

Issue Details

Issue ID : N032010-12-2001311-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/20/2010 6:41:08 AM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 12/20/2010 6:41:19 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

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

Case History

Case ID : N032010-12-2001311

Case Title : [REDACTED] P23 INQUIRY

*** CASE CREATE 12/20/2010 6:37:51 AM, laldrich

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

*** CASE CREATE 12/20/2010 6:41:08 AM, laldrich

Number = N032010-12-2001311-1, Created in WIP default with due date 12/21/2010 06:41:08 AM..

*** SUBCASE N032010-12-2001311-1 CREATE 12/20/2010 6:41:08 AM, laldrich, Action Type :

Created in WIP default with due date 12/21/2010 06:41:08 AM.

*** SUBCASE N032010-12-2001311-1 MODIFY 12/20/2010 6:41:16 AM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032010-12-2001311-1 CLOSE 12/20/2010 6:41:19 AM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/20/2010 6:41:56 AM, laldrich

into WIP default and Status of Solving.

*** NOTES 12/20/2010 6:42:12 AM, laldrich, Action Type : Call from Customer

The customer's information was updated and verified.

The customer is calling AHM to inquire if the vehicle is included in the recall for the low beams. They shorted out about 3 days ago.

Per CRMS, I verified the vehicle was included in the combination light switch, and was completed.

I explained to the customer he would need to take the vehicle to a Honda Dealership and have the issue diagnosed. Once it has been diagnosed, he can contact AHM back, to let us know the outcome.

I provided the case number to the customer to reference when calling AHM back with the diagnosis. I explained the case would be forwarded to a CM for review for assistance.

*** CASE MODIFY 12/20/2010 6:42:15 AM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 12/20/2010 6:42:17 AM, laldrich

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 :	N012006-01-1700636	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/17/2006 10:23:29 AM
Case Originator :	Erasm Valenzuela (Team CD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/17/2006 10:35:30 AM
Case Owner :	Erasm Valenzuela (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Erasm Valenzuela (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	08G [REDACTED] HEADLIGHTS 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 : EXCELSIOR, MN
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES26731L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours :
In Service Date : 04/10/2001
Months In Use : 57
Engine Number : D17A21495888
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 : 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.
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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
N012006-01-1700636-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-01-1700636-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erasmo Valenzuela	Type 1 : Product	Status : Subcase Close	Open Date : 1/17/2006 10:34:39 AM
Issue Owner : Erasmo Valenzuela	Type 2 : Operation	Queue :	Close Date : 1/17/2006 10:34:57 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, 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 : N012006-01-1700636

Case Title : 08G [REDACTED] HEADLIGHTS CONCERN

*** CASE CREATE 1/17/2006 10:23:29 AM, evalenzu

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

*** NOTES 1/17/2006 10:23:30 AM, evalenzu, Action Type :

The customer state the low beams went out last night. The customer believes this is associated with the headlight switch recall. I stated that the headlight switch recall was taken care of back in 10-22-04. I informed the customer there is no warrantee once the recalls are taken care of.

The customer stated she would take the vehicle to her local Honda dealer for diagnosis. The customer will call back with the name of the service manager, the dealer, the diagnosis and an estimate.

I asked the customer if there was anything else I could help with. The customer said no. The customer thanked me. I thanked the customer. We ended the call.

*** SUBCASE N012006-01-1700636-1 CREATE 1/17/2006 10:34:39 AM, evalenzu

Created in WIP Default with Due Date 1/17/2006 10:34:39 AM.

*** SUBCASE N012006-01-1700636-1 CLOSE 1/17/2006 10:34:57 AM, evalenzu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/17/2006 10:35:20 AM, evalenzu

into WIP default and Status of Solving.

*** CASE CLOSE 1/17/2006 10:35:30 AM, evalenzu

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 :	N012002-09-1301081	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/13/2002 12:17:08 PM
Case Originator :	Lateefah Lintz (Team AA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/18/2002 10:09:09
Case Owner :	Bettie McDonald (Team HC)	Method :	Phone	Queue :		Days Open :	35
Last Closed By :	Bettie McDonald (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - MULTIPLE 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 : HANAPEPE, HI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267X1L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 18,400
In Service Date : 06/05/2001
Months In Use : 15
Engine Number : D17A21498657
Originating Dealer No. / Name : 208096 / KING HONDA
Selling Dealer No. / Name : 208096 / KING 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 : 208096 / KING HONDA
Phone No. : 808-245-4788
Address : 4330 KUKUI GROVE ST.
City / State / Zip : LIHUE, HI 96766
Svc District / Sls District : 02D / D02
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
N012002-09-1301081-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	712	Lights

Issue Details

Issue ID : N012002-09-1301081-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2002 11:01:25 AM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 10/18/2002 10:09:06
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012002-09-1301081

Case Title : [REDACTED] - MULTIPLE PROBLEMS

*** CASE CREATE 9/13/2002 12:17:08 PM, llintz

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

*** CASE MODIFY 9/13/2002 12:22:39 PM, llintz

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/13/2002 12:25:23 PM, llintz

CAMPAIGN CHECK 09/13/02 12:25:23 PM llintz

No data found for VIN

*** NOTES 9/13/2002 12:35:37 PM, llintz, Action Type : Call from Customer

The vehicle was taken to King Honda on 9/12/02 for several problems. The fuel guage is inaccurate, it shows there is more fuel than actually exists. At times when starting the vehicle, the guage shows E. While driving, the guage gradually comes up. The problem is getting worse. The dealership could not duplicate this. The front brake pads make a clicking noise. I advised the customer the clicking is normal. It is the pads moving inside of the calipers. Nothing can be done to fix this. He understands. There is a creaking and clunking noise coming from the front end. The customer is aware of a TSB related to this. When they first purchased the vehicle, it started as a creek. It has gotten progressively worse into a clank. The dealership could not verify this concern. In addition, there is an intermittent no start problem. The dealer could not verify this concern either. The biggest problem is while driving at 45-50mph, the oil light will flicker then come on bright. Shortly thereafter the ABS light will come on and then both lights will go out. This has happened three times. The dealer could not duplicate this concern either. The vehicle has several body alignment problems. The dealer needs to send the vehicle to the body shop for further diagnosis. While driving over bumps, the customer hears a popping, crunching or knocking noise. He informed the dealer of TSB 01-054 and printed a copy. The dealer did not do what the bulletin suggests. They test drove the vehicle and could not verify. The customer has been working with John, the Service Manager.

I advised the customer his concerns will be forwarded to a case manager for review. I asked him to allow 3-5 business days for review.

*** CASE MODIFY 9/13/2002 12:35:45 PM, llintz

into WIP default and Status of Solving.

*** CASE MODIFY 9/13/2002 12:35:45 PM, llintz

into WIP default and Status of Solving.

*** CASE DISPATCH 9/13/2002 12:35:50 PM, llintz

from WIP default to Queue Team E.

*** CASE ASSIGN 9/13/2002 3:41:26 PM, dhaynes

N012002-09-1301081 to bmc donal, WIP

*** CASE RULE ACTION 9/13/2002 3:41:27 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 9/14/2002 10:55:41 AM, bmc donal, Action Type :

Made to [REDACTED] due 09/17/02 10:55:45 AM.

DCS Follow-Up

*** NOTES 9/14/2002 11:00:08 AM, bmc donal, Action Type : Dealer Communication

ATTN: JOHN, SERVICE MANAGER

RESOLUTION DUE DATE : 9/17/02 10

This customer contacted our office regarding the following issue(s): THIS VEHICLE SHOULD BE BROUGHT IN FOR INSPECTION ASAP... WE WOULD APPRECIATE A RESPONSE IN REGARD OF THE INSPECTION FINDINGS. PLEASE, CONTACT THE CUSTOMER DIRECTLY

Case History

Case ID : N012002-09-1301081

Case Title : [REDACTED] - MULTIPLE PROBLEMS

AND SCHEDULE THE APPOINTMENT . THANK YOU FOR YOUR COOPERATION.

Call from Customer

The vehicle was taken to King Honda on 9/12/02 for several problems. The fuel guage is inaccurate, it shows there is more fuel than actually exists. At times when starting the vehicle, the guage shows E. While driving, the guage gradually comes up. The problem is getting worse. The dealership could not duplicate this. The front brake pads make a clicking noise. I advised the customer the clicking is normal. It is the pads moving inside of the calipers. Nothing can be done to fix this. He understands. There is a creaking and clunking noise coming from the front end. The customer is aware of a TSB related to this. When they first purchased the vehicle, it started as a creek. It has gotten progressively worse into a clank.

