ahmad Banks (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/5/2005 6:21:09 AM
Case Owner :	Ahmad Banks (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ahmad Banks (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	06N [REDACTED] - HEADLIGHT FAILURE			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 : DANVILLE, VA
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 : 126,333
In Service Date : 02/28/2001
Months In Use : 56
Engine Number : D17A11464708
Originating Dealer No. / Name : 206819 / LEJEUNE HONDA CARS
Selling Dealer No. / Name : 206819 / LEJEUNE HONDA CARS
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 : 206819 / LEJEUNE HONDA CARS
Phone No. : 910-346-4944
Address : 2221 N. MARINE BLVD.
City / State / Zip : JACKSONVILLE, NC 28546
Svc District / Sls District : 06M / G06
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 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
N032005-10-0500021-1 [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032005-10-0500021-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ahmad Banks	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/5/2005 6:19:37 AM
Issue Owner : Ahmad Banks	Type 2 : Eligibility	Queue :	Close Date : 10/5/2005 6:21:09 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
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 : N032005-10-0500021

Case Title : 06N- - HEADLIGHT FAILURE

*** CASE CREATE 10/5/2005 6:14:01 AM, abanks

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

*** NOTES 10/5/2005 6:14:02 AM, abanks, Action Type :

The customer's headlights keep failing. The first time the headlight was repaired it was at Lejeune Honda Cars. The second time the headlights went out the customer took their vehicle to John Hoover Honda in Danville, VA, and the service department informed her that she would have to pay for the repair. The customer wants to know if the repair is still covered under the campaign guidelines.

*** CASE MODIFY 10/5/2005 6:14:14 AM, abanks

into WIP default and Status of Solving.

*** CASE CUC LOOKUP 10/5/2005 6:14:25 AM, abanks

CUC CHECK 10/05/2005 06:14:25 AM abanks

The following CUC information was found

$$\dots 0;0;0;\dots\dots\dots 0;\dots$$

*** CASE VSC LOOKUP 10/5/2005 6:14:25 AM, abanks

VSC CHECK 10/05/2005 06:14:25 AM abanks

The following VSC information was found

YOSBEL;MILLARESVERA;V000969275;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-02-28;2008-02-27;100000;36;206819
:0.00

*** CASE CAMPAIGN LOOKUP 10/5/2005 6:16:42 AM. abanks

CAMPAIGN CHECK 10/05/2005 06:16:42 AM abanks

The following Campaign information was found

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

04-015; P23; 00-02 INSIGHT/01-02 CIV1C; 2004-06-17; FX

*** NOTES 10/5/2005 6:18:02 AM, abanks, Action Type : Call from Customer

I informed the customer that the safety recall was performed and if she is having problems, to take her vehicle back to the original dealership that performed the original repair. No further assistance required. The case will be closed.

*** CASE VSC LOOKUP 10/5/2005 6:18:08 AM, abanks

VSC CHECK 10/05/2005 06:18:08 AM abanks

The following VSC information was found

YOSBEL;MILLARESVERA;V000969275;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-02-28;2008-02-27;100000;36;206819
:0.00

*** CASE CUC LOOKUP 10/5/2005 6:18:08 AM, abanks

CUC CHECK 10/05/2005 06:18:08 AM abanks

The following CUC information was found

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:::0:0:0:::0::

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*** CASE CREATE 10/5/2005 6:19:37 AM, abanks

Number = N032005-10-0500021-1, Created in WIP default with due date 10/06/2005 06:19:37 AM..

*** SUBCASE N032005-10-0500021-1 CREATE 10/5/2005 6:19:37 AM, abanks, Action Type :

Created in WIP default with due date 10/06/2005 06:19:37 AM.

Case History

Case ID : N032005-10-0500021

Case Title : 06N - [REDACTED] - HEADLIGHT FAILURE

*** CASE CLAIMS LOOKUP 10/5/2005 6:20:20 AM, abanks

CLAIM CHECK 10/05/2005 06:20:20 AM abanks

The following Claim History information was found

0; 2004-06-17; 206819; 031041; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE
COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE EXTENDED WARRANTY LOOKUP 10/5/2005 6:20:22 AM, abanks

WARRANTY CHECK 10/05/2005 06:20:22 AM abanks

No data found for VIN.

*** CASE MODIFY 10/5/2005 6:20:27 AM, abanks

into WIP default and Status of Solving.

*** CASE MODIFY 10/5/2005 6:20:56 AM, abanks

into WIP default and Status of Solving.

*** SUBCASE N032005-10-0500021-1 CLOSE 10/5/2005 6:21:09 AM, abanks

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/5/2005 6:21:09 AM, abanks

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 : N012008-07-2200432 Division : Honda - Auto Condition : Closed Open Date : 7/22/2008 8:46:34 AM
Case Originator : Robert Castillo (Team CD) Sub Division : Customer Relations Status : Closed Close Date : 7/29/2008 8:42:18 AM
Case Owner : Erica Dotson (Team CA) Method : Phone Queue : Days Open : 7
Last Closed By : Erica Dotson (Team CA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] COMBINATION LIGHT SWITCH PART REIMBURSEMENT RE 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 : PARK RIDGE, IL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267611 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 61,000
In Service Date : 02/28/2001
Months In Use : 89
Engine Number : D17A21434992
Originating Dealer No. / Name : 207879 / O'HARE HONDA
Selling Dealer No. / Name : 207879 / O'HARE 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 : 208012 / BILL KAY HONDA
Phone No. : 815-937-7900
Address : 1360 LOCKE DRIVE
City / State / Zip : BRADLEY, IL 60915
Svc District / Sls District : 08F / B08
Warranty Labor Rate / Date : \$106.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207879	O'HARE HONDA		

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
N012008-07-2200432-1 / [REDACTED] - CAMPAL	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012008-07-2200432-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Castillo	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/22/2008 9:22:36 AM
Issue Owner : Robert Castillo	Type 2 : Eligibility	Queue :	Close Date : 7/22/2008 9:23:31 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 : N012008-07-2200432

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH PART REIMBURSEMENT REQUEST

*** CASE CREATE 7/22/2008 8:46:34 AM, rcastill

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

*** NOTES 7/22/2008 8:46:34 AM, rcastill, Action Type :

The customer's information was updated [REDACTED]. The customer is contacting AHM in regards to the combination light switch recall. The customer stated that the vehicle's low beam lights failed without any warning. The customer stated that his mom was at the wheel when this occurred and she felt she was in serious danger as her visibility was very low. Luckily she realised that her high beams worked. The customer stated that she contacted O'Hare Honda and they have been very rude. They told him that the recall has been performed and they want to charge him \$80 for a diagnosis. The customer refused to pay for this and believes that this should be covered under the recall. The customer would like for AHM to cover for this replacement again as he believes that this should be covered under warranty.

*** CASE EXTENDED WARRANTY LOOKUP 7/22/2008 8:46:42 AM, rcastill

WARRANTY CHECK 07/22/2008 08:46:42 AM rcastill

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/22/2008 8:46:45 AM, rcastill

CLAIM HISTORY CHECK 07/22/2008 08:46:45 AM rcastill

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/22/2008 8:46:49 AM, rcastill

CAMPAIGN CHECK 07/22/2008 08:46:49 AM rcastill

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/24/04; FX;

*** CASE VSC LOOKUP 7/22/2008 8:46:58 AM, rcastill

VSC-CUC CHECK 07/22/2008 08:46:58 AM rcastill

No data found for VIN.

*** CASE MODIFY 7/22/2008 8:47:54 AM, rcastill

into WIP default and Status of Solving.

*** CASE YANKED 7/22/2008 8:48:53 AM, ljohns01

Yanked by ljohns01 into WIPbin default.

*** NOTES 7/22/2008 8:52:51 AM, rcastill, Action Type : Call from Customer

The customer was advised that this recall was been performed on 06/024/2004 and he was advised that all recalls can only be performed once and if the components fails again outside the manufacturer's warranty coverage the replacement or repair would be considered at customer's expense.

The customer disagreed with the information provided and he requested for assistance from AHM. The customer was advised that a diagnosis needs to be performed by one of our Honda dealer in order for AHM to consider his request. The customer was advised that the diagnosis fee will be at customer's expense since the recall has already been performed. The customer stated that he will not pay for a diagnosis fee and requested for this to be covered. I explained to the customer that this fee cannot be waived and without this process his request cannot be reviewed. The customer became very irate and requested to speak with a supervisor.

My supervisor, Jeanette Smith, was available to take the escalated call and the call was transferred to better assist this customer.

*** NOTES 7/22/2008 9:03:52 AM, ljohns01, Action Type : Call from Customer

Case History

Case ID : N012008-07-2200432

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH PART REIMBURSEMENT REQUEST

Spoke to the customer and introduced myself to the customer. The customer stated that she did not have time to take her vehicle in to the dealership for a diagnosis. I advised the customer that without a diagnosis, AHM would be unable to review her case. The customer understood and stated that she would take her vehicle to Castle Honda to have her headlights inspected. I reiterated to the customer that there are no guarantees that assistance would be provided, but AHM would like the opportunity to review he request. The customer understood. No further assistance needed.

*** CASE ASSIGN 7/22/2008 9:04:15 AM, ljohns01

N012008-07-2200432 to rcastill, WIP

*** CASE RULE ACTION 7/22/2008 9:04:16 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CREATE 7/22/2008 9:22:36 AM, rcastill

Number = N012008-07-2200432-1, Created in WIP default with due date 07/23/2008 09:22:36 AM..

*** SUBCASE N012008-07-2200432-1 CREATE 7/22/2008 9:22:36 AM, rcastill, Action Type :

Created in WIP default with due date 07/23/2008 09:22:36 AM.

*** SUBCASE N012008-07-2200432-1 MODIFY 7/22/2008 9:22:42 AM, rcastill

into WIP default and Status of Solving.

*** NOTES 7/22/2008 9:23:19 AM, rcastill, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer is experiencing problems with the vehicle's headlights and he may be contacting your office for further assistance.

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

Thank you for your attention to this matter.

Robert Castillo

Automobile Customer Service

*** SUBCASE N012008-07-2200432-1 CLOSE 7/22/2008 9:23:31 AM, rcastill

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/22/2008 9:23:31 AM, rcastill

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

*** CASE REOPEN 7/29/2008 8:16:44 AM, edotson

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/29/2008 8:20:00 AM, edotson

WARRANTY CHECK 07/29/2008 08:20:00 AM edotson

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/29/2008 8:20:02 AM, edotson

CLAIM HISTORY CHECK 07/29/2008 08:20:02 AM edotson

No data found for VIN.

Case History

Case ID : N012008-07-2200432

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH PART REIMBURSEMENT REQUEST

*** CASE CAMPAIGN LOOKUP 7/29/2008 8:20:07 AM, edotson

CAMPAIGN CHECK 07/29/2008 08:20:07 AM edotson

The following Campaign information was found

01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/24/04; FX;

*** CASE VSC LOOKUP 7/29/2008 8:20:08 AM, edotson

VSC-CUC CHECK 07/29/2008 08:20:08 AM edotson

No data found for VIN.

*** NOTES 7/29/2008 8:36:14 AM, edotson, Action Type : Call from Customer

The customer contacted AHM in regards to the combination light switch safety recall. The customer states she took the vehicle to Bill Kay Honda and spoke with Rick. The customer was very upset because she was told by Des Plains Honda the recall had been performed and there was nothing they could do unless she paid for the repair. The customer states she was driving in the corn fields and the vehicle's lights went out. She stated she took the vehicle to Bill Kay Honda and was advised by Rick the wires were burnt out and melted just like the recall said. The customer states her vehicle could have caught on fire but no one was willing to listen to her. The customer states Rick advised her the recall had never been performed because there was no stamp above the engine VIN indicating the recall was performed. The customer is furious because all Des Plains Honda had to do was check for the stamp. She stated the wires were completely burned and melted. The customer states there is fraud going on at Des Plains Honda. The customer is requesting reimbursement for a \$50 switch that she and her husband purchased from Des Plains Honda in order to fix the vehicle. The customer states she was not charged for the repair at Bill Kay Honda. I advised the customer the following documents are needed:

Part Invoice

Proof of Payment

I advised the customer the documents can be faxed to 909-664-9009.

I advised the customer the case will be forwarded to a CM on receipt of the documents. I advised each case is reviewed on a case by case basis and there are no guarantees. I asked the customer if there was anything else I could assist her with. The customer declined. I thanked the customer for calling and the call ended.

*** CASE MODIFY 7/29/2008 8:36:30 AM, edotson

into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2008 8:37:05 AM, edotson

into WIP default and Status of Solving.

*** NOTES 7/29/2008 8:40:09 AM, edotson, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

The customer contacted AHM in regards to the combination light switch safety recall. The customer was advised by your dealership the recall had been performed and could not be performed again. The customer took the vehicle to Bill Kay Honda where she was advised the engine VIN was not stamped like the SB states it should be on completion of the recall. The customer is requesting reimbursement for the purchase of the light switch.

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

Thank you for your attention to this matter.

Case History

Case ID : N012008-07-2200432

Case Title : [REDACTED] COMBINATION LIGHT SWITCH PART REIMBURSEMENT REQUEST

Erica Dotson

Automobile Customer Service

*** CASE MODIFY 7/29/2008 8:40:11 AM, edotson
into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2008 8:42:10 AM, edotson
into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2008 8:42:16 AM, edotson
into WIP default and Status of Solving.

*** CASE CLOSE 7/29/2008 8:42:18 AM, edotson
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 :	N032006-03-2000720	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/20/2006 8:50:20 AM
Case Originator :	Mary Moriarty (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/20/2006 9:22:00 AM
Case Owner :	Mary Moriarty (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Mary Moriarty (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	01C [REDACTED] HEADLIGHTS 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 : CANOGA PARK, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16261L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PBW / A
Miles / Hours : 69,889
In Service Date : 05/05/2001
Months In Use : 58
Engine Number : D17A11475680
Originating Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
Trim : DX 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 : 206550 / WOODLAND HILLS HONDA
Phone No. : 818-887-7111
Address : 6111 TOPANGA CANYON BL
City / State / Zip : WOODLAND HILLS, CA 91367
Svc District / Sls District : 01C / B01
Warranty Labor Rate / Date : \$115.00 /
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
N032006-03-2000720-1 / [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-03-2000720-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Moriarty	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/20/2006 9:14:41 AM
Issue Owner : Mary Moriarty	Type 2 : Eligibility	Queue :	Close Date : 3/20/2006 9:15:20 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 : Please Specify
Resolutions : Provided Information
Component Category : I2 - 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 : N032006-03-2000720

Case Title : 01C [REDACTED] HEADLIGHTS NOT WORKING

*** CASE CREATE 3/20/2006 8:50:20 AM, mmoriart

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

*** CASE EXTENDED WARRANTY LOOKUP 3/20/2006 8:52:46 AM, mmoriart

WARRANTY CHECK 03/20/2006 08:52:46 AM mmoriart

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/20/2006 8:53:16 AM, mmoriart

CLAIM CHECK 03/20/2006 08:53:16 AM mmoriart

The following Claim History information was found

0; 2005-06-08; 900020; 005471; 510; 218098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B#

*** CASE CAMPAIGN LOOKUP 3/20/2006 8:54:08 AM, mmoriart

CAMPAIGN CHECK 03/20/2006 08:54:08 AM mmoriart

The following Campaign information was found

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-08; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 3/20/2006 9:11:00 AM, mmoriart

into WIP default and Status of Solving.

*** CASE CREATE 3/20/2006 9:14:41 AM, mmoriart

Number = N032006-03-2000720-1, Created in WIP default with due date 03/21/2006 09:14:40 AM..

*** SUBCASE N032006-03-2000720-1 CREATE 3/20/2006 9:14:41 AM, mmoriart, Action Type :

Created in WIP default with due date 03/21/2006 09:14:40 AM.

*** SUBCASE N032006-03-2000720-1 MODIFY 3/20/2006 9:15:00 AM, mmoriart

into WIP default and Status of Solving.

*** SUBCASE N032006-03-2000720-1 CLOSE 3/20/2006 9:15:20 AM, mmoriart

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 3/20/2006 9:15:24 AM, mmoriart

CAMPAIGN CHECK 03/20/2006 09:15:24 AM mmoriart

The following Campaign information was found

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-08; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** NOTES 3/20/2006 9:19:25 AM, mmoriart, Action Type : Call from Customer

Customer information updated.

Customer called in to check on a problem with both headlights. Customer had service completed on 3/18/06 and dealer replaced the headline bulbs but the lights do not remain on.

The dealer stated that further testing needed to be completed and that the system is not available on Saturday.

Customer saw a recall bulletin on the web and wanted to know if her car was covered. The dealer said that she had no campaign outstanding on her vehicle.

Case History

Case ID : N032006-03-2000720

Case Title : 01C [REDACTED] - HEADLIGHTS NOT WORKING

I checked the system and campaign 04-015 for Combination Light Switch was fixed on 6-8-2004.
I informed the customer that the work on the campaign was completed and she said thank you.
Call closed.

*** CASE MODIFY 3/20/2006 9:20:53 AM, mmoriart
into WIP default and Status of Solving.

*** CASE MODIFY 3/20/2006 9:21:25 AM, mmoriart
into WIP default and Status of Solving.

*** CASE CLOSE 3/20/2006 9:22:00 AM, mmoriart
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 : N012006-03-2701222	Division : Honda - Auto	Condition : Closed	Open Date : 3/27/2006 11:30:53 AM
Case Originator : Jeff Swedlund (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/27/2006 11:43:55 AM
Case Owner : Jeff Swedlund (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jeff Swedlund (Team HH)	Point of Origin : Dealer	Wipbin :	
Case Title : [REDACTED] - HEADLIGHT		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 : CANOGA PARK, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES162611 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PBW / A
Miles / Hours : 70,000
In Service Date : 05/05/2001
Months In Use : 58
Engine Number : D17A11475680
Originating Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
Trim : DX 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
N012006-03-2701222-1 [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012006-03-2701222-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff Swedlund	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/27/2006 11:31:39 AM
Issue Owner : Jeff Swedlund	Type 2 : Eligibility	Queue :	Close Date : 3/27/2006 11:31:54 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 : 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

Case History

Case ID : N012006-03-2701222

Case Title : [REDACTED] HEADLIGHT

*** CASE CREATE 3/27/2006 11:30:53 AM, jswedlun

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

*** NOTES 3/27/2006 11:30:53 AM, jswedlun, Action Type :

Robert ASM: states headlight recall was done, but now failed again.

Advised cover 100%.

*** CASE MODIFY 3/27/2006 11:30:56 AM, jswedlun

into WIP default and Status of Solving.

*** CASE CREATE 3/27/2006 11:31:39 AM, jswedlun

Number = N012006-03-2701222-1, Created in WIP default with due date 03/28/2006 11:31:38 AM..

*** SUBCASE N012006-03-2701222-1 CREATE 3/27/2006 11:31:39 AM, jswedlun, Action Type :

Created in WIP default with due date 03/28/2006 11:31:38 AM.

*** SUBCASE N012006-03-2701222-1 CLOSE 3/27/2006 11:31:54 AM, jswedlun

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/27/2006 11:43:40 AM, jswedlun

into WIP default and Status of Solving.

*** CASE MODIFY 3/27/2006 11:43:52 AM, jswedlun

into WIP default and Status of Solving.

*** CASE CLOSE 3/27/2006 11:43:55 AM, jswedlun

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 :	N032011-10-2000887	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/20/2011 9:54:19 AM
Case Originator :	Laura Aldrich (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/20/2011 11:37:52
Case Owner :	Heather Smith (Team CA)	Method :	Fax	Queue :		Days Open :	61
Last Closed By :	Heather Smith (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	04G- [REDACTED] - P23 REIMBURSEMENT REQUEST			No. of Attachments :	1		

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 : MANSFIELD, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15531L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 193,880
In Service Date : 10/10/2001
Months In Use : 120
Engine Number : D17A11476723
Originating Dealer No. / Name : 206920 / HONDA OF MANSFIELD
Selling Dealer No. / Name : 206920 / HONDA OF MANSFIELD
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
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 : 206920 / HONDA OF MANSFIELD
Phone No. : 419-529-4000
Address : 1493 PARK AVE. W.
City / State / Zip : MANSFIELD, OH 44906
Svc District / Sls District : 04G / F04
Warranty Labor Rate / Date : \$67.50 /
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
N032011-10-2000887-1	CAMP Subcase Close	Campaign	Eligibility	712	Headlights
N032011-10-2000887-2	CAMP Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL CAMPA

Issue Details

Issue ID : N032011-10-2000887-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/20/2011 10:13:51
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 10/20/2011 10:14:00
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

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

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-10-2000887-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/28/2011 8:47:52 AM
Issue Owner : Aaron Goldberg	Type 2 : Financial Assistance	Queue :	Close Date : 12/12/2011 1:19:39 PM
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL CAMPAIGN: COMBINATION LI
Condition Code Desc Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : 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. : 19756
Primary Amount : \$351.31
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$351.31
Approved By : mwhitake
Approval Date : 12/6/2011
Status : PROCESSED
Check No. : 1947818
Check Date : 12/9/2011

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : MANSFIELD, OH [REDACTED]
Campaign Template # :
Contention Code : P2300
Defect Code : 5CN00
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032011-10-2000887

Case Title : 04G - [REDACTED] - P23 REIMBURSEMENT REQUEST

*** CASE CREATE 10/20/2011 9:54:19 AM, laldrich

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

*** CASE MODIFY 10/20/2011 9:55:05 AM, laldrich

into WIP default and Status of Solving.

*** NOTES 10/20/2011 10:11:41 AM, laldrich, Action Type : Call from Customer

The customer's information was updated with the current owner. The customer is calling AHM because the light switch has had to be replaced 3 times in the last 6 months. She knows about the recall for the airbag, but wants to know why she wasn't notified of the recall for the light switch. I explained recalls are VIN specific, and her vehicle may not have been included.

Per CRMS, I verified the vehicle was included in the recall for the light switch harness. I informed her the recall had never been done. I advised her to make an appt to have both recalls completed the switch and airbag. As for the reimbursement, I asked the customer to submit the invoices for the parts and installation for each repair. I provided the case number so she could reference the number on the documents. I gave the customer the fax number and mailing address. I explained a CM would be in contact with her, shortly, but they are very busy right now, and it may be up to 4 weeks. She stated she understood.

*** CASE CREATE 10/20/2011 10:13:51 AM, laldrich

Number = N032011-10-2000887-1, Created in WIP default with due date 10/21/2011 10:13:51 AM..

*** SUBCASE N032011-10-2000887-1 CREATE 10/20/2011 10:13:51 AM, laldrich, Action Type :

Created in WIP default with due date 10/21/2011 10:13:51 AM.

*** SUBCASE N032011-10-2000887-1 MODIFY 10/20/2011 10:13:58 AM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032011-10-2000887-1 CLOSE 10/20/2011 10:14:00 AM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/20/2011 10:14:17 AM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 10/20/2011 10:14:21 AM, laldrich

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

*** CASE REOPEN 11/28/2011 7:07:05 AM, vsecura

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/28/2011 7:09:33 AM, vsecura

into WIP default and Status of Solving.

*** CASE MODIFY 11/28/2011 7:10:13 AM, vsecura

into WIP default and Status of Solving.

*** CASE MODIFY 11/28/2011 7:11:42 AM, vsecura

into WIP default and Status of Solving.

*** CASE DISPATCH 11/28/2011 7:11:50 AM, vsecura

from WIP default to Queue Chino Team CA.

*** NOTES 11/28/2011 7:59:24 AM, vbarrios, Action Type : Call from Customer

Verified customer information

Case History

Case ID : N032011-10-2000887

Case Title : 04G - [REDACTED] - P23 REIMBURSEMENT REQUEST

The customer is calling to inquire if her faxed documents had been received. I confirmed her documents have been received and are in the process of being attached to her case. I informed her once completed, her case will be forwarded to a CM for review, at which point the CM will contact the customer. I informed the customer to allow a few days for this process and the customer understood. No further assistance needed. The customer thanked me and the call ended.

*** CASE ADD ATTACHMENT 11/28/2011 8:00:26 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N032011-10-2000887_1.PDF

*** CASE YANKED 11/28/2011 8:42:13 AM, agoldber

Yanked by agoldber into WIPbin default.

*** CASE MODIFY 11/28/2011 8:43:40 AM, agoldber

into WIP default and Status of Solving.

*** CASE CREATE 11/28/2011 8:47:52 AM, agoldber

Number = N032011-10-2000887-2, Created in WIP default with due date 11/29/2011 08:47:52 AM..

*** SUBCASE N032011-10-2000887-2 CREATE 11/28/2011 8:47:52 AM, agoldber, Action Type :

Created in WIP default with due date 11/29/2011 08:47:52 AM.

*** CASE MODIFY 11/28/2011 8:48:17 AM, agoldber

into WIP default and Status of Solving.

*** CASE MODIFY 11/28/2011 8:49:38 AM, agoldber

into WIP default and Status of Solving.

*** NOTES 11/28/2011 8:58:50 AM, agoldber, Action Type : Call to Customer

I called customer at the daytime/evening number and reached VM which identified customer by name. I left an introductory message for [REDACTED] requesting customer please contact us back to verify her mailing address. I provided my contact information and office hours.

*** NOTES 11/28/2011 9:02:12 AM, agoldber, Action Type : Note-General

The following IRF information was located on whitepages.com:

Body By Bandy
2832 Bowman Street Rd
Mansfield, OH 44903
(419) 565-4422

*** NOTES 11/28/2011 9:06:42 AM, agoldber, Action Type : Note-Third Party

I called IRF Body by Bandy at 419-565-4422 and spoke with Shop Owner Rick to verify repairs to headlight switch performed on both 5/12/11 and 10/13/11. Rick stated that the customer PAID IN FULL for both repairs totaling \$351.31. He stated that he had never seen a failure occur so soon, so the second time, he took vehicle to a electronics specialty shop who advised him that there was a recall on the headlight switch, and Rick had advised customer of this.

*** NOTES 11/28/2011 9:07:18 AM, agoldber, Action Type : Note-Third Party

Rick with Body By Bandy confirmed that the customer paid CASH for both repairs to the headlight switch.

*** COMMIT 11/28/2011 9:07:23 AM, agoldber, Action Type : N/A

P23 - call customer to confirm mailing address (2nd attempt)

*** NOTES 11/28/2011 10:46:49 AM, agoldber, Action Type : Call from Customer

I received a VM from Ms. Allen stating that her current mailing address is:

Case History

Case ID : N032011-10-2000887

Case Title : 04G [REDACTED] - P23 REIMBURSEMENT REQUEST

[REDACTED]
MANSFIELD, OH [REDACTED]

Customer declined a call back.

*** CASE FULFILL 11/28/2011 10:47:05 AM, agoldber

Fulfilled for [REDACTED] due 12/02/2011 12:00:00 AM.

*** COMMIT 11/28/2011 10:47:07 AM, agoldber, Action Type : N/A

P23 - PROCEED TO CHK REQ

*** NOTES 11/30/2011 7:56:04 AM, agoldber, Action Type : Note-General

Verified customer falls under campaign. Customer contact info verified in CRMS.

The customer sent in documentation for the P23 reimbursement consideration for the cost incurred due to the headlight switch replacement.

\$351.31 requested.

The customer is eligible for the headlight switch repair.

Parts: \$79.31

Labor: \$272.00

Grand total: \$351.31

*** NOTES 11/30/2011 7:57:46 AM, agoldber, Action Type : Note-Resolution

The customer is seeking reimbursement for the headlight switch repair and service under the P23 recall. The invoice states the headlight switch was replaced at Body by Bandy on 5/12/11 and again on 10/13/11. Verification of payment was made with IRF for both repairs. Customer has since had recall satisfied on 11/09/11. Based on the information provided and the campaign verification, the customer's request will be further reviewed by my team lead for \$351.31.

*** SUBCASE N032011-10-2000887-2 DISPATCH 11/30/2011 8:00:03 AM, agoldber

from WIP Subcases to Queue Check Req - C. Andaya.

*** CASE FULFILL 11/30/2011 8:00:10 AM, agoldber

Fulfilled for [REDACTED] due 11/30/2011 12:00:00 AM.

*** COMMIT 11/30/2011 8:00:12 AM, agoldber, Action Type : N/A

chk req approved?

*** SUBCASE N032011-10-2000887-2 RULE ACTION 12/1/2011 8:00:03 AM, sa

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

*** NOTES 12/2/2011 7:24:20 AM, agoldber, Action Type : Note-General

chk req approved?

*** CASE FULFILL 12/2/2011 7:24:24 AM, agoldber

Fulfilled for [REDACTED] due 12/02/2011 12:00:00 AM.

Case History

Case ID : N032011-10-2000887

Case Title : 04G - [REDACTED] - P23 REIMBURSEMENT REQUEST

*** COMMIT 12/2/2011 7:24:25 AM, agoldber, Action Type : N/A

chk req approved?

*** SUBCASE N032011-10-2000887-2 RULE ACTION 12/2/2011 8:00:03 AM, sa

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

*** SUBCASE N032011-10-2000887-2 FORWARD 12/5/2011 11:16:09 AM, candaya

from Queue Check Req - C. Andaya to Queue Check Req - M. Whitaker.

*** SUBCASE N032011-10-2000887-2 12/6/2011 10:16:14 AM, mwhitake, Action Type :

Check Requisition for 351.31 \$ submitted

Check Requisition for 351.31 \$ submitted by mwhitake

*** SUBCASE N032011-10-2000887-2 FORWARD 12/6/2011 10:16:23 AM, mwhitake

from Queue Check Req - M. Whitaker to Queue Check Approved - Sat.

*** NOTES 12/7/2011 2:43:12 PM, agoldber, Action Type : Note-General

Check req. approved. Awaiting check to be mailed.

*** CASE FULFILL 12/7/2011 2:43:16 PM, agoldber

Fulfilled for [REDACTED] due 12/08/2011 12:00:00 AM.

*** COMMIT 12/7/2011 2:43:18 PM, agoldber, Action Type : N/A

Check ready to be mailed?

*** SUBCASE N032011-10-2000887-2 COMMIT 12/12/2011 8:07:04 AM, agoldber, Action Type : External Commitment

Check processed for check_req_no = 19756 on 2011-12-09-00.00.000000

*** SUBCASE N032011-10-2000887-2 FULFILL 12/12/2011 8:15:14 AM, agoldber

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

*** NOTES 12/12/2011 1:19:17 PM, agoldber, Action Type : Note-General

CHECK SCHEDULED TO BE MAILED THIS WEEK - CLOSE CASE

*** CASE FULFILL 12/12/2011 1:19:32 PM, agoldber

Fulfilled for [REDACTED] due 12/13/2011 12:00:00 AM.

*** SUBCASE N032011-10-2000887-2 CLOSE 12/12/2011 1:19:39 PM, agoldber

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/12/2011 1:19:39 PM, agoldber

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

*** CASE REOPEN 12/20/2011 11:33:14 AM, hsmith

with Condition of Open and Status of Solving.