The dealership could not verify this concern. In addition, there is an intermittent no start problem. The dealer could not verify this concern either. The biggest problem is while driving at 45-50mph, the oil light will flicker then come on bright. Shortly thereafter the ABS light will come on and then both lights will go out. This has happened three times. The dealer could not duplicate this concern either.

The vehicle has several body alignment problems. The dealer needs to send the vehicle to the body shop for further diagnosis. While driving over bumps, the customer hears a popping, crunching or knocking noise. He informed the dealer of TSB 01-054 and printed a copy. The dealer did not do what the bulletin suggests. They test drove the vehicle and could not verify. The customer has been working with John, the Service Manager.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Please call or transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Bettie McDonald
Automobile Customer Service
800 999-1009 EXT 118003

*** SUBCASE N012002-09-1301081-1 CREATE 9/14/2002 11:01:25 AM, bmcDonald

Created in WIP Default with Due Date 9/14/2002 11:01:25 AM.

*** CASE MODIFY 9/14/2002 11:02:04 AM, bmcDonald
into WIP default and Status of Solving.

*** CASE RULE ACTION 10/11/2002 11:17:08 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 10/18/2002 10:08:48 AM, bmcDonald, Action Type : Call from Customer

The case manager called the customer who did confirm that the dealership and he have talked about his concerns and the follow up appointment. had been scheduled. The customer states that he is satisfied that the dealer is responsive to working with him to resolve the concerns that were presented. He is satisfied that everything is now on track.

*** CASE MODIFY 10/18/2002 10:08:51 AM, bmcDonald
into WIP Repairs and Status of Solving.

*** SUBCASE N012002-09-1301081-1 CLOSE 10/18/2002 10:09:06 AM, bmcDonald
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/18/2002 10:09:09 AM, bmcDonald
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 10/25/2002 11:17:08 AM, sa

Case History

Case ID : N012002-09-1301081

Case Title : [REDACTED] MULTIPLE PROBLEMS

Action owners supvsr - 45 days of rule Case Closure fired

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012002-12-0200119	Division : Honda - Auto	Condition : Closed	Open Date : 12/2/2002 7:06:44 AM
Case Originator : David Kitchen (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/2/2002 7:11:34 AM
Case Owner : David Kitchen (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : David Kitchen (Team HF)	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 : EASTON, ME [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 : 52,000
In Service Date : 06/09/2001
Months In Use : 18
Engine Number : D17A21498746
Originating Dealer No. / Name : 207075 / HONDA NORTH
Selling Dealer No. / Name : 208174 / HARRY'S 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 : 208090 / FOX HONDA
Phone No. : 315-282-0600
Address : 320 GRANT AVENUE ROAD
City / State / Zip : AUBURN, NY 13021
Svc District / Sls District : 09B / A09
Warranty Labor Rate / Date : \$85.00 /
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
N012002-12-0200119-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights
N012002-12-0200119-2 [REDACTED] SERVICE	Subcase Close	Service - Dealer	Experience		

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012002-12-0200119-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2002 7:07:19 AM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 12/2/2002 7:11:27 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category :
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012002-12-0200119-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 12/2/2002 7:08:00 AM
Issue Owner : David Kitchen	Type 2 : Experience	Queue :	Close Date : 12/2/2002 7:11:21 AM
Issue Title : [REDACTED] - SERVICE - DEALER - TREATMENT - NEGATIVE			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category :
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012002-12-0200119

Case Title : [REDACTED] HEADLIGHT ISSUE

*** CASE CREATE 12/2/2002 7:06:44 AM, dkitchen

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

*** NOTES 12/2/2002 7:06:45 AM, dkitchen, Action Type :

Customer called to say drove from Maine to NY and the headlights stopped working. Customer took vehicle to Fox Honda on Friday, who told customer that they can't look at it because they don't have time. Customer said that Fox Honda kept the vehicle on Saturday as well. Customer said Fox determined that vehicle needed the headlight switch replaced. Customer said that Fox is telling customer dealer won't be able to verify that unless they have a cancellation of one of their appointments. Customer said she needed headlights to drive at night back to Maine.

Customer said she has Honda Care, but when she called them they offered no help.

Customer said she contacted her other dealership, Harry's Honda in Prescott Maine, who called Fox Honda, but still Fox would not help customer. Customer is saying that Fox is not being helpful at all and simply doesn't care. Customer said that she has been talking with Melissa Berg-Stur at Fox Auto Mall Honda.

Customer said that because she can not wait so they will pick up the vehicle and drive it only to daytime hours, and then rent a hotel room at night.

Customer contacted AHM to let us know of her dissatisfaction. I informed customer that I will communicate this to the Fox Auto Mall dealer. Customer said okay.

*** CASE MODIFY 12/2/2002 7:06:56 AM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE N012002-12-0200119-1 CREATE 12/2/2002 7:07:19 AM, dkitchen

Created in WIP Default with Due Date 12/2/2002 7:07:19 AM.

*** SUBCASE N012002-12-0200119-2 CREATE 12/2/2002 7:08:00 AM, dkitchen

Created in WIP Default with Due Date 12/2/2002 7:08:00 AM.

*** CASE MODIFY 12/2/2002 7:08:16 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 12/2/2002 7:08:53 AM, dkitchen

into WIP default and Status of Solving.

*** NOTES 12/2/2002 7:11:03 AM, dkitchen, Action Type : Dealer Communication

ATTN: GENERAL MANAGER

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

Customer called to say drove from Maine to NY and the headlights stopped working. Customer took vehicle to Fox Honda on Friday, who told customer that they can't look at it because they don't have time. Customer said that Fox Honda kept the vehicle on Saturday as well. Customer said Fox determined that vehicle needed the headlight switch replaced. Customer said that Fox is telling customer dealer won't be able to verify that unless they have a cancellation of one of their appointments. Customer said she needed headlights to drive at night back to Maine.

Customer said Fox is not being helpful at all and simply doesn't care. Customer said that she has been talking with Melissa Berg-Stur at Fox Auto Mall Honda.

Case History

Case ID : N012002-12-0200119

Case Title : [REDACTED] HEADLIGHT ISSUE

Customer said that because she can not wait so they will pick up the vehicle and drive it only to daytime hours, and then rent a hotel room at night.

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

Thank you for your attention to this matter.

David Kitchen
Automobile Customer Service

*** CASE MODIFY 12/2/2002 7:11:09 AM, dkitchen
into WIP default and Status of Solving.

*** SUBCASE N012002-12-0200119-2 CLOSE 12/2/2002 7:11:21 AM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012002-12-0200119-1 CLOSE 12/2/2002 7:11:27 AM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/2/2002 7:11:31 AM, dkitchen
into WIP default and Status of Solving.

*** CASE CLOSE 12/2/2002 7:11:34 AM, dkitchen
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE RULE ACTION 12/30/2002 7:06:44 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 1/13/2003 7:06:44 AM, sa
Action owners supvsr - 45 days of rule Case Closure fired

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032004-11-0300696 Division : Honda - Auto Condition : Closed Open Date : 11/3/2004 10:27:23 AM
Case Originator : Carrie Cameron (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 11/5/2004 9:26:43 AM
Case Owner : Joleen Zeleznicky (Team AC) Method : Phone Queue : Days Open : 2
Last Closed By : Joleen Zeleznicky (Team AC) Point of Origin : Dealer Wipbin :
Case Title : 06D [REDACTED] HEADLIGHTS ARE OUT DEALER NEEDS ASSISTAN 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 : WARRENTON, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267X1L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 33,739
In Service Date : 06/30/2001
Months In Use : 41
Engine Number : D17A21499660
Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA
Selling Dealer No. / Name : 206609 / ROSENTHAL 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 : 206831 / JOYCE KOONS HONDA
Phone No. : 703-368-9100
Address : 7105 SUDLEY ROAD
City / State / Zip : MANASSAS, VA 20109
Svc District / Sls District : 06D / A06
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : National Review 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
N032004-11-0300696-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032004-11-0300696-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Joleen Zeleznicky	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2004 2:10:14 PM
Issue Owner : Joleen Zeleznicky	Type 2 : Operation	Queue :	Close Date : 11/5/2004 9:26:24 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

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 : N032004-11-0300696

Case Title : 06D, [REDACTED] HEADLIGHTS ARE OUT DEALER NEEDS ASSISTANCE

*** CASE CREATE 11/3/2004 10:27:23 AM, ccameron

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

*** CASE EXTENDED WARRANTY LOOKUP 11/3/2004 10:27:26 AM, ccameron

WARRANTY CHECK 11/03/2004 10:27:26 AM ccameron

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/3/2004 10:27:33 AM, ccameron

CAMPAIGN CHECK 11/03/2004 10:27:33 AM ccameron

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-29; FX

*** CASE VSC LOOKUP 11/3/2004 10:27:59 AM, ccameron

VSC CHECK 11/03/2004 10:27:59 AM ccameron

The following VSC information was found

[REDACTED] V001717913;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2003-05-25;2008-06-29;100000;11446;2066

09;0.00

*** CASE CUC LOOKUP 11/3/2004 10:27:59 AM, ccameron

CUC CHECK 11/03/2004 10:27:59 AM ccameron

The following CUC information was found

[REDACTED] ACTIVE;100000;11376;48000;2004-06-30;2008-06-30;;2003-05-25;2003-05-25;206609;;0;2003-06-30;200

3-06-11

*** NOTES 11/3/2004 10:41:46 AM, ccameron, Action Type : Call from Customer

Kevin Hall SA for Koons Honda called stating the customer is upset at the dealership, . He informed me that customer came in today November 3, 2004 for a concern with the headlights not working.

Kevin ran the customers VIN number and showed the customer had the recall for the headlights, and that the recall has been performed. He informed me that the customer has Honda Care and that the technician informed Kevin that he would need the recall part to be able to fix the lights. Kevin ran the part number through Honda Care and the part does not come up as being authorized.

Kevin informed me that his SM is not in today and the customer feels that it is a part defect and that it should be replaced.

Kevin informed me that the customer is requesting a rental vehicle; he is yelling at the Kevin, the customer states that the dealership should be able to provide him a rental because the customer feels it is a safety issue. The recall was not performed at Koons Honda.

I informed Kevin that the customer could obtain a rental and try to submit the rental for reimbursement consideration.

I informed Kevin the customer is out of warranty and I would forward the case to a CM for review and that there are no guarantees. I informed Kevin it would be 24 to 48 business hours.

*** CASE MODIFY 11/3/2004 11:30:11 AM, ccameron

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2004 11:30:29 AM, ccameron

into WIP default and Status of Solving.

*** CASE ASSIGN 11/3/2004 11:30:37 AM, ccameron

Case History

Case ID : N032004-11-0300696

Case Title : 06D [REDACTED] HEADLIGHTS ARE OUT DEALER NEEDS ASSISTANCE

N032004-11-0300696 to brodrigu, WIP p

*** CASE RULE ACTION 11/3/2004 11:30:38 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/3/2004 3:00:37 PM, brodrigu
into WIP default and Status of Solving.

*** CASE DISPATCH 11/3/2004 3:00:50 PM, brodrigu
from WIP default to Queue Team G.

*** CASE ACCEPT 11/4/2004 6:09:17 AM, jzelezni
from Queue Team G to WIP default.

*** SUBCASE N032004-11-0300696-1 CREATE 11/4/2004 2:10:14 PM, jzelezni
Created in WIP Default with Due Date 11/4/2004 2:10:14 PM.

*** CASE MODIFY 11/4/2004 2:10:46 PM, jzelezni
into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2004 2:10:54 PM, jzelezni
into WIP default and Status of Solving.

*** NOTES 11/4/2004 2:15:11 PM, jzelezni, Action Type : Call to Dealer
Called and left message for SM of dealership.

*** CASE MODIFY 11/4/2004 2:15:16 PM, jzelezni
into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2004 2:15:19 PM, jzelezni
into WIP default and Status of Solving.

*** COMMIT 11/4/2004 2:15:28 PM, jzelezni, Action Type : N/A
KOON'S

*** CASE MODIFY 11/4/2004 2:15:44 PM, jzelezni
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 11/5/2004 9:20:09 AM, jzelezni

CLAIM CHECK 11/05/2004 09:20:09 AM jzelezni

The following Claim History information was found

0; 2004-04-29; 206609; 261224; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE CAMPAIGN LOOKUP 11/5/2004 9:20:13 AM, jzelezni

CAMPAIGN CHECK 11/05/2004 09:20:13 AM jzelezni

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-29; FX

*** NOTES 11/5/2004 9:26:01 AM, jzelezni, Action Type : Call to Dealer

Spoke to SM of dealership. He states that issue has been handled and that Rosenthal Honda was contacted because they are the ones that claimed the recall work.

Case History

Case ID : N032004-11-0300696

Case Title : 06D, [REDACTED] - HEADLIGHTS ARE OUT DEALER NEEDS ASSISTANCE

Koon's states that recall was not completed.

Vehicle whas been repaired and Rosenthal Honda is reimbursing Koon's.

Closing case.

*** CASE MODIFY 11/5/2004 9:26:06 AM, jzelezni

into WIP 6D and Status of Solving.

*** SUBCASE N032004-11-0300696-1 CLOSE 11/5/2004 9:26:24 AM, jzelezni

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/5/2004 9:26:40 AM, jzelezni

into WIP 6D and Status of Solving.

*** CASE CLOSE 11/5/2004 9:26:43 AM, jzelezni

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 : N012006-10-0400994	Division : Honda - Auto	Condition : Closed	Open Date : 10/4/2006 1:17:17 PM
Case Originator : Julie Kim (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/5/2006 1:28:40 PM
Case Owner : Liz Clogg (Team HC)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Liz Clogg (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 6G- [REDACTED] (EAREHART) COMBINATION LIGHT SWITCH REPAIR No. of Attachments : 0			

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : FAYETTEVILLE, WV [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 : ES2671JW / A
 Miles / Hours : 120,824
 In Service Date : 08/03/2001
 Months In Use : 62
 Engine Number : D17A21501425
 Originating Dealer No. / Name : 206898 / LESTER RAINES HONDA
 Selling Dealer No. / Name : 206898 / LESTER RAINES HONDA
 Trim : EX SSRS
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : TI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207035 / EAREHART HONDA
 Phone No. : 304-252-0744
 Address : 252 AUTO PLAZA DRIVE
 City / State / Zip : BECKLEY, WV 25801
 Svc District / Sls District : 06G / C06
 Warranty Labor Rate / Date : \$69.00 /
 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
N012006-10-0400994-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-10-0400994-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 10/4/2006 1:43:33 PM
Issue Owner : Liz Clogg	Type 2 : Operation	Queue :	Close Date : 10/5/2006 1:28:38 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Medium
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 : N012006-10-0400994

Case Title : 6G- [REDACTED] (EAREHART) COMBINATION LIGHT SWITCH REPAIR

*** CASE CREATE 10/4/2006 1:17:17 PM, mkim

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

*** CASE CAMPAIGN LOOKUP 10/4/2006 1:17:24 PM, mkim

CAMPAIGN CHECK 10/04/2006 01:17:24 PM mkim

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-05; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE CLAIMS LOOKUP 10/4/2006 1:17:29 PM, mkim

CLAIM CHECK 10/04/2006 01:17:29 PM mkim

The following Claim History information was found

0; 2005-08-04; 206898; 345091; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE

COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN TH

*** CASE MODIFY 10/4/2006 1:17:40 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE CLAIMS LOOKUP 10/4/2006 1:19:25 PM, mkim

CLAIM CHECK 10/04/2006 01:19:25 PM mkim

The following Claim History information was found

0; 2005-08-04; 206898; 345091; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE

COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN TH

*** NOTES 10/4/2006 1:27:18 PM, mkim, Action Type : Call from Customer

The customer is calling to request assistance in replacing the combination light switch on his vehicle.

The customer stated that he took his vehicle to Earehart Honda today because both of the low beams had gone out. After the vehicle had been diagnosed, SA-Mike informed the customer that combination light switch needed to be replaced because the wire is shorting because the combination light switch recall was never completed.

The customer was charged \$35 for diagnosis and was quoted \$120 for the repair. The customer stated that he was advised to go back to Lester Raines Honda, where he had the recall completed last year in 8/2005 if he didn't want to pay. However, customer stated that Lester Raines Honda is at least 2 hours away and wants to know if AHM can authorize Earehart Honda to complete the recall?

The customer request assistance from AHM since vehicle is only out of warranty by mileage.