*** NOTES 12/20/2011 11:37:47 AM, hsmith, Action Type : Call from Customer

The customer contacted AHM in regards to the P23 campaign. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. The customer advised me her headlights have gone out again. The customer advised me she has already had it fixed 3 times. The customer advised me she paid to have it fixed the first 2 times because she was not aware of the recall and we did reimburse her. I advised the customer the vehicle would have to be diagnosed at a Honda dealer and if they find the issue is related to the recall then it would be covered. The customer advised me she can not sit at the dealer all day for them to fix it. I advised the customer if she wants the vehicle covered under the recall then it would have to be diagnosed

Case History

Case ID : N032011-10-2000887

Case Title : 04G - [REDACTED] P23 REIMBURSEMENT REQUEST

and if it is covered the vehicle would have to stay for some period of time for the repairs. The customer advised me she can not wait all day. I advised the customer she would have to discuss that with the dealer because it depends on the business needs of the dealer. The customer advised me I was no help and disconnected the call.

*** CASE MODIFY 12/20/2011 11:37:51 AM, hsmith
into WIP default and Status of Solving.

*** CASE CLOSE 12/20/2011 11:37:52 AM, hsmith
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-03-0600383	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/6/2003 10:51:22 AM
Case Originator :	Caroline Odulio (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/29/2003 8:57:45 AM
Case Owner :	Ron Robbins (Team SM)	Method :	Phone	Queue :		Days Open :	54
Last Closed By :	Ron Robbins (Team SM)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - INTERMITTEN HEADLIGHT PROBLEM			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 : GASTON, SC
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / IHGES16511L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 32,000
In Service Date : 01/18/2001
Months In Use : 26
Engine Number : D17A11478321
Originating Dealer No. / Name : 207292 / MIDLANDS HONDA
Selling Dealer No. / Name : 207292 / MIDLANDS 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 : 207292 / MIDLANDS HONDA
Phone No. : 803-691-8500
Address : 124 KILLIAN COMMONS PK
City / State / Zip : COLUMBIA, SC 29203
Svc District / Sls District : 06N / D06
Warranty Labor Rate / Date : \$94.00 /
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
N012003-03-0600383-1 / [REDACTED]	PRODU Subcase Close	Product	Not Applicable	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-03-0600383-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 3/6/2003 11:58:02 AM
Issue Owner : Ron Robbins	Type 2 : Not Applicable	Queue :	Close Date : 4/29/2003 8:57:43 AM
Issue Title : [REDACTED]	PRODUCT - NOT APPLICABLE		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
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

Case History

Case ID : N012003-03-0600383

Case Title : [REDACTED] INTERMITTEN HEADLIGHT PROBLEM

*** CASE CREATE 3/6/2003 10:51:22 AM, codulio

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

*** NOTES 3/6/2003 10:51:23 AM, codulio, Action Type :

The customer said she has service agreement with Midlands Honda #207292. The customer said it has been 3 times she has occurred no headlights. The first experience was on Aug. 2002 at 23,000 miles. The dealership replaced the headlight switch and the dlr. told the customer they have duplicated a problem. The customer said she does not show any confirmation if the dlr has duplicate a problem. The 2nd. experience was on 11/02 at 26,200 miles. The dlr. at this time the dlr. switch the relays, dlr. was not able to duplicate the problem. 3rd times was at 31,000 miles on 3/3/03. This time the customer took the vehicle into the dealership with showing the problem. Three people saw the problem: Bill King (SM), Jesse (?), and tech. (?). The dlr. replaced the headlight switch again. The customer told Bill King (SM) they have replaced this once before. Bill King (SM) was not really response.

I asked if she is still having a problem currently? No not now and the problem happens every 3,000 miles. I explained to the customer it sounds like the dealer is not duplicating a problem but they are trying to help by replacing parts they might think may be the cause of problem. I told the customer I really don't know what the dealer has done or if they have gotten our tech. support involved? I point out the mileage and repairs the dealership has done. I told the customer the last time the headlight switch had gone out was almost 10,000 miles ago.

I asked the customer what is it she wanted AHM to do? The customer wants AHM to know about this problem and suggest what can be done b/c she is uncomfortable with the vehicle when driving at night she has experienced the headlights not working. I agreed this was a concerns and explained if she is experiencing an intermittent concern this can be a problem b/c in order to repair the vehicle correctly the problem has to show a MIL , warning light on the dash, or reproduce the problem. I told the customer it will be 3 to 5 business days til a case mgr. will call in her area and check with the dealership to see if they have done everything they can.

*** CASE MODIFY 3/6/2003 10:51:58 AM, codulio
into WIP Default and Status of Solving.*** CASE ASSIGN 3/6/2003 10:52:02 AM, codulio
N012003-03-0600383 to rrobbins, WIP 0□eC!*** CASE RULE ACTION 3/6/2003 10:52:03 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 3/6/2003 10:52:07 AM, codulio
into WIP Default and Status of Solving.*** SUBCASE N012003-03-0600383-1 CREATE 3/6/2003 11:58:02 AM, rrobbins
Created in WIP Default with Due Date 3/6/2003 11:58:02 AM.*** CASE MODIFY 3/6/2003 11:58:28 AM, rrobbins
into WIP default and Status of Solving.*** COMMIT 3/11/2003 7:45:08 AM, rrobbins, Action Type : N/A
DPSM speak to dlr?*** CASE MODIFY 3/11/2003 7:45:25 AM, rrobbins
into WIP default and Status of Solving.*** NOTES 3/11/2003 7:46:02 AM, rrobbins, Action Type : Dealer Communication
ATTN: BILL, SERVICE MANAGER

Case History

Case ID : N012003-03-0600383

Case Title : [REDACTED] INTERMITTEN HEADLIGHT PROBLEM

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

The customer said she has service agreement with Midlands Honda #207292. The customer said it has been 3 times she has occurred no headlights. The first experience was on Aug. 2002 at 23,000 miles. The dealership replaced the headlight switch and the dlr. told the customer they have duplicated a problem. The customer said she does not show any confirmation if the dlr has duplicate a problem. The 2nd. experience was on 11/02 at 26,200 miles. The dlr. at this time the dlr. switch the relays, dlr. was not able to duplicate the problem. 3rd times was at 31,000 miles on 3/3/03. This time the customer took the vehicle into the dealership with showing the problem. Three people saw the problem: Bill King (SM), Jesse (?), and tech. (?). The dlr. replaced the headlight switch again. The customer told Bill King (SM) they have replaced this once before. Bill King (SM) was not really response.

I asked if she is still having a problem currently? No not now and the problem happens every 3,000 miles. I explained to the customer it sounds like the dealer is not duplicating a problem but they are trying to help by replacing parts they might think may be the cause of problem. I told the customer I really don't know what the dealer has done or if they have gotten our tech. support involved? I point out the mileage and repairs the dealership has done. I told the customer the last time the headlight switch had gone out was almost 10,000 miles ago.

I asked the customer what is it she wanted AHM to do? The customer wants AHM to know about this problem and suggest what can be done b/c she is uncomfortable with the vehicle when driving at night she has experienced the headlights not working. I agreed this was a concerns and explained if she is experiencing an intermitten concern this can be a problem b/c in order to repair the vehicle correctly the problem has to show a MIL , warning light on the dash, or reproduce the problem. I told the customer it will be 3 to 5 business days til a case mgr. will call in her area and check with the dealership to see if they have done everything they can.

Please call me regarding this case.
800-999-1009 x118036

Thank you for your attention to this matter.

Ron Robbins
Automobile Customer Service

*** CASE MODIFY 3/11/2003 7:46:05 AM, robbins
into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 3/26/2003 12:23:06 PM, robbins
with [REDACTED] due 03/28/03 12:00:00 AM.

*** NOTES 3/26/2003 12:23:27 PM, robbins, Action Type : Field/DSM
DPSM will review case w/ SM

*** CASE MODIFY 3/26/2003 12:23:34 PM, robbins
into WIP Follow Up and Status of Solving.

*** NOTES 4/3/2003 10:24:50 AM, robbins, Action Type : Call to Dealer
Called dlr - John was not aware of any advancements made on customer concern

I adv I will ask DPSM if he had discussed it w/ Bill.

Case History

Case ID : N012003-03-0600383

Case Title : [REDACTED] - INTERMITTEN HEADLIGHT PROBLEM

*** NOTES 4/3/2003 10:25:07 AM, robbins. Action Type : Field/DSM

E-mailed DPSM to ask if he had discussed this customer w/ dlr.

*** CASE MODIFY COMMITMENT 4/3/2003 10:25:19 AM, robbins

with SARAH NIEGSCH due 04/07/2003 12:00:00 AM.

*** CASE MODIFY 4/3/2003 10:25:23 AM, robbins

into WIP Follow Up and Status of Solving.

*** CASE RULE ACTION 4/3/2003 10:51:22 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 4/29/2003 8:57:20 AM, robbins. Action Type : Call from Customer

DPSM advised -- This lady was in on March 2 , the Dealer replaced the headlight switch for the second time. Apparently you could wiggle the switch and it would cause the lights to flicker. They have had no further contact since the switch was replaced.

*** SUBCASE N012003-03-0600383-1 CLOSE 4/29/2003 8:57:43 AM, robbins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2003 8:57:45 AM, robbins

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 : N032005-01-2500010	Division : Honda - Auto	Condition : Closed	Open Date : 1/25/2005 6:10:12 AM
Case Originator : Henry Acosta (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/1/2005 2:28:41 PM
Case Owner : Suszann Smith (Team MA)	Method : Phone	Queue :	Days Open : 7
Last Closed By : Suszann Smith (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : 06P [REDACTED]-URGENT 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 : GASTON, SC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES16511L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1651PW / A
 Miles / Hours : 72,000
 In Service Date : 01/18/2001
 Months In Use : 48
 Engine Number : D17A11478321
 Originating Dealer No. / Name : 207292 / MIDLANDS HONDA
 Selling Dealer No. / Name : 207292 / MIDLANDS 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 : 207292 / MIDLANDS HONDA
 Phone No. : 803-691-8500
 Address : 124 KILLIAN COMMONS PK
 City / State / Zip : COLUMBIA, SC 29203
 Svc District / Sls District : 06N / D06
 Warranty Labor Rate / Date : \$94.00 /
 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
N032005-01-2500010-1 [REDACTED] PRODU	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032005-01-2500010-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Suszann Smith	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2005 9:00:21 AM
Issue Owner : Suszann Smith	Type 2 : Operation	Queue :	Close Date : 2/1/2005 2:28:31 PM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
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 : N032005-01-2500010

Case Title : 06P [REDACTED] URGENT HEAD LIGHTS

*** CASE CREATE 1/25/2005 6:10:12 AM, hacosta

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

*** CASE CAMPAIGN LOOKUP 1/25/2005 6:10:18 AM, hacosta

CAMPAIGN CHECK 01/25/2005 06:10:18 AM hacosta

The following Campaign information was found

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-17; FX

*** CASE VSC LOOKUP 1/25/2005 6:10:20 AM, hacosta

VSC-CUC CHECK 01/25/2005 06:10:20 AM hacosta

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/25/2005 6:10:25 AM, hacosta

CLAIM CHECK 01/25/2005 06:10:25 AM hacosta

The following Claim History information was found

0; 2004-05-14; 207292; 269268; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE

COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE EXTENDED WARRANTY LOOKUP 1/25/2005 6:10:26 AM, hacosta

WARRANTY CHECK 01/25/2005 06:10:26 AM hacosta

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/25/2005 6:11:47 AM, hacosta

CLAIM CHECK 01/25/2005 06:11:47 AM hacosta

The following Claim History information was found

0; 2004-05-14; 207292; 269268; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE

COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE MODIFY 1/25/2005 6:20:46 AM, hacosta

into WIP default and Status of Solving.

*** NOTES 1/25/2005 6:32:27 AM, hacosta, Action Type : Call from Customer

The customer contacted AHM in reference to her vehicles headlights. The customer stated that she has four different issues with her headlights. The customer stated that she had received a recall notice in reference to her headlights making it the fifth time she has to deal with this issue. The customer stated she repaired the recall, and her headlights are failing again; she mentioned that it has happened four times this week. The customer stated that Midland Honda had appointment for her tomorrow morning, however she requested a rental vehicle, and the dealer suggested she contact AHM. I informed the customer that it was not AHM policy to provide rental vehicles, however in the interest of customer service, and due to the customers sixth time she dealt with this issue, I informed the customer that I would open a case to review her request. I informed the customer, that I would title urgent. The customer thanked me. I informed customer that every case is reviewed on a case-by-case basis, and only the right of review was guaranteed. I informed the customer that AHM would contact her 24 business hours to review the request. I provided the customer the case number. I thanked the customer for calling AHM, and the call ended. The case will be dispatched to team F for further assistance. Please see case N012003-03-0600383.

*** CASE MODIFY 1/25/2005 6:32:44 AM, hacosta

into WIP default and Status of Solving.

*** CASE DISPATCH 1/25/2005 6:32:50 AM, hacosta

from WIP default to Queue Team F.

Case History

Case ID : N032005-01-2500010

Case Title : 06P [REDACTED] -URGENT HEAD LIGHTS

*** CASE ACCEPT 1/25/2005 7:19:21 AM, ssmith1
from Queue Team F to WIP default.

*** SUBCASE N032005-01-2500010-1 CREATE 1/25/2005 9:00:21 AM, ssmith1
Created in WIP Default with Due Date 1/25/2005 9:00:21 AM.

*** NOTES 1/25/2005 9:01:44 AM, ssmith1, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Customer is requesting a rental vehicle while her headlights are repaired. Has informed our office this is her fifth repair. Can dealership provide details regarding this vehicle.

Thank you for your attention to this matter.

Suzann Smith
Automobile Customer Service
800-999-1009 Ext#118053

*** NOTES 1/26/2005 7:57:22 AM, ewilliam, Action Type : Call from Customer
Customer called requesting to speak with CM. Transferred call to CM voicemail.

*** NOTES 1/27/2005 9:42:56 AM, ssmith1, Action Type : Call to Dealer
I placed a call to the dealership to speak with Jeff, (svc manager), regarding this case.

He stated that he advised the svc advisor to call the customer and have her schedule an appt. to bring the vehicle in. He stated that he also informed the svc advisor to put the customer in a rental vehicle. He was busy and was not able to confirm for me which day the appt. is for.

*** NOTES 1/27/2005 9:44:27 AM, ssmith1, Action Type : Call to Customer
I placed a call to the customer to follow up with her regarding her case. She was not available. I left her a voicemail message.

*** COMMIT 1/27/2005 9:44:33 AM, ssmith1, Action Type : N/A

Made to [REDACTED] due 02/01/2005 05:00:00 PM.

Verify if dealer has inspect customer's vehicle

*** NOTES 2/1/2005 2:28:07 PM, ssmith1, Action Type : Call to Customer

I placed a call to the customer to verify if the repair has been completed on her vehicle. I had to leave a message at the daytime number.

I also placed a call to the customer at the cell number. I was able to speak with [REDACTED] directly. She informed me that the vehicle has been repaired. She stated that everything is fine, and thanked me for my assistance.

I am closing the case at this time.

*** SUBCASE N032005-01-2500010-1 CLOSE 2/1/2005 2:28:31 PM, ssmith1

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 2/1/2005 2:28:36 PM, ssmith1

Case History

Case ID : N032005-01-2500010

Case Title : 06P [REDACTED]-URGENT HEAD LIGHTS

Fulfilled for [REDACTED] due 02/01/2005 05:00:00 PM.

*** CASE CLOSE 2/1/2005 2:28:41 PM, ssmith1

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

Case Details

Case ID :	N032008-05-1401005	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/14/2008 12:29:52 PM
Case Originator :	Steven Felix (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/14/2008 1:15:50 PM
Case Owner :	Steven Felix (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Steven Felix (Team CB)	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 : PEORIA HEIGHTS, IL [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 : 91,000
In Service Date : 03/03/2001
Months In Use : 86
Engine Number : D17A11501359
Originating Dealer No. / Name : 208222 / BOB LINDSAY HONDA
Selling Dealer No. / Name : 208222 / BOB LINDSAY 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 : 208222 / BOB LINDSAY HONDA
Phone No. : 309-692-3200
Address : 900 W. PIONEER PKWY.
City / State / Zip : PEORIA, IL 61615
Svc District / Sls District : 08J / E08
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 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
N032008-05-1401005-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-05-1401005-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/14/2008 1:15:38 PM
Issue Owner : Steven Felix	Type 2 : Eligibility	Queue :	Close Date : 5/14/2008 1:15:50 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
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 : N032008-05-1401005

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

*** CASE CREATE 5/14/2008 12:29:52 PM, sfelix

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

*** NOTES 5/14/2008 12:29:52 PM, sfelix, Action Type :

Verified customer information [REDACTED]

*** CASE VSC LOOKUP 5/14/2008 12:29:54 PM, sfelix

VSC-CUC CHECK 05/14/2008 12:29:54 PM sfelix

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/14/2008 12:29:56 PM, sfelix

WARRANTY CHECK 05/14/2008 12:29:56 PM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/14/2008 12:30:01 PM, sfelix

CLAIM CHECK 05/14/2008 12:30:01 PM sfelix

The following Claim History information was found

0; 2005-11-07; 208222; 098767; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN THE

*** CASE CAMPAIGN LOOKUP 5/14/2008 12:30:08 PM, sfelix

CAMPAIGN CHECK 05/14/2008 12:30:08 PM sfelix

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 11/08/05; FX;

*** CASE MODIFY 5/14/2008 12:30:12 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2008 12:30:28 PM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2008 12:39:32 PM, sfelix

into WIP default and Status of Solving.

*** NOTES 5/14/2008 12:47:14 PM, sfelix, Action Type : Call from Customer

The customer is calling because there is a recall on the combination light switch. He states that the switch has gone out and was charged \$123 for the repair. He states that he is experiencing the same problem described in the recall.

I informed the customer that the recall was already corrected on this vehicle back on 11/8/05. I informed the customer that a recall is only a one time fix and not a continuous fix.

The customer feels that he is having the same problems described in the bulletin because he is looking at the switch and the switch is burned out like mentioned in the bulletin.

I informed the customer that per bulletin 04-015, it states that a terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. I asked the customer if the dealer confirmed this problem exactly according to this recall.

He states that he didn't know what happened but he knows that the switch needed to be replaced. He feels that Honda should stand behind their product.

Case History

Case ID : N032008-05-1401005

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

Again, I informed the customer that this issue was corrected on the vehicle once, and with recalls they are only a one time fix and not a continuous fix. I advised the customer that if he can get us further information on the issue based on the diagnosis of the issue then we can have a case manager review his request further.

The customer states that he will not waste his time because he knows that he will not get any assistance. No further assistance was required. I thanked the customer for calling AHM and the call ended.

*** CASE MODIFY 5/14/2008 12:47:18 PM, sfelix
into WIP default and Status of Solving.

*** CASE CREATE 5/14/2008 1:15:38 PM, sfelix
Number = N032008-05-1401005-1, Created in WIP default with due date 05/15/2008 01:15:38 PM..

*** SUBCASE N032008-05-1401005-1 CREATE 5/14/2008 1:15:38 PM, sfelix, Action Type :
Created in WIP default with due date 05/15/2008 01:15:38 PM.

*** SUBCASE N032008-05-1401005-1 MODIFY 5/14/2008 1:15:42 PM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2008 1:15:45 PM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2008 1:15:48 PM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N032008-05-1401005-1 CLOSE 5/14/2008 1:15:50 PM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/14/2008 1:15:50 PM, sfelix
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 :	N032004-05-2600473	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/26/2004 9:50:20 AM
Case Originator :	Daniel Garcia (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/29/2004 8:10:53 AM
Case Owner :	Judy Rawls (Team CB)	Method :	Mail	Queue :		Days Open :	34
Last Closed By :	Judy Rawls (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH 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 : LEXINGTON, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15241L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1521PW / A
Miles / Hours : 58,087
In Service Date : 07/09/2001
Months In Use : 34
Engine Number : D17A11504668
Originating Dealer No. / Name : 207042 / FLOW HONDA
Selling Dealer No. / Name : 207042 / FLOW HONDA
Trim : DX
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 : 207042 / FLOW HONDA
Phone No. : 336-785-3380
Address : 2600 PETERS CREEK PKWY
City / State / Zip : WINSTON-SALEM, NC 27127
Svc District / Sls District : 06L / F06
Warranty Labor Rate / Date : \$99.90 /
Agent Name : Comp Ind. :

3rd Party Info :

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

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
N032004-05-2600473-1	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB
N032004-05-2600473-2	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-05-2600473-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Daniel Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/26/2004 9:53:55 AM
Issue Owner : Nicholette Ondricek	Type 2 : Financial Assistance	Queue :	Close Date : 6/3/2004 10:23:31 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 :
Resolutions : Assist - AHM 100%, CR Generated Gdwill
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. : 4101
Primary Amount : \$72.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$72.00
Approved By : nondrice
Approval Date : 5/27/2004
Status : PROCESSED
Check No. : 1410548
Check Date : 5/28/2004

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : LEXINGTON, NC [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 : N032004-05-2600473-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Judy Rawls	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/29/2004 8:10:25 AM
Issue Owner : Judy Rawls	Type 2 : Eligibility	Queue :	Close Date : 6/29/2004 8:10:43 AM
Issue Title : [REDACTED] - CAMPAIGN - INFO/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 :
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 : N032004-05-2600473

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT REQUEST

*** CASE CREATE 5/26/2004 9:50:20 AM, dgarcia

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

*** NOTES 5/26/2004 9:50:20 AM, dgarcia, Action Type :

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

AHM received invoice #HOC345595 from Flow Honda dated 08-06-03 in the amount of \$ 72.00.

The mileage at time of service was 58,087.

The invoice states the following:

1) Looks to be that same bulb wire burnt and corroded at dimmer switch cleaned and repaired connection if fails again may need dimmer with and wire harness
May be related to after market radio.

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

AHM received invoice # HOC374443 from Flow Honda dated 05-03-04 in the amount of \$ 000.00.

The mileage at time of service was 105,207.

The invoice states the following:

1) headlights went inop again working now???? completed recall

No other documents received.

*** CASE EXTENDED WARRANTY LOOKUP 5/26/2004 9:53:35 AM, dgarcia

WARRANTY CHECK 05/26/2004 09:53:35 AM dgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/26/2004 9:53:39 AM, dgarcia

CLAIM CHECK 05/26/2004 09:53:39 AM dgarcia

The following Claim History information was found

0; 2004-03-17; 207042; 369479; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/26/2004 9:53:43 AM, dgarcia

CAMPAIGN CHECK 05/26/2004 09:53:43 AM dgarcia

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-03; FX

*** CASE CREATE 5/26/2004 9:53:55 AM, dgarcia

Number = N032004-05-2600473-I, Created in WIP default with due date 05/27/2004 09:53:55 AM..

*** SUBCASE N032004-05-2600473-I CREATE 5/26/2004 9:53:55 AM, dgarcia, Action Type :

Created in WIP default with due date 05/27/2004 09:53:55 AM.

*** CASE MODIFY 5/26/2004 9:57:23 AM, dgarcia

into WIP default and Status of Solving.

*** NOTES 5/26/2004 10:06:01 AM, dgarcia, Action Type : Note-General

AHM contacted the dealership Flow Honda and spoke to April. The customer paid for the repair in cash for the amount of \$ 72.00. I thanked her for her time and hung up the line.

Case History

Case ID : N032004-05-2600473

Case Title : [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT REQUEST

*** NOTES 5/26/2004 10:06:07 AM, dgarcia, Action Type : Note-General

I verified the customer falls under the campaign.

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

\$ 72.00 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$ 72.00

Headlight switch: \$0.00

Tax: \$0.00

Total: \$ 72.00

A request will be submitted for check requisition.

*** NOTES 5/26/2004 10:07:04 AM, dgarcia, Action Type : Note-General

Dispatching case to the check approved queue.

*** CASE MODIFY 5/26/2004 10:08:47 AM, dgarcia
into WIP default and Status of Solving.*** SUBCASE N032004-05-2600473-1 DISPATCH 5/26/2004 10:08:52 AM, dgarcia
from WIP default to Queue Ck Req - Ondricek.*** CASE DISPATCH 5/26/2004 10:08:52 AM, dgarcia
from WIP default to Queue Ck Req - Ondricek.*** CASE YANKED 5/27/2004 9:08:17 AM, nondrice
Yanked by nondrice into WIPbin DEFAULT.*** SUBCASE N032004-05-2600473-1 YANKED 5/27/2004 9:08:38 AM, nondrice
Yanked by nondrice into WIPbin DEFAULT.*** CASE CLAIMS LOOKUP 5/27/2004 9:09:23 AM, nondrice
CLAIM CHECK 05/27/2004 09:09:23 AM nondrice
The following Claim History information was found
0; 2004-03-17; 207042; 369479; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.*** CASE CAMPAIGN LOOKUP 5/27/2004 9:09:27 AM, nondrice
CAMPAIGN CHECK 05/27/2004 09:09:27 AM nondrice
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-03; FX*** SUBCASE N032004-05-2600473-1 5/27/2004 9:09:41 AM, nondrice, Action Type :
Check Requisition for 72.00 \$ submitted

Case History

Case ID : N032004-05-2600473

Case Title : [REDACTED] - HEADLIGHT SWITCH REIMBURSEMENT REQUEST

Check Requisition for 72.00 \$ submitted by nondrice

*** NOTES 5/27/2004 9:09:47 AM, nondrice, Action Type : Note-General

I am dispatching the case to the check approved queue. The customer's reimbursement check will be mailed upon its receipt from the accounting dept.

*** SUBCASE N032004-05-2600473-1 DISPATCH 5/27/2004 9:10:01 AM, nondrice
from WIP DEFAULT to Queue Check Approved - Sat.*** CASE DISPATCH 5/27/2004 9:10:03 AM, nondrice
from WIP DEFAULT to Queue Check Approved - Sat.*** SUBCASE N032004-05-2600473-1 RULE ACTION 5/28/2004 8:10:01 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** CASE RULE ACTION 5/28/2004 8:10:03 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** SUBCASE N032004-05-2600473-1 RULE ACTION 5/29/2004 8:10:01 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** CASE RULE ACTION 5/29/2004 8:10:03 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** SUBCASE N032004-05-2600473-1 COMMIT 5/31/2004 8:02:08 AM, nondrice, Action Type : External Commitment
Check processed for check_req_no = 4101 on 2004-05-28-00.00.00.000000*** CASE YANKED 6/3/2004 10:22:25 AM, rcisne01
Yanked by rcisne01 into WIPbin default.

*** NOTES 6/3/2004 10:23:01 AM, rcisne01, Action Type : Note-General

Check [REDACTED] totaling \$72.00, was mailed on 06/3/2004. Customer is not requesting any further assistance at this time regarding this issue;
therefore, I am closing this case.*** SUBCASE N032004-05-2600473-1 CLOSE 6/3/2004 10:23:31 AM, rcisne01
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 6/3/2004 10:23:31 AM, rcisne01
Status = Closed, Resolution Code = Instruction Given, State = Open*** CASE REOPEN 6/22/2004 2:00:59 PM, jrawls
with Condition of Open and Status of Solving.*** NOTES 6/22/2004 2:02:36 PM, jrawls, Action Type : Note-General
AH received a Vehicle Owner's Questionnaire from NHTSA regard this customer's vehicle regarding the headlight recall.

No other documents received at this time.

*** NOTES 6/22/2004 2:05:57 PM, jrawls, Action Type : Call to Customer
I called the customer and he was not available to speak to me.

I left my contact information on the voice mail.

Case History

Case ID : N032004-05-2600473

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT REQUEST

I advised the customer in the message I was following up regarding a form AH received from NHTSA regarding his vehicle's headlight recall.

I left my contact information.

*** CASE CLOSE 6/22/2004 2:08:24 PM, jrawls

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

*** CASE REOPEN 6/23/2004 7:33:52 AM, jrawls

with Condition of Open and Status of Solving.

*** NOTES 6/23/2004 7:35:34 AM, jrawls, Action Type : Call to Customer

I called the customer a second time and there was no answer.

I left a message for the customer to contact me.

I left my contact information on the voice mail.

*** CASE CLOSE 6/23/2004 7:35:43 AM, jrawls

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

*** CASE REOPEN 6/29/2004 8:06:37 AM, jrawls

with Condition of Open and Status of Solving.

*** NOTES 6/29/2004 8:08:36 AM, jrawls, Action Type : Call to Customer

I have called the customer a third time and there was no answer.

I left my contact information on the voice mail for the customer to return my call.\

I provided the case number in the message.

*** NOTES 6/29/2004 8:09:18 AM, jrawls, Action Type : Note-General

Closing case.

Customer has not return any calls regarding this matter.

*** CASE CREATE 6/29/2004 8:10:25 AM, jrawls

Number = N032004-05-2600473-2, Created in WIP default with due date 06/30/2004 08:10:25 AM..

*** SUBCASE N032004-05-2600473-2 CREATE 6/29/2004 8:10:25 AM, jrawls, Action Type :

Created in WIP default with due date 06/30/2004 08:10:25 AM.

*** SUBCASE N032004-05-2600473-2 MODIFY 6/29/2004 8:10:39 AM, jrawls

into WIP default and Status of Solving.

*** SUBCASE N032004-05-2600473-2 CLOSE 6/29/2004 8:10:43 AM, jrawls

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 6/29/2004 8:10:47 AM, jrawls

CAMPAIGN CHECK 06/29/2004 08:10:47 AM jrawls

The following Campaign information was found

Case History

Case ID : N032004-05-2600473

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT REQUEST

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-03; FX

*** CASE CLOSE 6/29/2004 8:10:53 AM, jaws

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-12-0801129	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/8/2008 10:25:43 AM
Case Originator :	Steven Felix (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/8/2008 10:30:28 AM
Case Owner :	Steven Felix (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Steven Felix (Team CB)	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 : SAN ANTONIO, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN 7JHGES165411 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 58,000
In Service Date : 03/03/2001
Months In Use : 93
Engine Number : D17A11505982
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 : 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
N032008-12-0801129-1 / [REDACTED] - CA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-12-0801129-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/8/2008 10:30:18 AM
Issue Owner : Steven Felix	Type 2 : Eligibility	Queue :	Close Date : 12/8/2008 10:30:28 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 : I1 - 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 : N032008-12-0801129

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 12/8/2008 10:25:43 AM, sfelix

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

*** CASE MODIFY 12/8/2008 10:25:46 AM, sfelix

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 12/8/2008 10:25:53 AM, sfelix

VSC-CUC CHECK 12/08/2008 10:25:53 AM sfelix

No data found for VIN.

*** CASE MODIFY 12/8/2008 10:26:02 AM, sfelix

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/8/2008 10:26:05 AM, sfelix

WARRANTY CHECK 12/08/2008 10:26:05 AM sfelix

The following Warranty Status information was found

; 1A ; 2003-09-29; H; 0; 0;

; 1B ; 2003-09-29; H; 0; 0;

; 1C ; 2003-09-29; H; 0; 0;

; 1G ; 2003-09-

*** CASE CLAIMS LOOKUP 12/8/2008 10:26:05 AM, sfelix

CLAIM HISTORY CHECK 12/08/2008 10:26:05 AM sfelix

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/8/2008 10:26:09 AM, sfelix

CAMPAIGN CHECK 12/08/2008 10:26:09 AM sfelix

The following Campaign information was found

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

*** CASE MODIFY 12/8/2008 10:26:14 AM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2008 10:26:39 AM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2008 10:27:08 AM, sfelix

into WIP default and Status of Solving.

*** NOTES 12/8/2008 10:29:50 AM, sfelix, Action Type : Call from Customer

Updated owner information 2104591114

The customer is calling because his headlights have gone out and will continue to cut out while driving. He found a recall dealing with this issue. He would like to know if the vehicle is still eligible to have the recall corrected.