In the interest of customer satisfaction, I informed the customer that I will open a case to have CM review and a CM should contact him soon. I explained to the customer that cases are reviewed case-by-case and there is no guarantee that he will be provided assistance. The customer understood and I provided the customer with the case number. I am dispatching the case to Team C for further assistance.

*** CASE MODIFY 10/4/2006 1:27:26 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE VSC LOOKUP 10/4/2006 1:27:29 PM, mkim

VSC-CUC CHECK 10/04/2006 01:27:29 PM mkim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/4/2006 1:27:32 PM, mkim

CAMPAIGN CHECK 10/04/2006 01:27:32 PM mkim

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-05; FX

Case History

Case ID : N012006-10-0400994

Case Title : 6G-[REDACTED] (EAREHART) COMBINATION LIGHT SWITCH REPAIR

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE CLAIMS LOOKUP 10/4/2006 1:27:34 PM, mkim

CLAIM CHECK 10/04/2006 01:27:33 PM mkim

The following Claim History information was found

0; 2005-08-04; 206898; 345091; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN TH

*** CASE MODIFY 10/4/2006 1:27:34 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE DISPATCH 10/4/2006 1:27:44 PM, mkim

from WIP DEFAULT to Queue Honda Team C.

*** CASE ACCEPT 10/4/2006 1:40:02 PM, eclogg

from Queue Honda Team C to WIP default.

*** CASE MODIFY 10/4/2006 1:41:42 PM, eclogg

into WIP default and Status of Solving.

*** CASE MODIFY 10/4/2006 1:42:46 PM, eclogg

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/4/2006 1:43:11 PM, eclogg

CAMPAIGN CHECK 10/04/2006 01:43:11 PM eclogg

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-05; FX

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** SUBCASE N012006-10-0400994-1 CREATE 10/4/2006 1:43:33 PM, eclogg

Created in WIP Default with Due Date 10/4/2006 1:43:33 PM.

*** COMMIT 10/4/2006 1:43:35 PM, eclogg, Action Type : N/A

Made to [REDACTED] due 10/07/2006 01:43:39 PM.

earhart offer again

*** NOTES 10/4/2006 1:44:25 PM, eclogg, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/7/2006

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

Customer contacted ACS to request assistance in headlight combination switch.

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

Please contact me with diagnosis and service history.

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

Case History

Case ID : N012006-10-0400994

Case Title : 6C [REDACTED] (EAREHART) COMBINATION LIGHT SWITCH REPAIR

Liz Clogg 800-999-1009 ext 118121
Automobile Customer Service

*** CASE MODIFY COMMITMENT 10/4/2006 1:44:46 PM, eclogg
with [REDACTED] due 10/05/2006 01:43:39 PM.

*** NOTES 10/5/2006 7:14:00 AM, eclogg, Action Type : Call to Dealer

I contacted the service manager, Leonard Hanks and he advised that the customer does need the recall performed again, since the other portion of the bulletin which would include the wire harness and 16P connector was not replaced per 2nd part of bulletin 04-015 and this is what needs to be performed. I advised the dealer that since the recall has already been performed, we could not file the claim again, but that we did wish to help as a onetime goodwill. I provided the dealer with authorization for the repair and he advised that he would order the parts.

*** NOTES 10/5/2006 10:58:15 AM, eclogg, Action Type : Call to Customer

I left the customer a message requesting that he contact me back about this case. I provided him with my contact information and office hours.

*** CASE MODIFY COMMITMENT 10/5/2006 10:58:33 AM, eclogg
with [REDACTED] due 10/09/2006 01:43:39 PM.

*** CASE CLAIMS LOOKUP 10/5/2006 11:57:59 AM, eclogg

CLAIM CHECK 10/05/2006 11:57:59 AM eclogg

The following Claim History information was found

0; 2005-08-04; 206898; 345091; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** NOTES 10/5/2006 1:28:14 PM, eclogg, Action Type : Call from Customer

The customer's wife contacted me back about this case. I advised her that I have received her requests for assistance as well as followed up with the service manager at Earehart Honda about diagnosis of the vehicle. I advised the customer that according to the service manager at Earehart, he felt that the issue was attributed to the recall on the headlight switch. I advised the customer that a recall is a onetime fix and once that repair has been performed, there is no additional assistance to resolve this issue and that the repair would technically be at the customer's expense. I advised the customer that based on the nature of the concern and as a onetime goodwill gesture, the dealer and our offices did wish to make an exception in coverage to her and that the dealer is going to order the parts, contact her once they come in stock and then cover the repair for her as a onetime goodwill gesture. The customer thanked me and advised that she is pleased. The customer advised that she was upset the other day, when a police officer had pulled her over, since her low beams were not working properly, that although he only gave her a warning, she was concerned. She thanked me and advised that this will help her a lot and started to end the call. I advised the customer that the dealer advised that they would take care of her from here, so I would expect that this be the case, but if not, for her to let me know and I could further follow up with her and them. The customer agreed, had no further questions and we ended call.

*** SUBCASE N012006-10-0400994-1 CLOSE 10/5/2006 1:28:38 PM, eclogg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/5/2006 1:28:40 PM, eclogg

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 :	N032007-04-1800236	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/18/2007 8:13:15 AM
Case Originator :	Monique Dudley (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/11/2007 8:41:29 AM
Case Owner :	Djhoanna Guerrero (Team CB)	Method :	Mail	Queue :		Days Open :	23
Last Closed By :	Djhoanna Guerrero (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] INSIGHT RECALL REIMBURSEMENT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15561 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 81,394
In Service Date : 07/09/2001
Months In Use : 69
Engine Number : D17A11560664
Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA
Selling Dealer No. / Name : 206609 / ROSENTHAL HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-04-1800236-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032007-04-1800236-2 / [REDACTED]	Subcase Close	Campaign	Financial Assistance	728104	SAFETY RECALL: COMB

Issue Details

Issue ID : N032007-04-1800236-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monique Dudley	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/18/2007 8:19:19 AM
Issue Owner : Monique Dudley	Type 2 : Eligibility	Queue :	Close Date : 4/18/2007 8:47:27 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, 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

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

Run Date : 03/06/2012

Issue Details

Issue ID : N032007-04-1800236-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Djhoanna Guerrero	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/26/2007 4:23:26 PM
Issue Owner : Dihoanna Guerrero	Type 2 : Financial Assistance	Queue :	Close Date : 5/11/2007 8:41:29 AM
Issue Title : [REDACTED]	CAMPAIGN - FINANCIAL ASSISTANCE		

Coding Info :

Labor Code / Desc : 728104 / 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 : 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. : 8081
Primary Amount : \$251.46
Incidental Type 1 / Amount : Other / \$10.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$261.46
Approved By : dguerrer
Approval Date : 5/1/2007 2:39:40
Status : PROCESSED
Check No. : 1658762
Check Date : 5/4/2007

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

Case History

Case ID : N032007-04-1800236

Case Title : [REDACTED] INSIGHT RECALL REIMBURSEMENT

*** CASE CREATE 4/18/2007 8:13:15 AM, mdudley

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

*** CASE EXTENDED WARRANTY LOOKUP 4/18/2007 8:13:18 AM, mdudley

WARRANTY CHECK 04/18/2007 08:13:18 AM mdudley

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/18/2007 8:13:21 AM, mdudley

CLAIM HISTORY CHECK 04/18/2007 08:13:21 AM mdudley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/18/2007 8:13:28 AM, mdudley

CAMPAIGN CHECK 04/18/2007 08:13:28 AM mdudley

The following Campaign information was found

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

*** CASE VSC LOOKUP 4/18/2007 8:13:29 AM, mdudley

VSC-CUC CHECK 04/18/2007 08:13:29 AM mdudley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/18/2007 8:14:33 AM, mdudley

CAMPAIGN CHECK 04/18/2007 08:14:33 AM mdudley

The following Campaign information was found

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

*** CASE VSC LOOKUP 4/18/2007 8:14:35 AM, mdudley

VSC-CUC CHECK 04/18/2007 08:14:35 AM mdudley

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/18/2007 8:16:37 AM, mdudley

CAMPAIGN CHECK 04/18/2007 08:16:37 AM mdudley

The following Campaign information was found

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

*** CASE CREATE 4/18/2007 8:19:19 AM, mdudley

Number = N032007-04-1800236-1, Created in WIP default with due date 04/19/2007 08:19:19 AM..

*** SUBCASE N032007-04-1800236-1 CREATE 4/18/2007 8:19:19 AM, mdudley, Action Type :

Created in WIP default with due date 04/19/2007 08:19:19 AM.