I informed the customer that recalls do not have an expiration date. The recall can be performed if it is still outstanding. I verified campaign information and informed the customer that his vehicle is affected by the combination light switch recall. I informed the customer that this recall can be corrected by any authorized Honda dealer at not cost to him.

I informed the customer that the dealer will correct the recall. However, if the problem he is having is not related to the recall, then he would be responsible

Case History

Case ID : N032008-12-0801129

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

for the repairs. The customer understood and further assistance was not required.

*** CASE MODIFY 12/8/2008 10:29:52 AM, sfelix
into WIP default and Status of Solving.

*** CASE CREATE 12/8/2008 10:30:18 AM, sfelix
Number = N032008-12-0801129-1, Created in WIP default with due date 12/09/2008 10:30:18 AM..

*** SUBCASE N032008-12-0801129-1 CREATE 12/8/2008 10:30:18 AM, sfelix, Action Type :
Created in WIP default with due date 12/09/2008 10:30:18 AM.

*** SUBCASE N032008-12-0801129-1 MODIFY 12/8/2008 10:30:22 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2008 10:30:26 AM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N032008-12-0801129-1 CLOSE 12/8/2008 10:30:28 AM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/8/2008 10:30:28 AM, sfelix
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 :	N012004-06-1701085	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/17/2004 1:52:50 PM
Case Originator :	Bryan Kumiyama (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/17/2004 1:59:05 PM
Case Owner :	Bryan Kumiyama (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Bryan Kumiyama (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[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 : PONTIAC, MI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26781L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 36,000
In Service Date : 02/21/2001
Months In Use : 40
Engine Number : D17A21465553
Originating Dealer No. / Name : 206667 / ANDERSON HONDA CAR SALES
Selling Dealer No. / Name : 206667 / ANDERSON HONDA CAR SALES
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 : 208312 / HONDA BLOOMFIELD
Phone No. : 248-333-3200
Address : 1819 S. TELEGRAPH ROAD
City / State / Zip : BLOOMFIELD HILL, MI 48302
Svc District / Sls District : 04A / A04
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N012004-06-1701085-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-06-1701085-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bryan Kumiyama	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/17/2004 1:54:13 PM
Issue Owner : Bryan Kumiyama	Type 2 : Eligibility	Queue :	Close Date : 6/17/2004 1:54:23 PM
Issue Title : [REDACTED] - CAMPAIGN - INFO/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 :
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 : N012004-06-1701085

Case Title : [REDACTED] - HEADLIGHT RECALL

*** CASE CREATE 6/17/2004 1:52:50 PM, bkumiyam

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

*** NOTES 6/17/2004 1:52:51 PM, bkumiyam, Action Type :

The customer is calling to see if there is any recalls for the headlights as his headlights have just went out. I checked CICS and informed that there is a recall on the headlights that have just been issued. I provided him the bulletin number of 04-015 for the recall. The customer also wanted to document a complaint regarding the service that he has receive at the dealer Honda Bloomfield on how rude they treat him. I informed him that I will document this down for him and he was satisfied.

*** NOTES 6/17/2004 1:53:41 PM, bkumiyam, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer is calling to see if there is any recalls for the headlights as his headlights have just went out. I checked CICS and informed that there is a recall on the headlights that have just been issued. I provided him the bulletin number of 04-015 for the recall. The customer also wanted to document a complaint regarding the service that he has receive at the dealer Honda Bloomfield on how rude they treat him. I informed him that I will document this down for him and he was satisfied.

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

Thank you for your attention to this matter.

Bryan Kumiyama

Automobile Customer Service

*** CASE CREATE 6/17/2004 1:54:13 PM, bkumiyam

Number = N012004-06-1701085-1, Created in WIP default with due date 06/18/2004 01:54:13 PM..

*** SUBCASE N012004-06-1701085-1 CREATE 6/17/2004 1:54:13 PM, bkumiyam, Action Type :

Created in WIP default with due date 06/18/2004 01:54:13 PM.

*** SUBCASE N012004-06-1701085-1 MODIFY 6/17/2004 1:54:19 PM, bkumiyam

into WIP default and Status of Solving.

*** SUBCASE N012004-06-1701085-1 CLOSE 6/17/2004 1:54:23 PM, bkumiyam

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 6/17/2004 1:54:27 PM, bkumiyam

CAMPAIGN CHECK 06/17/2004 01:54:27 PM bkumiyam

The following Campaign information was found

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

*** CASE MODIFY 6/17/2004 1:55:49 PM, bkumiyam

into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2004 1:59:04 PM, bkumiyam

into WIP default and Status of Solving.

*** CASE CLOSE 6/17/2004 1:59:05 PM, bkumiyam

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 : N032011-06-0300083	Division : Honda - Auto	Condition : Closed	Open Date : 6/3/2011 6:46:33 AM
Case Originator : Kelly Fuller (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/29/2011 7:42:06 AM
Case Owner : Chris Bouissiere (Team CC)	Method : Fax	Queue :	Days Open : 26
Last Closed By : Chris Bouissiere (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : 04D - [REDACTED] P23 REIMBURSEMENT		No. of Attachments : 1	

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 : DAYTON, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES26771L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES2671MW / A
 Miles / Hours : 130,000
 In Service Date : 05/31/2001
 Months In Use : 121
 Engine Number : D17A21475610
 Originating Dealer No. / Name : 207357 / HIDY HONDA
 Selling Dealer No. / Name : 206694 / WHITE-ALLEN 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 : 208408 / HONDA OF TYSONS CORNER
 Phone No. : 703-442-8000
 Address : 1580 SPRING HILL RD.
 City / State / Zip : VIENNA, VA 22182
 Svc District / Sls District : 06D / A06
 Warranty Labor Rate / Date : \$107.00 /
 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
N032011-06-0300083-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032011-06-0300083-2 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-06-0300083-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/3/2011 6:48:46 AM
Issue Owner : Kelly Fuller	Type 2 : Eligibility	Queue :	Close Date : 6/3/2011 6:56:23 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

Issue Details

Issue ID : N032011-06-0300083-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Bouissiere	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/17/2011 11:39:40 AM
Issue Owner : Chris Bouissiere	Type 2 : Financial Assistance	Queue :	Close Date : 6/29/2011 7:42:06 AM
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 : 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 : N032011-06-0300083

Case Title : 04D - [REDACTED] P23 REIMBURSEMENT

*** CASE CREATE 6/3/2011 6:46:33 AM, kfuller

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

*** CASE MODIFY 6/3/2011 6:46:37 AM, kfuller

into WIP default and Status of Solving.

*** CASE CREATE 6/3/2011 6:48:46 AM, kfuller

Number = N032011-06-0300083-1, Created in WIP default with due date 06/04/2011 06:48:45 AM..

*** SUBCASE N032011-06-0300083-1 CREATE 6/3/2011 6:48:46 AM, kfuller, Action Type :

Created in WIP default with due date 06/04/2011 06:48:45 AM.

*** SUBCASE N032011-06-0300083-1 MODIFY 6/3/2011 6:48:50 AM, kfuller

into WIP default and Status of Solving.

*** CASE MODIFY 6/3/2011 6:50:21 AM, kfuller

into WIP default and Status of Solving.

*** NOTES 6/3/2011 6:52:40 AM, kfuller, Action Type : Call from Customer

The customer called and stated he was told by his insurance company that he has a recall related to the headlights. I verified contact information and checked campaigns. I advised the customer that all recalls have been completed. He stated the problem was with the headlight switch. I advised him to take the car to the dealer. If the problem is recall related, the dealer will complete the repair again. The customer thanked me and needed no further assistance.

*** CASE MODIFY 6/3/2011 6:55:55 AM, kfuller

into WIP default and Status of Solving.

*** CASE MODIFY 6/3/2011 6:56:20 AM, kfuller

into WIP default and Status of Solving.

*** SUBCASE N032011-06-0300083-1 CLOSE 6/3/2011 6:56:23 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/3/2011 6:56:23 AM, kfuller

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

*** CASE REOPEN 6/16/2011 7:41:59 AM, aesquive

with Condition of Open and Status of Solving.

*** NOTES 6/16/2011 7:42:05 AM, aesquive, Action Type : Call from Customer

Customer asked at what dealer was the combination light switch recall completed. Per target base I advised White-Allen Honda shows as the dealer that completed the recall repair. He asked what would happen if the recalled part failed a second time. I advised he would need to have a dealer diagnose the failure and determine if it is related.

He states the headlights went out due to the installation not being done properly. He states his daughter had the vehicle while in school in Virginia and took the vehicle to Honda of Tyson's Corner. He states the dealership advised the same parts as the recall failed gain but they believed the installation was done poorly which caused the failure. He states he advised Honda of Tyson's Corner because it's a recall it should be covered but they advised he needs to speak with White-Allen Honda for reimbursement. He states he has attempted to contact White-Allen Honda but they have not returned his calls. I asked if he has the RO and POP. He confirmed. I advised he can submit them to ACS for review but explained there is no guarantee for reimbursement. He thanked me and accepted the fax # and mailing address.

Case History

Case ID : N032011-06-0300083

Case Title : 04D [REDACTED] - P23 REIMBURSEMENT

Verified ownership

*** CASE MODIFY 6/16/2011 7:42:11 AM, aesquive
into WIP default and Status of Solving.

*** CASE CLOSE 6/16/2011 7:42:13 AM, aesquive
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 6/17/2011 8:39:10 AM, vsegura
with Condition of Open and Status of Solving.

*** CASE MODIFY 6/17/2011 8:39:43 AM, vsegura
into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2011 8:43:58 AM, vsegura
into WIP default and Status of Solving.

*** CASE DISPATCH 6/17/2011 8:44:05 AM, vsegura
from WIP default to Queue Chino Team CA.

*** CASE ADD ATTACHMENT 6/17/2011 8:45:15 AM, crmsuser
Added attatchment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N032011-06-0300083_1.PDF

*** CASE YANKED 6/17/2011 10:21:55 AM, cbouissi
Yanked by cbouissi into WIPbin default.

*** CASE CREATE 6/17/2011 11:39:40 AM, cbouissi
Number = N032011-06-0300083-2, Created in WIP default with due date 06/18/2011 11:39:40 AM..

*** SUBCASE N032011-06-0300083-2 CREATE 6/17/2011 11:39:40 AM, cbouissi, Action Type :
Created in WIP default with due date 06/18/2011 11:39:40 AM.

*** NOTES 6/17/2011 11:41:14 AM, cbouissi, Action Type : Call to Dealer
I attempted to contact the SM Ryan at Honda of Tysons Corner. I left a message requesting a return call regarding this concern.

*** NOTES 6/17/2011 11:42:36 AM, cbouissi, Action Type : Call to Customer
I attempted to contact the customer on the daytime number. I left a message introducing myself. I left my contact information requesting a return call.

*** CASE MODIFY 6/17/2011 11:42:45 AM, cbouissi
into WIP default and Status of Solving.

*** COMMIT 6/17/2011 11:42:48 AM, cbouissi, Action Type : N/A
SM call back?

*** CASE MODIFY 6/17/2011 11:43:08 AM, cbouissi
into WIP default and Status of Solving.

*** NOTES 6/17/2011 12:10:17 PM, cbouissi, Action Type : Call from Dealer

I received a contact from SM Ryan at Honda of Tysons Corner. I asked about the repairs. He stated that he spoke with the technician and found that the Combination switch and connector were replaced due to it being burnt. He stated that the technician traced the problem to a short of the ground wire on the front fender. He stated that the vehicle had been in some type of frontal collision and they were able to see the repairs. He stated that the sheathing on the wire behind the headlights was work and grounding out on the frame. He stated that they believe that this was the cause of the head light switch failure.

Case History

Case ID : N032011-06-0300083

Case Title : 04D [REDACTED] - P23 REIMBURSEMENT

I verified that he is familiar with the repeat recall scenario. He stated that they did not submit under this because they traced the problem to a short. He stated that they wrapped the wire short and replaced the switch/connector.

*** CASE MODIFY 6/17/2011 12:13:51 PM, cbouissi
into WIP Case Management and Status of Solving.

*** CASE MODIFY 6/17/2011 12:14:15 PM, cbouissi
into WIP Case Management and Status of Solving.

*** CASE MODIFY 6/17/2011 12:16:21 PM, cbouissi
into WIP Case Management and Status of Solving.

*** CASE FULFILL 6/17/2011 12:16:26 PM, cbouissi
Fulfilled for MARK SWEETERMAN due 06/20/2011 12:00:00 AM.

*** COMMIT 6/17/2011 12:16:27 PM, cbouissi, Action Type : N/A
call cust. Advise

*** CASE MODIFY 6/17/2011 12:16:41 PM, cbouissi
into WIP Case Management and Status of Solving.

*** NOTES 6/17/2011 4:13:39 PM, shong, Action Type : Call from Customer
Customer contacted AHM to speak to his case manager.

I apologized and informed him that his case manager has already left for the evening and offered to transfer him to the CM's voicemail. Customer accepted.

Customer was warm-transferred to the CM's voicemail system.

*** NOTES 6/17/2011 4:13:59 PM, cgordon, Action Type : Call from Customer

Verified customer's information.

Best contact number [REDACTED]

Customer called to speak with their CM regarding the status of their case. ACS transferred the customer that he contacted the incorrect department. ACS informed the customer that they will be placed on hold so that he can be assisted by the correct department.

****The customer was warm transferred to David in Chino.****

*** NOTES 6/20/2011 9:55:22 AM, cbouissi, Action Type : Call from Customer

I recieved a voicemail from the customer requesting a return call.

*** NOTES 6/20/2011 10:07:31 AM, cbouissi, Action Type : Call to Customer

I contacted the customer on the daytime number and introduced myself. I advised the customer that I spoke with the SM at Honda of Tysons corner regarding his concern. I advised the customer that they advised that there was a headlight wire that was grounding on the frame of the vehicle which caused the switch to fail. I advised the customer that under those circumstances AHM would be unable to cover the repairs at this time.

The customer stated that he heard form the technician that the repairs were completed incorrectly when the recall was performed prior and stated that it was not due to the accident. The customer stated that he believes the vehicle was side swiped and would not affect the headlights.

The customer stated that he would contact the dealership and find out some further information because our sides seem to be conflicting. The customer stated that he would give a return call.

Case History

Case ID : N032011-06-0300083

Case Title : 04D- [REDACTED] P23 REIMBURSEMENT

*** CASE MODIFY 6/20/2011 10:07:41 AM, cbouissi
into WIP Case Management and Status of Solving.

*** CASE FULFILL 6/20/2011 10:07:45 AM, cbouissi
Fulfilled for [REDACTED] due 06/21/2011 12:00:00 AM.

*** COMMIT 6/20/2011 10:07:46 AM, cbouissi, Action Type : N/A

Customer call? Further info?

*** CASE MODIFY 6/20/2011 10:08:04 AM, cbouissi
into WIP Case Management and Status of Solving.

*** NOTES 6/22/2011 9:52:04 AM, cbouissi, Action Type : Call to Customer

I attempted to contact the customer on the daytime number. The line rang and then I was disconnected. I will attempt to contact the customer at a different time.

*** CASE FULFILL 6/22/2011 9:52:09 AM, cbouissi
Fulfilled for [REDACTED] due 06/22/2011 12:00:00 AM.

*** COMMIT 6/22/2011 9:52:10 AM, cbouissi, Action Type : N/A

Call cust. Further info?

*** CASE MODIFY 6/22/2011 9:52:25 AM, cbouissi
into WIP Case Management and Status of Solving.

*** NOTES 6/24/2011 8:17:52 AM, cbouissi, Action Type : Call to Customer

I attempted to contact the customer on the daytime number. I left a voicemail asking if the customer has any further questions or concerns. I will attempt to contact the customer at a different time.

*** CASE FULFILL 6/24/2011 8:18:01 AM, cbouissi
Fulfilled for [REDACTED] due 06/24/2011 12:00:00 AM.

*** COMMIT 6/24/2011 8:18:02 AM, cbouissi, Action Type : N/A

cust have further information? Last call

*** CASE MODIFY 6/24/2011 8:18:19 AM, cbouissi
into WIP Case Management and Status of Solving.

*** NOTES 6/29/2011 7:33:15 AM, cbouissi, Action Type : Call from Customer

The customer gave a return call regarding the concern. He stated that he spoke with the dealership and they now are advising that there was some improper re assembly. He stated that he does not believe that this is what he was told prior. I advised the customer that I have reviewed the Recall SB and the portion of wire that is replaced is inside the dashboard. The customer stated that the dealership stated that there was a wire grounded in the engine bay. I advised the customer that at this time AHM would not be able to assist with the reimbursement request due to the dealerships diagnosis. The customer did not agree with the decision. The customer did not have any further questions at this time.

*** NOTES 6/29/2011 7:39:47 AM, cbouissi, Action Type : Note-Resolution

The customer sent in a reimbursement request for a Combination Switch replaced at Honda of Tysons Corner. I contacted the SM at the dealership and was advised that the Combination Switch was replaced due to a power wire that was incorrectly installed after an accident. The wire grounded on a frame rail and burnt the Combination switch. I advised the customer that AHM would be unable to reimburse at this time. The customer did not have any further questions. Case Closed.

*** CASE MODIFY 6/29/2011 7:39:50 AM, cbouissi

Case History

Case ID : N032011-06-0300083

Case Title : 04D [REDACTED] P23 REIMBURSEMENT

into WIP Case Management and Status of Solving.

*** CASE MODIFY 6/29/2011 7:42:04 AM, cbouissi

into WIP Case Management and Status of Solving.

*** SUBCASE N032011-06-0300083-2 CLOSE 6/29/2011 7:42:06 AM, cbouissi

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/29/2011 7:42:06 AM, cbouissi

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 :	N032007-07-2400064	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/24/2007 6:32:47 AM
Case Originator :	Zakiya Grady (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/24/2007 6:37:06 AM
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 :	[REDACTED] COMBINATION LIGHT SWITCH RECALL INFO			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 : MARION, NY
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16501L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 75,000
In Service Date : 06/11/2001
Months In Use : 73
Engine Number : D17A11522063
Originating Dealer No. / Name : 208098 / DUTHLER HONDA
Selling Dealer No. / Name : 208098 / DUTHLER 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 :
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.
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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
N032007-07-2400064-1 [REDACTED] - CAMPAIGN -	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-07-2400064-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Zakiya Grady	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/24/2007 6:36:49 AM
Issue Owner : Zakiya Grady	Type 2 : Eligibility	Queue :	Close Date : 7/24/2007 6:37:06 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 : 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 : N032007-07-2400064

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL INFO

*** CASE CREATE 7/24/2007 6:32:47 AM, zgrady

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

*** NOTES 7/24/2007 6:32:47 AM, zgrady, Action Type :

The customer contacted AHM wanting to know if there was a recall on the low beam headlights because he replaced the bulbs and they still do not work. I checked the vehicle's campaign status and informed the customer that there is a recall on the combination light switch and he can take the vehicle to any Honda dealership to have the recall completed. The customer was pleased and no further assistance was needed. The call ended.

I updated the customer's phone number and address.

*** CASE MODIFY 7/24/2007 6:32:49 AM, zgrady

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/24/2007 6:33:03 AM, zgrady

WARRANTY CHECK 07/24/2007 06:33:03 AM zgrady

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/24/2007 6:33:07 AM, zgrady

CLAIM HISTORY CHECK 07/24/2007 06:33:07 AM zgrady

No data found for VIN.

*** CASE VSC LOOKUP 7/24/2007 6:33:09 AM, zgrady

VSC-CUC CHECK 07/24/2007 06:33:09 AM zgrady

No data found for VIN.

*** CASE CREATE 7/24/2007 6:36:49 AM, zgrady

Number = N032007-07-2400064-1, Created in WIP Default with due date 07/25/2007 06:36:49 AM..

*** SUBCASE N032007-07-2400064-1 CREATE 7/24/2007 6:36:49 AM, zgrady, Action Type :

Created in WIP Default with due date 07/25/2007 06:36:49 AM.

*** SUBCASE N032007-07-2400064-1 MODIFY 7/24/2007 6:36:58 AM, zgrady

into WIP Default and Status of Solving.

*** SUBCASE N032007-07-2400064-1 CLOSE 7/24/2007 6:37:06 AM, zgrady

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/24/2007 6:37:06 AM, zgrady

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032006-12-1901156	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/19/2006 2:49:53 PM
Case Originator :	Waderia Lambert (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/19/2006 2:57:04 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 :	04D- [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 : INDIANAPOLIS, IN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15521L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 70,000
In Service Date : 05/21/2001
Months In Use : 67
Engine Number : D17A11524715
Originating Dealer No. / Name : 206648 / PENSKE HONDA
Selling Dealer No. / Name : 206648 / PENSKE 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 : 207311 / HONDA WEST
Phone No. : 317-299-3551
Address : 4701 WEST 38TH STREET
City / State / Zip : INDIANAPOLIS, IN 46254
Svc District / Sls District : 04E / G04
Warranty Labor Rate / Date : \$85.00 /
Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032006-12-1901156-1 / [REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-12-1901156-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/19/2006 2:51:11 PM
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 12/19/2006 2:57:04 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, 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 : N032006-12-1901156

Case Title : 04D- [REDACTED] RECALL INQUIRY

*** CASE CREATE 12/19/2006 2:49:53 PM, wlambert

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

*** CASE EXTENDED WARRANTY LOOKUP 12/19/2006 2:49:57 PM, wlambert

WARRANTY CHECK 12/19/2006 02:49:57 PM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/19/2006 2:50:01 PM, wlambert

CLAIM HISTORY CHECK 12/19/2006 02:50:01 PM wlambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/19/2006 2:50:06 PM, wlambert

CAMPAIGN CHECK 12/19/2006 02:50:06 PM wlambert

The following Campaign information was found

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

*** CASE VSC LOOKUP 12/19/2006 2:50:07 PM, wlambert

VSC-CUC CHECK 12/19/2006 02:50:07 PM wlambert

No data found for VIN.

*** CASE CREATE 12/19/2006 2:51:11 PM, wlambert

Number = N032006-12-1901156-1, Created in WIP default with due date 12/20/2006 02:51:11 PM..

*** SUBCASE N032006-12-1901156-1 CREATE 12/19/2006 2:51:11 PM, wlambert, Action Type :

Created in WIP default with due date 12/20/2006 02:51:11 PM.

*** SUBCASE N032006-12-1901156-1 MODIFY 12/19/2006 2:51:20 PM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 12/19/2006 2:51:30 PM, wlambert

into WIP default and Status of Solving.

*** CASE MODIFY 12/19/2006 2:53:59 PM, wlambert

into WIP default and Status of Solving.

*** NOTES 12/19/2006 2:56:23 PM, wlambert, Action Type : Call from Customer

The customer called because her head lights went out on her vehicle. The customer wanted to know if her vehicle has the Combination light switch recall. I verified her contact information then checked CICS and CRMS to confirm the vehicle was affected by the recall. Service bulletin 04-015. I informed the customer that she could take the vehicle to any Honda dealership to have the recall performed. The customer said that she will take her vehicle to Honda West. The customer thanked me for the information and needed no further assistance. I thanked her for calling and encouraged her to call back with any questions or concerns. The call ended.

*** SUBCASE N032006-12-1901156-1 CLOSE 12/19/2006 2:57:04 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/19/2006 2:57:04 PM, wlambert

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 :	N012007-05-2300805	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/23/2007 11:23:06 AM
Case Originator :	Trinesha Bryant (Team CC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/23/2007 3:05:10 PM
Case Owner :	Trinesha Bryant (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Trinesha Bryant (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT WIREHARNES			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 : BOSSIER CITY, LA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16271L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 130,000
In Service Date : 04/12/2001
Months In Use : 73
Engine Number : D17A11536451
Originating Dealer No. / Name : 207256 / STEVE BAILEY HONDA CENTRAL
Selling Dealer No. / Name : 207256 / STEVE BAILEY HONDA CENTRAL
Trim : DX
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.
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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
N012007-05-2300805-1 / [REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012007-05-2300805-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Trinesha Bryant	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/23/2007 1:03:30 PM
Issue Owner : Trinesha Bryant	Type 2 : Eligibility	Queue :	Close Date : 5/23/2007 3:05:10 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, 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 : N012007-05-2300805

Case Title : [REDACTED] HEADLIGHT WIREHARNESS

*** CASE CREATE 5/23/2007 11:23:06 AM, tbryant

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

*** NOTES 5/23/2007 1:02:24 PM, tbryant, Action Type : Call from Customer

The customer called to inquire about his head lights. 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. Customer informed me that they are not working. Customer stated it was a recall on them before and the recall was fixed. I advised the customer to take the vehicle into the dealer to have a diagnosed. Customer stated he purchase bulbs from pep boys and changed the bulbs but he still having problems. I informed the customer that the vehicle needs to be diagnosed to determine what the cause was. Customer understood and stated he take the vehicle back to dealer. Customer denied dealer information. I informed the customer Replacement Parts Limited Warranty
☐ covers all genuine Honda replacement parts against defects in materials and workmanship.

*** CASE EXTENDED WARRANTY LOOKUP 5/23/2007 1:02:33 PM, tbryant

WARRANTY CHECK 05/23/2007 01:02:33 PM tbryant

No data found for VIN.

*** CASE VSC LOOKUP 5/23/2007 1:02:36 PM, tbryant

VSC-CUC CHECK 05/23/2007 01:02:36 PM tbryant

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/23/2007 1:02:40 PM, tbryant

CLAIM CHECK 05/23/2007 01:02:40 PM tbryant

The following Claim History information was found

0; 2004-12-22; 208293; 272602; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CASE CREATE 5/23/2007 1:03:30 PM, tbryant

Number = N012007-05-2300805-1, Created in WIP default with due date 05/24/2007 01:03:30 PM..

*** SUBCASE N012007-05-2300805-1 CREATE 5/23/2007 1:03:30 PM, tbryant, Action Type :

Created in WIP default with due date 05/24/2007 01:03:30 PM.

*** SUBCASE N012007-05-2300805-1 MODIFY 5/23/2007 1:03:36 PM, tbryant

into WIP default and Status of Solving.

*** NOTES 5/23/2007 1:04:11 PM, tbryant, Action Type : Call from Customer

Customer was satisfied and didn't request further information. Thanked customer for calling and ended call.

*** SUBCASE N012007-05-2300805-1 CLOSE 5/23/2007 3:05:10 PM, tbryant

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/23/2007 3:05:10 PM, tbryant

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 : N032009-07-0101234 Division : Honda - Auto Condition : Closed Open Date : 7/1/2009 2:47:01 PM
Case Originator : Andrew Ndungu (Team MA) Sub Division : Satellite Center Status : Closed Close Date : 7/23/2009 3:10:08 PM
Case Owner : Aaron Goldberg (Team CC) Method : Phone Queue : Days Open : 22
Last Closed By : Aaron Goldberg (Team CC) Point of Origin : Customer Wipbin :
Case Title : 04L - [REDACTED] P23 LIAISON / 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 : COLUMBUS, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES16581I [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 65,000
In Service Date : 04/09/2001
Months In Use : 99
Engine Number : D17A11536487
Originating Dealer No. / Name : 207034 / LINDSAY HONDA
Selling Dealer No. / Name : 206696 / HUGH WHITE 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 : 206696 / HUGH WHITE HONDA
Phone No. : 614-922-1111
Address : 1360 AUTO MALL DR.
City / State / Zip : COLUMBUS, OH 43228
Svc District / Sls District : 04F / 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 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
N032009-07-0101234-1	Subcase Close	Campaign	Eligibility	712	Headlights
N032009-07-0101234-2	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032009-07-0101234-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/1/2009 2:58:59 PM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 7/1/2009 2:59:06 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

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

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-07-0101234-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/7/2009 8:36:44 AM
Issue Owner : Aaron Goldberg	Type 2 : Financial Assistance	Queue :	Close Date : 7/23/2009 3:10:08 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 : Cold
Resolutions : Assist - AHM 100%, CR Generated Gdwill, 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
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 4509
Primary Amount : \$206.67
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$206.67
Approved By : rdabb
Approval Date : 7/15/2009
Status : PROCESSED
Check No. : 1811844
Check Date : 7/17/2009

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : COLUMBUS, OH [REDACTED]
Campaign Template # :
Contention Code : P2300
Defect Code : 5CN00
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032009-07-0101234

Case Title : 04L [REDACTED] P23 LIAISON / REIMBURSEMENT

*** CASE CREATE 7/1/2009 2:47:01 PM, andungu

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

*** CASE EXTENDED WARRANTY LOOKUP 7/1/2009 2:47:03 PM, andungu

WARRANTY CHECK 07/01/2009 02:47:03 PM andungu

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/1/2009 2:47:05 PM, andungu

CLAIM HISTORY CHECK 07/01/2009 02:47:05 PM andungu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/1/2009 2:47:09 PM, andungu

CAMPAIGN CHECK 07/01/2009 02:47:09 PM andungu

The following Campaign information was found

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

*** CASE VSC LOOKUP 7/1/2009 2:47:11 PM, andungu

VSC-CUC CHECK 07/01/2009 02:47:11 PM andungu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/1/2009 2:49:13 PM, andungu

CAMPAIGN CHECK 07/01/2009 02:49:13 PM andungu

The following Campaign information was found

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

*** CASE MODIFY 7/1/2009 2:50:07 PM, andungu

into WIP Default and Status of Solving.

*** CASE MODIFY 7/1/2009 2:54:05 PM, andungu

into WIP Default and Status of Solving.

*** NOTES 7/1/2009 2:58:32 PM, andungu, Action Type : Call from Customer

The customer called to find out about a reimbursement for a repair they paid for at an independent shop. I verified in CRMS that the customer falls within a campaign and is eligible for reimbursement consideration.

The customer stated that she was affected by the headlight recall however after calling Hugh White Honda and talking to the service department they advised her that she was not affected for the issue and thus sought repair at an IRF.

I explained that AHM requires a copy of the invoice and a copy of the payment method used for the repair. I provided the fax number 909-664-9009 and case number. I explained that the case number should be written on every page of any document sent in.

I advised the customer that the case will be forwarded to a CM for review once the documents are received. I explained that there are no guarantees but this begins the review process. I advised the customer that the CM would contact the customer regarding their case once the documents are received.

Customer understood the information. I thanked the customer for calling AHM and encouraged the customer to call back in case they had any issues the future. Customer then ended the call after declining further assistance.

I updated customer's address and telephone number

Case History

Case ID : N032009-07-0101234

Case Title : 04L - [REDACTED] - P23 LIAISON / REIMBURSEMENT

*** CASE CLAIMS LOOKUP 7/1/2009 2:58:37 PM, andungu
CLAIM HISTORY CHECK 07/01/2009 02:58:37 PM andungu
No data found for VIN.

*** CASE CREATE 7/1/2009 2:58:59 PM, andungu
Number = N032009-07-0101234-1, Created in WIP Default with due date 07/02/2009 02:58:59 PM..

*** SUBCASE N032009-07-0101234-1 CREATE 7/1/2009 2:58:59 PM, andungu, Action Type :
Created in WIP Default with due date 07/02/2009 02:58:59 PM.

*** SUBCASE N032009-07-0101234-1 MODIFY 7/1/2009 2:59:03 PM, andungu
into WIP Default and Status of Solving.

*** CASE CLOSE 7/1/2009 2:59:06 PM, andungu
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032009-07-0101234-1 CLOSE 7/1/2009 2:59:06 PM, andungu
Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 7/7/2009 6:12:03 AM, kgarner
with Condition of Open and Status of Solving.