*** SUBCASE N032007-04-1800236-1 MODIFY 4/18/2007 8:19:50 AM, mdudley

into WIP default and Status of Solving.

*** SUBCASE N032007-04-1800236-1 MODIFY 4/18/2007 8:19:58 AM, mdudley

into WIP default and Status of Solving.

*** NOTES 4/18/2007 8:24:01 AM, mdudley, Action Type : Call from Customer

Customer called to inform that the Combination Light Switch Recall was repaired at her independent mechanic. After the repair customer was going through some paperwork at home and found a postcard that stated there was a recall on the vehicle in reference to the combination light switch. Customer wanted to know if she may submit any documents to show proof that this repair was completed so that she can be reimbursed for paying out of pocket for the recall that was on the

Case History

Case ID : N032007-04-1800236

Case Title : [REDACTED] INSIGHT RECALL REIMBURSEMENT

vehicle. I reviewed the campaign history and I see that the recall is on the customer's vehicle. 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 confirmed the address PO Box 2964, Torrance CA, 90509. I explained that the case number should be written on all documents. Customer understood and had no further questions, I thanked the customer for calling.

I updated the customer's address and phone number information.

*** SUBCASE N032007-04-1800236-1 CLOSE 4/18/2007 8:47:27 AM, mdudley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/18/2007 8:47:27 AM, mdudley

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

*** CASE REOPEN 4/26/2007 9:46:21 AM, asims

with Condition of Open and Status of Solving.

*** NOTES 4/26/2007 9:54:19 AM, asims, Action Type : Documents Received

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

AHM received note regarding proof of payment.

AHM received invoice# 5611, from Walk Enterprises, dated 11/09/06, for the amount of \$261.46. The mileage at the time of the repair was 81394.

The invoice stated the following.

1. replace headlight switch & plug.

AHM received a copy of the visa credit card sale receipt from Walk Enterprises Inc, dated 11/09/06, for the amount \$261.46 as proof of payment

No other documents received.

*** CASE MODIFY 4/26/2007 9:55:53 AM, asims

into WIP default and Status of Solving.

*** CASE DISPATCH 4/26/2007 9:56:56 AM, asims

from WIP default to Queue Cases Pending - SAT.

*** CASE ACCEPT 4/26/2007 3:27:46 PM, afarias

from Queue Cases Pending - SAT to WIP Default.

*** CASE ASSIGN 4/26/2007 3:40:04 PM, afarias

N032007-04-1800236 to dguerrer, WIP

*** CASE RULE ACTION 4/26/2007 3:40:05 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 4/26/2007 4:20:54 PM, dguerrer

WARRANTY CHECK 04/26/2007 04:20:54 PM dguerrer

No data found for VIN.

Case History

Case ID : N032007-04-1800236

Case Title : [REDACTED] - INSIGHT RECALL REIMBURSEMENT

*** CASE CLAIMS LOOKUP 4/26/2007 4:20:57 PM, dguerrer

CLAIM HISTORY CHECK 04/26/2007 04:20:56 PM dguerrer

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/26/2007 4:21:00 PM, dguerrer

CAMPAIGN CHECK 04/26/2007 04:21:00 PM dguerrer

The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE VSC LOOKUP 4/26/2007 4:21:01 PM, dguerrer

VSC-CUC CHECK 04/26/2007 04:21:01 PM dguerrer

No data found for VIN.

*** CASE CREATE 4/26/2007 4:23:26 PM, dguerrer

Number = N032007-04-1800236-2, Created in WIP default with due date 04/27/2007 04:23:25 PM..

*** SUBCASE N032007-04-1800236-2 CREATE 4/26/2007 4:23:26 PM, dguerrer, Action Type :

Created in WIP default with due date 04/27/2007 04:23:25 PM.

*** SUBCASE N032007-04-1800236-2 MODIFY 4/26/2007 4:23:48 PM, dguerrer

into WIP default and Status of Solving.

*** COMMIT 4/26/2007 4:24:00 PM, dguerrer, Action Type : N/A

CLS - contact cust/ intro

*** CASE MODIFY 4/26/2007 4:24:37 PM, dguerrer

into WIP default and Status of Solving.

*** NOTES 4/27/2007 4:33:33 PM, dguerrer, Action Type : Call to Customer

I contacted the customer and introduced myself as the CM handling the case. I informed her that the case is still being reviewed and I provided her with my contact information if she had any questions.

*** CASE FULFILL 4/27/2007 4:33:40 PM, dguerrer

Fulfilled for [REDACTED] due 04/27/2007 12:00:00 AM.

*** COMMIT 4/27/2007 4:33:42 PM, dguerrer, Action Type : N/A

CLS - sum, brkdn, chk req

*** CASE MODIFY 4/27/2007 4:34:03 PM, dguerrer

into WIP PENDING and Status of Solving.

*** CASE MODIFY COMMITMENT 4/30/2007 4:18:59 PM, dguerrer

with [REDACTED] due 05/01/2007 12:00:00 AM.

*** NOTES 5/1/2007 2:32:00 PM, dguerrer, Action Type : Note-General

The customer is requesting reimbursement for a repair under the Combination Light Switch Recall.

The invoice states the headlights switch and plug were replaced. The customer provided a credit card receipt as proof of payment.

Based on the information provided, the repair falls within program guidelines. The customer will be reimbursed \$261.46.

Case History

Case ID : N032007-04-1800236

Case Title : [REDACTED] - INSIGHT RECALL REIMBURSEMENT

*** NOTES 5/1/2007 2:35:48 PM, dguerrer, Action Type : Note-General

The customer is eligible for the recall repair.
AHM will reimburse the customer as follows:

Labor: ☐ \$120.00

Parts: ☐ \$124.72

Misc.: ☐ \$10.00 (shop supplies)

Tax: ☐ \$6.74 (@ 5% Parts)

Total: ☐ \$261.46

Grand Total: \$261.46

*** NOTES 5/1/2007 2:38:21 PM, dguerrer, Action Type : Call to Customer

I contacted the customer and left a message informing her of the check request and time frame. I provided my contact information for any additional questions or concerns.

*** NOTES 5/1/2007 2:38:39 PM, dguerrer, Action Type : Note-General

Verified address on envelope.

*** CASE FULFILL 5/1/2007 2:38:46 PM, dguerrer

Fulfilled for [REDACTED] due 05/01/2007 12:00:00 AM.

*** SUBCASE N032007-04-1800236-2 5/1/2007 2:39:40 PM, dguerrer, Action Type :

Check Requisition for 261.46 \$ submitted

Check Requisition for 261.46 \$ submitted by dguerrer

*** COMMIT 5/1/2007 2:41:56 PM, dguerrer, Action Type : N/A

reimbursement check issued? c/b

*** CASE MODIFY 5/1/2007 2:42:35 PM, dguerrer

into WIP PENDING and Status of Solving.

*** SUBCASE N032007-04-1800236-2 COMMIT 5/7/2007 8:04:56 AM, dguerrer, Action Type : External Commitment

Check processed for check_req_no = 8081 on 2007-05-04-00.00.00.000000

*** SUBCASE N032007-04-1800236-2 FULFILL 5/8/2007 3:49:45 PM, dguerrer

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

*** NOTES 5/10/2007 2:53:52 PM, tculver, Action Type : Note-Resolution

Check # [REDACTED] totaling \$261.46 was mailed on 05/10/07.

*** NOTES 5/11/2007 8:41:09 AM, dguerrer, Action Type : Call to Customer

I contacted the customer and left a message informing her that the check has been mailed. I advised the customer to call back for any additional questions or concerns.

*** CASE FULFILL 5/11/2007 8:41:16 AM, dguerrer

Fulfilled for [REDACTED] due 05/11/2007 12:00:00 AM.

*** SUBCASE N032007-04-1800236-2 CLOSE 5/11/2007 8:41:29 AM, dguerrer

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032007-04-1800236

Case Title : [REDACTED] INSIGHT RECALL REIMBURSEMENT

*** CASE CLOSE 5/11/2007 8:41:29 AM, dguerrer

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

Case Details

Case ID :	N032004-04-2700419	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/27/2004 9:19:45 AM
Case Originator :	Gabriel Quiroga (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/5/2004 8:42:56 AM
Case Owner :	June Manuel (Team CD)	Method :	Phone	Queue :		Days Open :	8
Last Closed By :	June Manuel (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH REPAYMENT REQUEST.					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 : GERMANTOWN, MD
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES15511L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 83,000
In Service Date : 07/15/2001
Months In Use : 33
Engine Number : D17A11561671
Originating Dealer No. / Name : 206754 / HERSON'S HONDA
Selling Dealer No. / Name : 206754 / HERSON'S 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 : 208301 / CRISWELL HONDA
Phone No. : 240-864-0880
Address : 19525 AMARANTH DRIVE
City / State / Zip : GERMANTOWN, MD 20874
Svc District / Sls District : 06A / A06
Warranty Labor Rate / Date : \$111.98 /
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
N032004-04-2700419-1	CAMPAI	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032004-04-2700419-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : June Manuel	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/5/2004 8:39:02 AM
Issue Owner : June Manuel	Type 2 : Eligibility	Queue :	Close Date : 5/5/2004 8:42:55 AM
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 : Provided Information, 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 : N032004-04-2700419

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REPAYMENT REQUEST.

*** CASE CREATE 4/27/2004 9:19:45 AM, gquiroga

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

*** NOTES 4/27/2004 9:19:45 AM, gquiroga, Action Type :

Customer was calling regarding a recall for his vehicle.

*** CASE CAMPAIGN LOOKUP 4/27/2004 9:20:45 AM, gquiroga

CAMPAIGN CHECK 04/27/2004 09:20:45 AM gquiroga

The following Campaign information was found

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

*** CASE MODIFY 4/27/2004 9:24:40 AM, gquiroga

into WIP default and Status of Solving.

*** NOTES 4/27/2004 9:32:17 AM, gquiroga, Action Type : Call from Customer

The customer indicated to me that he just got a recall for the combination light switch. He informed me that he already had this problem and had it replaced on Jan 8, 2004 at Criswell Honda. The total bill was \$154.98. , and customer feels since it was a recall and he had it already replaced at his expense, SHM should reimburse him the the entire amount. He also indicated to me that he has a copy of the invoice, and would fax at your request. I informed the customer that I would submit his case over to a case manager, and that there were no guarentees, and he said he understood and thanked me for my time and information.

*** CASE MODIFY 4/27/2004 9:32:21 AM, gquiroga

into WIP default and Status of Solving.

*** CASE DISPATCH 4/27/2004 9:33:23 AM, gquiroga

from WIP default to Queue Team D.

*** CASE FORWARD 4/27/2004 12:45:16 PM, jlifosjo

from Queue Team D to Queue Team G.

*** CASE YANKED 4/27/2004 1:27:00 PM, gquiroga

Yanked by gquiroga into WIPbin default.

*** CASE DISPATCH 4/27/2004 1:27:43 PM, gquiroga

from WIP default to Queue Team G.

*** CASE ACCEPT 4/27/2004 1:28:58 PM, sfuller

from Queue Team G to WIP Default.

*** CASE VSC LOOKUP 4/29/2004 6:44:24 AM, sfuller

VSC-CUC CHECK 04/29/2004 06:44:24 AM sfuller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/29/2004 6:44:32 AM, sfuller

CAMPAIGN CHECK 04/29/2004 06:44:32 AM sfuller

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 4/29/2004 6:44:40 AM, sfuller

CLAIM HISTORY CHECK 04/29/2004 06:44:40 AM sfuller

No data found for VIN.

Case History

Case ID : N032004-04-2700419

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH REPAYMENT REQUEST.

*** CASE EXTENDED WARRANTY LOOKUP 4/29/2004 6:44:44 AM, sfuller
WARRANTY CHECK 04/29/2004 06:44:44 AM sfuller
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/29/2004 6:47:04 AM, sfuller
CAMPAIGN CHECK 04/29/2004 06:47:04 AM sfuller
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

*** CASE DISPATCH 4/29/2004 6:47:51 AM, sfuller
from WIP Default to Queue Denial Queue - Satellite.

*** CASE RULE ACTION 4/30/2004 5:47:52 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 5/1/2004 5:47:51 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 5/3/2004 7:34:38 AM, sfuller
Yanked by sfuller into WIPbin Default.

*** CASE ASSIGN 5/3/2004 7:35:08 AM, sfuller
N032004-04-2700419 to jjenkins, WIP

*** CASE RULE ACTION 5/3/2004 7:35:09 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 5/3/2004 9:38:11 AM, jjenkins
from WIP default to Queue Satellite Center.

*** CASE YANKED 5/3/2004 2:46:06 PM, jmanuel
Yanked by jmanuel into WIPbin default.

*** CASE MODIFY 5/3/2004 2:58:07 PM, jmanuel
into WIP default and Status of Solving.

*** NOTES 5/5/2004 8:38:11 AM, jmanuel, Action Type : Call to Customer

The customer was advised to mail or fax a copy of his repair invoice and proof of payment to American Honda Motor Company. He was informed that once the documents are received, his case will be reviewed for possible reimbursement consideration. He was informed that the process takes 4 to 6 weeks. The customer was provided with the fax number 909 664-9009.

No further assistance was requested. I am closing the case until the paper work is received.

*** CASE CREATE 5/5/2004 8:39:02 AM, jmanuel
Number = N032004-04-2700419-1, Created in WIP default with due date 05/06/2004 08:39:02 AM..

*** SUBCASE N032004-04-2700419-1 CREATE 5/5/2004 8:39:02 AM, jmanuel, Action Type :
Created in WIP default with due date 05/06/2004 08:39:02 AM.

*** SUBCASE N032004-04-2700419-1 CLOSE 5/5/2004 8:42:55 AM, jmanuel
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032004-04-2700419

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REPAYMENT REQUEST.

*** CASE CLOSE 5/5/2004 8:42:56 AM, jmanuel

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

*** SUBCASE N032004-04-2700419-1 CLOSE 5/5/2004 8:43:39 AM, jmanuel

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012008-08-1300677	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/13/2008 10:27:31 AM
Case Originator :	Andrea Garcia (Team CF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/2/2008 6:31:57 AM
Case Owner :	Marion Cooley (Team HG)	Method :	Phone	Queue :		Days Open :	20
Last Closed By :	Marion Cooley (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :	4G - [REDACTED] LOW BEAM HL SWITCH/GW	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 : MONTAGUE, MI [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 : ES1651PBW / A
Miles / Hours : 92,924
In Service Date : 08/29/2001
Months In Use : 84
Engine Number : D17A11561840
Originating Dealer No. / Name : 207473 / TOM MILLER HONDA
Selling Dealer No. / Name : 207473 / TOM MILLER HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208449 / BETTEN HONDA
Phone No. : 231-755-3757
Address : 2501 HENRY STREET
City / State / Zip : MUSKEGON, MI 49441
Svc District / Sls District : 04C / D04
Warranty Labor Rate / Date : \$97.00 /
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
N012008-08-1300677-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N012008-08-1300677-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-08-1300677-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/13/2008 10:32:35 AM
Issue Owner : Andrea Garcia	Type 2 : Eligibility	Queue :	Close Date : 8/13/2008 10:33:49 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

Issue Details

Issue ID : N012008-08-1300677-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2008 7:09:38 AM
Issue Owner : Marion Cooley	Type 2 : Operation	Queue :	Close Date : 9/2/2008 6:31:55 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist - AHM Partial, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

Check Req Info :

Check Requisition No. : 9604
Primary Amount : \$142.08
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$142.08
Approved By : jstradfo
Approval Date : 8/28/2008
Status : PROCESSED
Check No. : 1757382
Check Date : 8/29/2008

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : MONTAGUE, MI [REDACTED]
Campaign Template # :
Contention Code : 03220
Defect Code : 03214
Category : Regular
Failed Part # : 35012-S5A-307

Case History

Case ID : N012008-08-1300677

Case Title : 4G [REDACTED] LOW BEAM HL SWITCH/GW

*** CASE CREATE 8/13/2008 10:27:31 AM, agarci01

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

*** NOTES 8/13/2008 10:31:24 AM, agarci01, Action Type : Call from Customer

The customer contacted AHM regarding recall for p23. I verified name address and phone number [REDACTED] through CRMS. The customer stated that last week her low beam lights failed. The customer stated that she had to replace them recently because she was driving and her head lights did not work. The customer stated that she was aware of the recall but was not sure if it was performed on her vehicle. I informed customer that per vin the recall was already performed on the vehicle.