*** NOTES 7/7/2009 6:16:42 AM, kgarner, Action Type : Call from Customer
Customer's contact information was verified.

The customer stated she faxed in the required documents for reimbursement review, and was calling to verify if the documents were received. The customer was informed; the documents have not entered into our system at this time. The customer was informed; once the documents are received and entered into the system; she will be contacted by a case manager. The customer said she just wants to make sure they were received, so if she has not received a call by 7/8/09, she will call back for a status. The customer was asked if there was anything else I could assist her with and she responded no. I thanked the customer for calling AHM and we ended the call.

*** CASE MODIFY 7/7/2009 7:13:53 AM, kgarner
into WIP default and Status of Solving.

*** NOTES 7/7/2009 7:15:31 AM, kgarner, Action Type : Note-General
Customer faxed reimbursement documents on 7/6/09.

Case being dispatched to Chino - Honda Team CA.

*** CASE DISPATCH 7/7/2009 7:15:44 AM, kgarner
from WIP default to Queue Chino Team CA.

*** CASE YANKED 7/7/2009 8:29:41 AM, agoldber
Yanked by agoldber into WIPbin default.

*** CASE MODIFY 7/7/2009 8:29:51 AM, agoldber
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/7/2009 8:29:57 AM, agoldber
WARRANTY CHECK 07/07/2009 08:29:57 AM agoldber
No data found for VIN.

Case History

Case ID : N032009-07-0101234

Case Title : 04L - [REDACTED] - P23 LIAISON / REIMBURSEMENT

*** CASE CLAIMS LOOKUP 7/7/2009 8:30:00 AM, agoldber
CLAIM HISTORY CHECK 07/07/2009 08:30:00 AM agoldber
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/7/2009 8:30:05 AM, agoldber
CAMPAIGN CHECK 07/07/2009 08:30:05 AM agoldber
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 7/7/2009 8:30:06 AM, agoldber
VSC-CUC CHECK 07/07/2009 08:30:06 AM agoldber
No data found for VIN.

*** CASE CREATE 7/7/2009 8:36:44 AM, agoldber
Number = N032009-07-0101234-2, Created in WIP default with due date 07/08/2009 08:36:44 AM..

*** SUBCASE N032009-07-0101234-2 CREATE 7/7/2009 8:36:44 AM, agoldber, Action Type :
Created in WIP default with due date 07/08/2009 08:36:44 AM.

*** CASE MODIFY 7/7/2009 9:00:49 AM, agoldber
into WIP default and Status of Solving.

*** NOTES 7/7/2009 9:16:44 AM, agoldber, Action Type : Call to Customer

I called customer and spoke with [REDACTED] I introduced myself as customer's case manager assigned to review her request for possible reimbursement of the P23 recall campaign. I verified customer contact information and name spelling in CRMS. Customer advised me that last week, she had noticed that her headlights stopped working and took her vehicle to her IRF for diagnosis. Customer stated that her IRF charged her \$27.98 for diagnosis and determined that the headlight switch was defective. Customer stated that she almost went through with the repair, up until the point that her mechanic checked the Alldata system and saw that her vehicle was affected by the headlight switch safety recall. Customer stated that she was advised to check with her Honda dealership to see about having the recall repair done free of charge.

Customer stated that she had contacted Hugh White Honda and spoke with Service, however could not remember who she spoke with, and shared with them that she has the recall on the headlight switch. Customer stated that she was advised by the Service Department that her vehicle is not one of the affected VINs. Customer stated that she then took vehicle back to the IRF and advised them of the information the Honda dealership provided her.

Customer stated that she needed to have her headlights repaired at this time, so she advised the IRF that the Honda dealership told her that her vehicle was not affected by the recall, therefore based on the information she was provided by Honda dealership, customer decided to have the IRF replace the switch, costing \$176.80 for the repair. Customer stated that they purchased the parts from Honda dealership and that she still has the parts box available.

Customer stated that the IRF provided further documents showing that customer's vehicle was affected by the recall. Customer stated that this is when she called our call center and was advised by the representative to submit documents for possible reimbursement of prior repair.

Customer asked if we had received the faxed documents. I advised customer that I have not as of yet, however we do have a backlog of faxes and that her documents may be in, just not entered into the computer. I asked if customer could verify the fax number and case number that she was provided. She advised me that she sent both ROs and proofs of payment to 909-664-9009 referencing the case number. I asked what method of payment customer used. She stated that she used a CC. I asked if the receipts have customer's name on it as well as the last four digits of the CC number. She stated that they display only the last four digits and not her name. I asked if customer could fax a copy of the front of the CC used blanking out all but the last four digits

Case History

Case ID : N032009-07-0101234

Case Title : 04L - [REDACTED] - P23 LIAISON / REIMBURSEMENT

of the CC number and leaving the name visible. She stated that she can and will.

I advised customer that since the recall is still outstanding, we would not be able to provide reimbursement on previous repair until the recall has been successfully completed. I advised customer that I can act as liaison on her behalf and contact Hugh White Honda and advise that her vehicle is affected by the recall and must be repaired. Customer accepted assistance. I asked what the customer's availability is. She stated that Thursday or Friday, 7/9 - 7/10 would be fine in the afternoon if possible. She stated that she plans on waiting with vehicle so hopes it can be done soon.

I advised customer that I can call dealership, and call her back with confirmation. Customer accepted. I advised customer that there are no guarantees of reimbursement. Customer understood. I apologized for any inconvenience. I provided my contact information and office hours. Customer was satisfied, we thanked each other and call ended.

*** CASE MODIFY 7/7/2009 9:28:06 AM, agoldber
into WIP default and Status of Solving.

*** CASE MODIFY 7/7/2009 9:31:42 AM, agoldber
into WIP default and Status of Solving.

*** NOTES 7/7/2009 9:45:01 AM, agoldber, Action Type : Call to Dealer

I called Hugh White Honda and spoke with SM Matt regarding customer's vehicle. I advised Matt that the customer claims that when she called Hugh White Honda last week regarding the recall SB # 04-015, she stated that she was advised that the recall does not apply to her VIN range. SM stated that he wonders if the customer was asking about the ignition switch recall, in which the customer's vehicle does not apply. He stated that they received a couple of calls referencing the ignition switch recall last week, which did not affect the customer's vehicles. Matt stated that he checked the computer and confirmed that the headlight switch recall is in fact outstanding and that the customer's vehicle is affected. I advised Matt that the customer had the repair performed at an IRF, however due to being a safety recall that is currently outstanding, the Honda dealership must perform it and show on the computer that the recall was satisfactorily completed. I asked Matt, if they stock the recall parts, and he stated that they do. I asked if they could perform the recall and he stated that they can. Matt asked that the customer call him directly at 614-870-6969 and he will handle accommodating customer directly. I advised Matt that I would convey this to customer. I asked if there is availability this Thursday or Friday, 7/9-7/10. He stated that this depends on the time, however he asked again that the customer contact him directly for scheduling. We thanked each other and call ended.

*** NOTES 7/7/2009 10:00:44 AM, agoldber, Action Type : Call to Customer

I called customer and spoke with [REDACTED] I advised customer that I called Hugh White Honda and spoke with SM Matt regarding customer's need to have the SB # 04-015 recall performed on vehicle. I advised customer that per Matt, they would be able to accommodate customer, however asked that customer contact Matt directly at 614-870-6969 for scheduling details. Customer stated that she has no problem doing this.

Customer stated that now that she is having all of this done at our request, she was asking if there is anything that would hold back reimbursing customer for previous repair. I advised customer that I have to review the documents received to be able to determine what may qualify for reimbursement or not. Customer understood. I advised customer that upon review, I would contact her with any decision made. Customer appreciated assistance. I also requested that upon successful completion of recall, to please fax us a copy of the Repair Order showing that the recall was completed.

Customer stated that she will call SM Matt to coordinate an appointment to have the recall performed. I advised customer that I will await her documents and also plan on contacting her back in 2-3 days for a status update. We thanked each other and call ended.

*** NOTES 7/7/2009 10:02:00 AM, agoldber, Action Type : Dealer Communication
ATTN: SERVICE MANAGER MATT

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

Case History

Case ID : N032009-07-0101234

Case Title : 04L - [REDACTED] - P23 LIAISON / REIMBURSEMENT

Customer may be contacting you directly to coordinate a date and time to have the following recall performed:

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.

Aaron Goldberg
Automobile Customer Service
(800) 999-1009 x 220727

*** COMMIT 7/7/2009 10:02:23 AM, agoldber, Action Type : N/A

Docs received? (campaign appt. made? 2nd attempt)

*** NOTES 7/7/2009 11:57:22 AM, jdelgado, Action Type : Letter/Fax

AHM received a 4 page fax from the customer in reference to possible reimbursement for the SB#04-015 Honda Combination Light Switch Safety Recall.

AHM received a copy of fax cover sheet with an explanation from customer regarding reimbursement request.

AHM received a copy of a repair Order#68702 from CARS.

Created: 6/29/2009, Odometer in: 64,172, Odometer out: 64,176, Completion: 6/29/2009 and Price: \$27.98

Labor/Notes: No headlamps-Try to work in-High beams seem to work. Both seemed to quit at the same time. The connector that goes to the headlight control in the steering column has a burnt contact-we did get the headlights to work(no way to tell how long they will work for) This problem is covered by Honda for the repairs with the information we have been able to find-check with the dealer and they should cover this for you.

AHM received a copy of a repair Order#68756 from CARS.

Created: 6/30/2009, Odometer in: 64,199, Odometer out: 64,199, Completion: 7/2/2009 and Price: \$176.80

Labor/Notes:

Description: Replace Headlamp switch and repair wiring. Price: \$95.94

Description: Combination Switch. Condition: New. Price: \$58.25

Description: Parts Acquisition Fuel Surcharge. Price: \$2.75. Hazardous Waste Disposal. Price: \$1.00

Labor: \$95.94

Parts: \$60.60 less discount \$2.35= \$58.25

Sublet/Misc: \$0.00

Shop Supplies: \$7.68

Charges: \$3.75

Sales Tax: \$11.18

Repair Total: \$176.80

Case History

Case ID : N032009-07-0101234

Case Title : 04L [REDACTED] P23 LIAISON / REIMBURSEMENT

AHM received a copy of Credit Card receipt as Proof of Payment.

Payment made on 6/29/2009 to CARS on Visa in the amount of \$241.50

Payment made on 7/6/2009 to CARS on Visa in the amount of \$176.80

*** NOTES 7/7/2009 1:01:29 PM, agoldber, Action Type : Call to Customer

I called customer and spoke with [REDACTED] I advised customer that we did receive her fax which contained two repair orders from C.A.R.S. in addition to the CC receipts. I advised customer that we just need the additional copy of front of CC as previously discussed as well as the RO from Hugh White Honda showing that the recall was performed. Customer stated that she appreciated us providing the direct number to SM at Hugh White Honda. She stated that she called him and scheduled an appointment to have the recall performed this Thursday, 7/9 in the afternoon. She stated that perhaps this Friday, 7/10, she will be able to fax a copy of the CC as well as the RO from the dealership at the same time. I advised customer that I will await her documents. Customer was very happy that we received the fax. I welcomed a call back should customer have further questions or comments. Customer was satisfied, we thanked each other and call ended.

*** CASE FULFILL 7/7/2009 1:01:40 PM, agoldber

Fulfilled for [REDACTED] due 07/09/2009 12:00:00 AM.

*** COMMIT 7/7/2009 1:01:41 PM, agoldber, Action Type : N/A

POP and RO received? (Campaign FX?)

*** NOTES 7/10/2009 6:35:19 AM, dyates, Action Type : Letter/Fax

AHM received a three page fax from the customer.

Received a copy of the customer's Visa Credit Card.

Received a copy of the customer's Invoice from Hugh White Honda in the amount of \$0.00.

*** NOTES 7/10/2009 7:23:35 AM, agoldber, Action Type : Note-General

The following IRF information was verified on www.yellowpages.com.

C A R S Clintonville Auto Repair

585 Oakland Park Ave

Columbus, OH 43214

(614) 263-5551

*** CASE CAMPAIGN LOOKUP 7/10/2009 7:24:30 AM, agoldber

CAMPAIGN CHECK 07/10/2009 07:24:30 AM agoldber

The following Campaign information was found

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

*** NOTES 7/10/2009 7:35:22 AM, agoldber, Action Type : Call to Customer

I called customer and spoke with [REDACTED] I advised customer that we received a copy of the front of her CC used to pay for the repairs to the headlight switch previously at C.A.R.S. . I advised customer that this satisfies the requirement to provide proof of payment. I also advised customer that we received a copy of the repair order from Hugh White Honda dated 7/9/09 in the amount of \$0.00 indicating that the headlight combination switch recall was successfully completed. I advised customer that at this time, I am just awaiting our computers updating to show that the recall was completed successfully prior to submitting request for reimbursement. I advised customer that once our computers update and show that the recall was completed, I plan on computing her possible reimbursement totals and contacting her again to advise of the final amount to possibly be reimbursed as well as verify mailing address and other contact information. Customer stated that she really appreciates being kept informed and our follow-ups. I asked how long the repair took. She stated that it took approximately 1.5 hours and they accommodated her schedule well. Customer thanked me for our assistance. We thanked each other, and I apologized for any inconvenience. Call ended.

Case History

Case ID : N032009-07-0101234

Case Title : 04L - [REDACTED] - P23 LIAISON / REIMBURSEMENT

*** CASE FULFILL 7/10/2009 7:35:29 AM, agoldber

Fulfilled for [REDACTED] due 07/10/2009 12:00:00 AM.

*** COMMIT 7/10/2009 7:35:31 AM, agoldber, Action Type : N/A

Campaign FX?

*** CASE CAMPAIGN LOOKUP 7/13/2009 7:18:45 AM, agoldber

CAMPAIGN CHECK 07/13/2009 07:18:45 AM agoldber

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/09/09; FX;

*** CASE CLAIMS LOOKUP 7/13/2009 7:18:49 AM, agoldber

CLAIM CHECK 07/13/2009 07:18:49 AM agoldber

The following Claim History information was found

0; 2009-07-09; 206696; 232409; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** NOTES 7/13/2009 7:38:34 AM, agoldber, Action Type : Note-General

In reference to RO # 68702 from C.A.R.S. dated 6/29/09, customer is requesting \$27.98 only for diagnosis charge, however she did not include the sales tax rate at 6.75%. Customer is eligible for reimbursement of sales tax totaling \$1.89. The total of RO # 68702 reimbursable to customer for diagnosis of the headlight switch is \$29.87.

In reference to RO # 68756 from C.A.R.S. dated 7/2/09, customer is requesting the full \$176.80 she paid to have the headlight switch replaced which Honda had recalled.

Grand Total that AHM would consider reimbursement for is \$206.67.

*** NOTES 7/13/2009 7:50:43 AM, agoldber, Action Type : Call to Customer

I called customer however reached voicemail. I left a detailed message for [REDACTED] advising her that at this time, I will proceed with the reimbursement request, as our systems now show that the headlight switch recall was performed successfully. I advised customer that I calculated the totals that are to be considered for reimbursement for the diagnosis with tax totaling \$29.87, in addition to the \$176.80 for the actual part replacement, totaling \$206.67.

I advised customer that I will utilize the mailing address that was previously verified with customer in CRMS. I advised customer that I plan on contacting her once a decision has been made. I welcomed a call back should customer have any questions or comments regarding her reimbursement. I provided my contact information and office hours. I thanked customer for her time and message ended.

*** NOTES 7/13/2009 7:59:14 AM, agoldber, 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.

\$204.78 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Case History

Case ID : N032009-07-0101234

Case Title : 04L - [REDACTED] P23 LIAISON / REIMBURSEMENT

(RO # 68702)

Diagnosis Labor: \$27.98

Tax: \$1.89

Total for RO # 68702: \$29.87

(RO # 68756)

Labor : \$95.94

Parts: \$58.25

Shop Supplies: \$7.68

Charges: \$3.75

Tax: \$11.18

Total for RO # 68756: \$176.80

GRAND TOTAL: \$206.67.