The customer is currently requesting reimbursement because she is had the same problem again. The customer stated that she took her vehicle to a local mechanic and paid \$182.17 for the repair. I informed customer that reimbursement is not a guarantee but will be reviewed on case by case basis. I informed customer that she can fax in a copy of her invoice and proof of payment to 310-783-3285. I informed customer that a CM will contact her regarding her case.

The customer had no further questions. Call ended.

*** CASE CREATE 8/13/2008 10:32:35 AM, agarci01

Number = N012008-08-1300677-1, Created in WIP default with due date 08/14/2008 10:32:35 AM..

*** SUBCASE N012008-08-1300677-1 CREATE 8/13/2008 10:32:35 AM, agarci01, Action Type :

Created in WIP default with due date 08/14/2008 10:32:35 AM.

*** SUBCASE N012008-08-1300677-1 MODIFY 8/13/2008 10:32:39 AM, agarci01

into WIP default and Status of Solving.

*** SUBCASE N012008-08-1300677-1 CLOSE 8/13/2008 10:33:49 AM, agarci01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/13/2008 10:33:49 AM, agarci01

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

*** CASE REOPEN 8/13/2008 10:35:36 AM, agarci01

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/13/2008 10:35:43 AM, agarci01

into WIP default and Status of Solving.

*** CASE CLOSE 8/13/2008 10:35:45 AM, agarci01

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

*** CASE REOPEN 8/15/2008 9:06:17 AM, krivas

with Condition of Open and Status of Solving.

*** NOTES 8/15/2008 9:06:27 AM, krivas, Action Type : Letter/Fax

On 08/14/08 ACS received a 1-page fax from customer.

*** CASE MODIFY 8/15/2008 9:08:43 AM, krivas

into WIP default and Status of Solving.

*** CASE DISPATCH 8/15/2008 9:08:54 AM, krivas

from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 8/16/2008 8:08:54 AM, sa

Case History

Case ID : N012008-08-1300677

Case Title : 4G - [REDACTED] LENA - LOW BEAM HL SWITCH/GW

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

*** CASE RULE ACTION 8/17/2008 8:08:54 AM, sa

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

*** CASE ACCEPT 8/18/2008 6:42:42 AM, mcooley

from Queue Honda Team H to WIP ** default **.

*** CASE CAMPAIGN LOOKUP 8/18/2008 6:58:38 AM, mcooley

CAMPAIGN CHECK 08/18/2008 06:58:38 AM mcooley

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/23/05; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 8/18/2008 6:59:53 AM, mcooley

into WIP ** default ** and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/18/2008 7:03:30 AM, mcooley

CAMPAIGN CHECK 08/18/2008 07:03:30 AM mcooley

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/23/05; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 8/18/2008 7:07:59 AM, mcooley

into WIP ** default ** and Status of Solving.

*** CASE MODIFY 8/18/2008 7:08:12 AM, mcooley

into WIP ** default ** and Status of Solving.

*** CASE MODIFY 8/18/2008 7:09:02 AM, mcooley

into WIP ** default ** and Status of Solving.

*** SUBCASE N012008-08-1300677-2 CREATE 8/18/2008 7:09:38 AM, mcooley

Created in WIP Default with Due Date 8/18/2008 7:09:38 AM.

*** CASE MODIFY 8/18/2008 7:09:57 AM, mcooley

into WIP ** default ** and Status of Solving.

*** COMMIT 8/18/2008 7:10:01 AM, mcooley, Action Type : N/A

Made to [REDACTED] due 08/25/2008 12:00:00 AM.

check should be mailed out

*** CASE MODIFY 8/18/2008 7:10:11 AM, mcooley

into WIP ** default ** and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/18/2008 1:24:12 PM, mcooley

CAMPAIGN CHECK 08/18/2008 01:24:12 PM mcooley

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/23/05; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 8/18/2008 1:24:13 PM, mcooley

Case History

Case ID : N012008-08-1300677

Case Title : 4G - [REDACTED] -THOMAS, LENA - LOW BEAM HL SWITCH/GW

into WIP ** default ** and Status of Solving.

*** CASE CLAIMS LOOKUP 8/18/2008 1:24:16 PM, mcooley
CLAIM HISTORY CHECK 08/18/2008 01:24:16 PM mcooley
No data found for VIN.

*** CASE MODIFY 8/18/2008 1:24:28 PM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE MODIFY 8/18/2008 1:32:16 PM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE MODIFY 8/18/2008 1:33:21 PM, mcooley
into WIP ** default ** and Status of Solving.

*** NOTES 8/18/2008 1:36:41 PM, mcooley, Action Type : Call to Customer

Called the customer and I introduced myself as the RCM. Address was verified. customer advised me that she had to go to her IRF since the headlight went out on her and she needed to get this fixed right away. Usually she gets all her service work done with Betten Honda and that she went to IRF because this was in the vicinity on where this happened. Customer did not know that there was recall and that this already had been done in 2005. I was advised that she was hoping that AHM could cover the cost of the repair 100%. Customer has owned Honda vehicles for the last 30years, and she would appreciate that. I advised the customer that I will review her case and let her know by Thursday whether or not and to what extent AHM may be able to assist her. Customer thanked for the consideration and the follow up.

*** CASE MODIFY 8/18/2008 1:36:44 PM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE MODIFY 8/21/2008 6:56:41 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/21/2008 6:57:09 AM, mcooley
CAMPAIGN CHECK 08/21/2008 06:57:09 AM mcooley
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/23/05; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** NOTES 8/21/2008 7:01:01 AM, mcooley, Action Type : Call to Dealer
Called the dealer and left a message for Tate Tracey to call me back.

*** CASE MODIFY 8/21/2008 7:01:03 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** CASE MODIFY 8/21/2008 7:01:15 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** NOTES 8/28/2008 6:49:36 AM, mcooley, Action Type : Call to Dealer
Called the dealer and spoke to SM Tate and he advised me that the customer does have service history with their dealer, and the recall had been performed at their dealer for the headlight switch.

*** CASE MODIFY 8/28/2008 6:49:39 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** NOTES 8/28/2008 6:54:48 AM, mcooley, Action Type : Call to Customer

Case History

Case ID : N012008-08-1300677

Case Title : 4G- [REDACTED] LOW BEAM HL SWITCH/GW

Called the customer and I advised her that AHM is willing to offer her some assistance in regards to the head light switch. I advised her that out of ownership loyalty to Honda, AHM will reimburse her 80% of the cost, total reimbursement of \$ 142.08. Customer was advised that the check will be processed today and the check should be mailed out next week.

*** CASE MODIFY 8/28/2008 6:54:52 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** CASE CLAIMS LOOKUP 8/28/2008 6:55:15 AM, mcooley
CLAIM HISTORY CHECK 08/28/2008 06:55:15 AM mcooley
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/28/2008 6:55:28 AM, mcooley
CAMPAIGN CHECK 08/28/2008 06:55:28 AM mcooley
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 02/23/05; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 8/28/2008 7:01:14 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** CASE MODIFY COMMITMENT 8/28/2008 7:01:37 AM, mcooley
with [REDACTED] due 09/02/2008 12:00:00 AM.

*** CASE MODIFY 8/28/2008 7:01:58 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** SUBCASE N012008-08-1300677-2 DISPATCH 8/28/2008 7:02:14 AM, mcooley
from WIP subcases to Queue CkReq - Stradford.

*** CASE MODIFY 8/28/2008 7:07:31 AM, mcooley
into WIP Check Req Cases and Status of Solving.

*** SUBCASE N012008-08-1300677-2 8/28/2008 7:08:45 AM, jstradfo, Action Type :
Check Requisition for 142.08 \$ submitted
Check Requisition for 142.08 \$ submitted by jstradfo

*** SUBCASE N012008-08-1300677-2 RETURN 8/28/2008 7:08:52 AM, jstradfo
from Queue CkReq - Stradford to WIP subcases.

*** NOTES 8/29/2008 3:11:59 PM, pbongco, Action Type : Note-General
Check mailed.

*** SUBCASE N012008-08-1300677-2 COMMIT 9/1/2008 8:02:33 AM, mcooley, Action Type : External Commitment
Check processed for check_req_no = 9604 on 2008-08-29-00.00.00.000000

*** CASE FULFILL 9/2/2008 6:31:45 AM, mcooley
Fulfilled for [REDACTED] due 09/02/2008 12:00:00 AM.

*** SUBCASE N012008-08-1300677-2 CLOSE 9/2/2008 6:31:55 AM, mcooley
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/2/2008 6:31:56 AM, mcooley

Case History

Case ID : N012008-08-1300677

Case Title : 4G - [REDACTED] - LOW BEAM HL SWITCH/GW

into WIP Check Req Cases and Status of Solving.

*** CASE CLOSE 9/2/2008 6:31:57 AM, mcooley

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 :	N012004-12-0700185	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/7/2004 7:45:06 AM
Case Originator :	Summer Wheaton (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/7/2004 7:51:57 AM
Case Owner :	Summer Wheaton (Team HF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Summer Wheaton (Team HF)	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 : BASSETT, VA
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 : 87,000
In Service Date : 08/13/2001
Months In Use : 40
Engine Number : D17A11562779
Originating Dealer No. / Name : 207042 / FLOW HONDA
Selling Dealer No. / Name : 207042 / FLOW HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N012004-12-0700185-1	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012004-12-0700185-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Summer Wheaton	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/7/2004 7:51:46 AM
Issue Owner : Summer Wheaton	Type 2 : Eligibility	Queue :	Close Date : 12/7/2004 7:51:56 AM
Issue Title : [REDACTED]	INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Provided Information
Component Category : 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 : N012004-12-0700185

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 12/7/2004 7:45:06 AM, swheaton

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

*** CASE VSC LOOKUP 12/7/2004 7:45:08 AM, swheaton

VSC-CUC CHECK 12/07/2004 07:45:08 AM swheaton

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/7/2004 7:45:13 AM, swheaton

CLAIM CHECK 12/07/2004 07:45:13 AM swheaton

The following Claim History information was found

0; 2001-12-02; 206934; 019893; 510; 410820 ; FRONT BRAKE DISC (BOTH) - RESURFACE USING EITHER THE KWIK-WAY OR SNAP-ON ON CAR BRAKE LATHE; MEASURE

*** CASE CAMPAIGN LOOKUP 12/7/2004 7:48:47 AM, swheaton

CAMPAIGN CHECK 12/07/2004 07:48:46 AM swheaton

The following Campaign information was found

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

*** CASE MODIFY 12/7/2004 7:48:56 AM, swheaton

into WIP default and Status of Solving.

*** NOTES 12/7/2004 7:50:58 AM, swheaton, Action Type : Call from Customer

Customer called stating that her headlights have gone out, but the high beams lights are still operational. Customer wanted to know if she is involved in any open recalls. In checking the system, I found that she is involved in bulletin # 04-015 for the Civic combination switch light. I informed the customer and provided her with the bulletin #. I further advised the customer that she can make an appointment with her local Honda dealership for repairs. Customer understood. Case closed.

*** CASE MODIFY 12/7/2004 7:51:00 AM, swheaton

into WIP default and Status of Solving.

*** SUBCASE N012004-12-0700185-1 CREATE 12/7/2004 7:51:46 AM, swheaton

Created in WIP Default with Due Date 12/7/2004 7:51:46 AM.

*** SUBCASE N012004-12-0700185-1 CLOSE 12/7/2004 7:51:56 AM, swheaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/7/2004 7:51:57 AM, swheaton

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

Case Details

Case ID :	N012011-10-2601635	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/26/2011 1:36:23 PM
Case Originator :	Jessica Ward (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/26/2011 1:42:53 PM
Case Owner :	Jessica Ward (Team SC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jessica Ward (Team SC)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY/HEAD LIGHT COMPLAINT			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 : TORRANCE, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES155511
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 1
In Service Date : 05/19/2001
Months In Use : 125
Engine Number : D17A11562803
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 : 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
N012011-10-2601635-1	- CAM Subcase Close	Campaign	No Code		
N012011-10-2601635-2	- PRO Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012011-10-2601635-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/26/2011 1:42:10 PM
Issue Owner : Jessica Ward	Type 2 : No Code	Queue :	Close Date : 10/26/2011 1:42:53 PM
Issue Title : [REDACTED] CAMPAIGN - NO CODE			

Coding Info :

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

Issue Details

Issue ID : N012011-10-2601635-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 10/26/2011 1:42:43 PM
Issue Owner : Jessica Ward	Type 2 : Operation	Queue :	Close Date : 10/26/2011 1:42:53 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-10-2601635

Case Title : [REDACTED] RECALL INQUIRY/HEAD LIGHT COMPLAINT

*** CASE CREATE 10/26/2011 1:36:23 PM, jward

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

*** CASE MODIFY 10/26/2011 1:37:30 PM, jward

into WIP default and Status of Solving.

*** NOTES 10/26/2011 1:41:53 PM, jward, Action Type : Call from Customer

Added contact information.

Best contact number: [REDACTED]

Customer's boyfriend called stating he would like to know if there is a recall for the head light. ACS referred customer to ownerlink for recall inquiries.

ACS informed customer the vehicle was serviced for SB 04-015 Safety Recall: Combination Light Switch. Customer states he believes the issue is reoccurring.

ACS advised customer to receive diagnosis from a Honda DLR; then he should address his concerns with the recall department. Customer understood and required no further assistance.

*** CASE MODIFY 10/26/2011 1:42:04 PM, jward

into WIP default and Status of Solving.

*** SUBCASE N012011-10-2601635-1 CREATE 10/26/2011 1:42:10 PM, jward

Created in WIP Default with Due Date 10/26/2011 1:42:10 PM.

*** SUBCASE N012011-10-2601635-2 CREATE 10/26/2011 1:42:43 PM, jward

Created in WIP Default with Due Date 10/26/2011 1:42:43 PM.

*** CASE CLOSE 10/26/2011 1:42:53 PM, jward

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

*** SUBCASE N012011-10-2601635-1 CLOSE 10/26/2011 1:42:53 PM, jward

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-10-2601635-2 CLOSE 10/26/2011 1:42:53 PM, jward

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-10-2601799	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/26/2010 3:34:18 PM
Case Originator :	Crystal Baldassarre (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/26/2010 3:40:29 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 :	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 : DELAWARE, OH
E Mail :
Svc District / SIs District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES26731L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 160,000
In Service Date : 06/16/2001
Months In Use : 112
Engine Number : D17A21504879
Originating Dealer No. / Name : 206729 / BANKSTON HONDA
Selling Dealer No. / Name : 206729 / BANKSTON 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 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
N012010-10-2601799-1 /	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012010-10-2601799-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/26/2010 3:40:14 PM
Issue Owner : Crystal Baldassarre	Type 2 : Eligibility	Queue :	Close Date : 10/26/2010 3:40:28 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-10-2601799

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 10/26/2010 3:34:18 PM, cbaldas

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

*** CASE EXTENDED WARRANTY LOOKUP 10/26/2010 3:34:34 PM, cbaldas

WARRANTY CHECK 10/26/2010 03:34:33 PM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/26/2010 3:34:44 PM, cbaldas

CLAIM CHECK 10/26/2010 03:34:44 PM cbaldas

The following Claim History information was found

0; 2010-04-20; 208135; 014436; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE MODIFY 10/26/2010 3:35:08 PM, cbaldas

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/26/2010 3:35:42 PM, cbaldas

CAMPAIGN CHECK 10/26/2010 03:35:42 PM cbaldas

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/19/10; FX;

08-093; Q96; DRIVERS AIRBAG INFLATOR; 05/19/10; FX;

*** CASE MODIFY 10/26/2010 3:35:49 PM, cbaldas

into WIP default and Status of Solving.

*** NOTES 10/26/2010 3:39:09 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# 740-362-8193

Customer states that on 5-19-10 the combination light switch was repaired under recall (TSB #04-015). Customer states that last week this was repaired again and this week the issue has recurred. Customer is seeking assistance regarding the issue as this will be the 3rd time the vehicle will need repair for this. ACS forwarded customer directly through to the recall dept for further assistance regarding the details of the recall. Case closed.

*** CASE MODIFY 10/26/2010 3:39:19 PM, cbaldas

into WIP default and Status of Solving.

*** CASE CREATE 10/26/2010 3:40:14 PM, cbaldas

Number = N012010-10-2601799-1, Created in WIP default with due date 10/27/2010 03:40:14 PM..

*** SUBCASE N012010-10-2601799-1 CREATE 10/26/2010 3:40:14 PM, cbaldas, Action Type :

Created in WIP default with due date 10/27/2010 03:40:14 PM.

*** SUBCASE N012010-10-2601799-1 MODIFY 10/26/2010 3:40:22 PM, cbaldas

into WIP default and Status of Solving.

*** SUBCASE N012010-10-2601799-1 CLOSE 