*** NOTES 7/13/2009 8:10:14 AM, agoldber, Action Type : Note-Resolution

The customer has submitted all of the necessary documents and is seeking reimbursement for the headlight switch recall. The invoice states that headlights do not work, however high beams seem to work. In reference to RO # 68702 at C.A.R.S., they recommended customer visit Honda dealership as failed component is covered by Honda. RO # 68756, dated 7/2/09 at C.A.R.S., mileage 64,199 mi., stated that the headlight switch was replaced and wires repaired. Customer indicated that at the request of IRF, she was to contact Honda dealership to verify that vehicle was affected by headlight switch recall, however customer stated that the dealership advised her that her vehicle was not one of the affected VINs. At that point, customer had IRF repair vehicle. A copy of the VISA credit card receipts were submitted by customer in addition to customer submitting a copy of the front of the VISA card as valid proof of payment. The customer has since had the P23 safety recall successfully completed on 7/09/09 at Hugh White Honda with our liaison assistance. Based on the information provided and the campaign verification, the customer's request will be further reviewed by my team lead for \$206.67.

*** SUBCASE N032009-07-0101234-2 DISPATCH 7/13/2009 8:14:34 AM, agoldber
from WIP Subcases to Queue Check Req - B. Aguirre.*** CASE FULFILL 7/13/2009 8:15:04 AM, agoldber
Fulfilled for [REDACTED] due 07/13/2009 12:00:00 AM.*** COMMIT 7/13/2009 8:15:06 AM, agoldber, Action Type : N/A
chk req approved?*** SUBCASE N032009-07-0101234-2 YANKED 7/13/2009 11:28:47 AM, agoldber
Yanked by agoldber into WIPbin default.*** SUBCASE N032009-07-0101234-2 MODIFY 7/13/2009 11:29:00 AM, agoldber
into WIP default and Status of Solving.*** SUBCASE N032009-07-0101234-2 DISPATCH 7/13/2009 11:29:13 AM, agoldber
from WIP default to Queue Check Req - B. Aguirre.*** NOTES 7/13/2009 3:50:46 PM, baguirre, Action Type : Note-General
Case reviewed.*** SUBCASE N032009-07-0101234-2 FORWARD 7/13/2009 3:51:02 PM, baguirre
from Queue Check Req - B. Aguirre to Queue Check Req - R. Dabb.

Case History

Case ID : N032009-07-0101234

Case Title : 04L [REDACTED] - P23 LIAISON / REIMBURSEMENT

*** SUBCASE N032009-07-0101234-2 RULE ACTION 7/14/2009 10:29:13 AM, sa

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

*** SUBCASE N032009-07-0101234-2 RULE ACTION 7/15/2009 10:29:13 AM, sa

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

*** SUBCASE N032009-07-0101234-2 7/15/2009 1:52:07 PM, rdabb, Action Type :

Check Requisition for 206.67 \$ submitted

Check Requisition for 206.67 \$ submitted by rdabb

*** SUBCASE N032009-07-0101234-2 FORWARD 7/15/2009 1:52:14 PM, rdabb

from Queue Check Req - R. Dabb to Queue Check Approved - Sat.

*** NOTES 7/15/2009 3:04:49 PM, agoldber, Action Type : Call to Customer

I called customer and spoke with [REDACTED] I advised customer that her reimbursement request in the amount of \$206.67 for the headlight switch repair, has been approved and is currently in process. I advised customer that I plan on contacting her once the check has been mailed. Customer was satisfied, and thankful for assistance provided. We thanked each other and call ended.

*** CASE FULFILL 7/15/2009 3:05:17 PM, agoldber

Fulfilled for [REDACTED] due 07/17/2009 12:00:00 AM.

*** COMMIT 7/15/2009 3:05:18 PM, agoldber, Action Type : N/A

Check ready to be mailed?

*** SUBCASE N032009-07-0101234-2 COMMIT 7/20/2009 8:01:42 AM, agoldber, Action Type : External Commitment

Check processed for check_req_no = 4509 on 2009-07-17-00.00.00.000000

*** SUBCASE N032009-07-0101234-2 FULFILL 7/20/2009 8:59:11 AM, agoldber

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

*** NOTES 7/21/2009 11:11:28 AM, agoldber, Action Type : Note-General

Check ready to be mailed?

*** CASE FULFILL 7/21/2009 11:11:34 AM, agoldber

Fulfilled for [REDACTED] due 07/21/2009 12:00:00 AM.

*** COMMIT 7/21/2009 11:11:35 AM, agoldber, Action Type : N/A

Check ready to be mailed?

*** NOTES 7/22/2009 12:36:32 PM, agoldber, Action Type : Note-General

Check ready to be mailed?

*** CASE FULFILL 7/22/2009 12:36:36 PM, agoldber

Fulfilled for [REDACTED] due 07/22/2009 12:00:00 AM.

*** COMMIT 7/22/2009 12:36:37 PM, agoldber, Action Type : N/A

Check ready to be mailed?

*** NOTES 7/23/2009 12:07:19 PM, vsegura, Action Type : Note-General

Check #1811844 totaling \$206.67 was mailed on 07/24/09.

*** SUBCASE N032009-07-0101234-2 ACCEPT 7/23/2009 12:07:30 PM, vsegura

from Queue Check Approved - Sat to WIP default.

Case History

Case ID : N032009-07-0101234

Case Title : 04L [REDACTED] P23 LIAISON / REIMBURSEMENT

*** SUBCASE N032009-07-0101234-2 ASSIGN 7/23/2009 12:07:41 PM, vsecura

N032009-07-0101234-2 to agoldber, WIP

*** SUBCASE N032009-07-0101234-2 RULE ACTION 7/23/2009 12:07:41 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 7/23/2009 3:09:50 PM, agoldber, Action Type : Call to Customer

I called customer at evening number. I spoke with [REDACTED] and advised customer that Check # [REDACTED] totaling \$206.67 for the prior headlight switch repair was mailed and to please allow sufficient time to get to her. Customer was very happy and thankful. Customer required no further assistance at this time. We thanked each other and call ended. I will close case.

*** SUBCASE N032009-07-0101234-2 CLOSE 7/23/2009 3:10:08 PM, agoldber

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2009 3:10:08 PM, agoldber

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 : N032009-01-1200573	Division : Honda - Auto	Condition : Closed	Open Date : 1/12/2009 8:27:18 AM
Case Originator : Keith Applewhite (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 1/13/2009 12:21:30 PM
Case Owner : Jose Jimenez (Team CD)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Jose Jimenez (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHT CONCERNS	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 : DAYTON, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES165X11 [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1651PW / A
 Miles / Hours : 115,838
 In Service Date : 06/09/2001
 Months In Use : 91
 Engine Number : D17A11541570
 Originating Dealer No. / Name : 206694 / WHITE-ALLEN HONDA
 Selling Dealer No. / Name : 206694 / WHITE-ALLEN 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 : 206694 / WHITE-ALLEN HONDA
 Phone No. : 937-220-6386
 Address : 500 NORTH MAIN STREET
 City / State / Zip : DAYTON, OH 45405
 Svc District / Sls District : 04D / B04
 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
N032009-01-1200573-1 / [REDACTED] - CA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-01-1200573-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/12/2009 8:44:10 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 1/12/2009 8:44:20 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 : N032009-01-1200573

Case Title : [REDACTED] HEADLIGHT CONCERNS

*** CASE CREATE 1/12/2009 8:27:18 AM, kapplewh

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

*** CASE CAMPAIGN LOOKUP 1/12/2009 8:29:59 AM, kapplewh

CAMPAIGN CHECK 01/12/2009 08:29:59 AM kapplewh

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 01/28/05; FX;

*** CASE CLAIMS LOOKUP 1/12/2009 8:30:01 AM, kapplewh

CLAIM HISTORY CHECK 01/12/2009 08:30:01 AM kapplewh

No data found for VIN.

*** CASE MODIFY 1/12/2009 8:30:17 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/12/2009 8:30:48 AM, kapplewh

CLAIM HISTORY CHECK 01/12/2009 08:30:48 AM kapplewh

No data found for VIN.

*** CASE MODIFY 1/12/2009 8:31:30 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 1/12/2009 8:31:42 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 1/12/2009 8:32:18 AM, kapplewh

CAMPAIGN CHECK 01/12/2009 08:32:18 AM kapplewh

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 01/28/05; FX;

*** NOTES 1/12/2009 8:34:39 AM, kapplewh, Action Type : Call from Customer

The customers daughter [REDACTED] called AHM inquiring on the head light concerns. I verified the customers contact information and I verified the vehicle has no recalls. The customer states the vehicle low beam head lights no longer work. I apologized for any inconveniences. The customer wants to know if problem will be covered under warranty. I informed the client the recall was taken care of in January 2005. The customer states she does not recall taken the vehicle in for this problem. I advised the customer to call her local dealer and request a copy of the repair order. The customer understood. The customer thanked and ended the call.

Customers contact number: [REDACTED]

*** CASE MODIFY 1/12/2009 8:34:41 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CREATE 1/12/2009 8:44:10 AM, kapplewh

Number = N032009-01-1200573-1, Created in WIP default with due date 01/13/2009 08:44:10 AM..

*** SUBCASE N032009-01-1200573-1 CREATE 1/12/2009 8:44:10 AM, kapplewh, Action Type :

Created in WIP default with due date 01/13/2009 08:44:10 AM.

*** SUBCASE N032009-01-1200573-1 MODIFY 1/12/2009 8:44:17 AM, kapplewh

into WIP default and Status of Solving.

Case History

Case ID : N032009-01-1200573

Case Title : [REDACTED] - HEADLIGHT CONCERNS

*** SUBCASE N032009-01-1200573-1 CLOSE 1/12/2009 8:44:20 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/12/2009 8:44:20 AM, kapplewh

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

*** CASE REOPEN 1/13/2009 12:17:52 PM, jjimenez

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/13/2009 12:17:55 PM, jjimenez

WARRANTY CHECK 01/13/2009 12:17:55 PM jjimenez

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/13/2009 12:17:57 PM, jjimenez

CLAIM HISTORY CHECK 01/13/2009 12:17:57 PM jjimenez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/13/2009 12:18:05 PM, jjimenez

CAMPAIGN CHECK 01/13/2009 12:18:05 PM jjimenez

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 01/28/05; FX;

*** CASE VSC LOOKUP 1/13/2009 12:18:06 PM, jjimenez

VSC-CUC CHECK 01/13/2009 12:18:06 PM jjimenez

No data found for VIN.

*** NOTES 1/13/2009 12:21:27 PM, jjimenez, Action Type : Call from Customer

The customer ([REDACTED]) was calling to find out if the headlight recall was performed. She was informed that it was performed. She stated that she thinks she is having the same issue. She stated that she is going to be taken the vehicle to the dealer to have it diagnosed. She might be calling back if the problem is the same problem described in the recall. She does not remember having the recall performed on the vehicle. She was informed that the dealer can check to see if the recall had been performed. She understood and was not seeking assistance at this time. She was thanked for calling American Honda.

*** CASE CLOSE 1/13/2009 12:21:30 PM, jjimenez

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 :	N032008-03-0500911	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/5/2008 11:50:04 AM
Case Originator :	Aaron Prymus (Team HB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/5/2008 1:39:32 PM
Case Owner :	Aaron Prymus (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Aaron Prymus (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	06L [REDACTED] COMBINATION 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 : GREENSBORO, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16591L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 134,000
In Service Date : 04/16/2001
Months In Use : 83
Engine Number : D17A11543454
Originating Dealer No. / Name : 207414 / HONDA OF CONCORD
Selling Dealer No. / Name : 207414 / HONDA OF CONCORD
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 : 207059 / VANN YORK HONDA
Phone No. : 336-841-6400
Address : 422 EASTCHESTER DRIVE
City / State / Zip : HIGH POINT, NC 27262
Svc District / Sls District : 06L / F06
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 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
N032008-03-0500911-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-03-0500911-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Prymus	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/5/2008 11:57:28 AM
Issue Owner : Aaron Prymus	Type 2 : Eligibility	Queue :	Close Date : 3/5/2008 1:39:26 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 : N032008-03-0500911

Case Title : 06L [REDACTED] COMBINATION SWITCH RECALL

*** CASE CREATE 3/5/2008 11:50:04 AM, aprymus

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

*** NOTES 3/5/2008 11:50:05 AM, aprymus, Action Type :

The customer's contact information was updated [REDACTED]

*** CASE EXTENDED WARRANTY LOOKUP 3/5/2008 11:50:31 AM, aprymus

WARRANTY CHECK 03/05/2008 11:50:31 AM aprymus

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/5/2008 11:50:34 AM, aprymus

CLAIM HISTORY CHECK 03/05/2008 11:50:34 AM aprymus

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/5/2008 11:50:41 AM, aprymus

CAMPAIGN CHECK 03/05/2008 11:50:41 AM aprymus

The following Campaign information was found

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

*** CASE VSC LOOKUP 3/5/2008 11:50:42 AM, aprymus

VSC-CUC CHECK 03/05/2008 11:50:42 AM aprymus

No data found for VIN.

*** CASE MODIFY 3/5/2008 11:53:38 AM, aprymus

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/5/2008 11:55:12 AM, aprymus

CAMPAIGN CHECK 03/05/2008 11:55:12 AM aprymus

The following Campaign information was found

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

*** NOTES 3/5/2008 11:55:53 AM, aprymus, Action Type : Call from Customer

The customer called AHM because he was told that he needed a headlight dimmer switch. He stated that his low beam lights are not working. This began last night. He had not received any notices but read about the recall online.

I informed the customer that his vehicle did have the recall for the headlight combination switch. The customer stated that he would visit Vann York Honda within the next 24 hours to have the recall serviced..

The customer required no further assistance. I thanked him for calling and the call ended.

*** CASE MODIFY 3/5/2008 11:56:45 AM, aprymus

into WIP default and Status of Solving.

*** CASE CREATE 3/5/2008 11:57:28 AM, aprymus

Number = N032008-03-0500911-1, Created in WIP default with due date 03/06/2008 11:57:28 AM..

*** SUBCASE N032008-03-0500911-1 CREATE 3/5/2008 11:57:28 AM, aprymus, Action Type :

Created in WIP default with due date 03/06/2008 11:57:28 AM.

*** SUBCASE N032008-03-0500911-1 MODIFY 3/5/2008 11:57:33 AM, aprymus

Case History

Case ID : N032008-03-0500911

Case Title : 06L [REDACTED] - COMBINATION SWITCH RECALL

into WIP default and Status of Solving.

*** NOTES 3/5/2008 11:58:16 AM, aprymus, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Combination switch recall. The customer may contact you to have the recall service performed on his vehicle.

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

Thank you for your attention to this matter.

Aaron Prymus
Automobile Customer Service

*** CASE MODIFY 3/5/2008 11:58:19 AM, aprymus
into WIP default and Status of Solving.

*** SUBCASE N032008-03-0500911-1 CLOSE 3/5/2008 1:39:26 PM, aprymus
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/5/2008 1:39:30 PM, aprymus
into WIP default and Status of Solving.

*** CASE CLOSE 3/5/2008 1:39:32 PM, aprymus
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032010-12-2001311	Division : Honda - Auto	Condition : Closed	Open Date : 12/20/2010 6:37:51 AM
Case Originator : Laura Aldrich (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 12/20/2010 6:42:17 AM
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] P23 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 : FAIRFAX, VA [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES26781L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 118,000
In Service Date : 06/23/2001
Months In Use : 114
Engine Number : D17A21495184
Originating Dealer No. / Name : / OURISMAN HONDA
Selling Dealer No. / Name : / OURISMAN 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 :
Phone No. :
Address :
City / State / Zip :
Svc District / SIs District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032010-12-2001311-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights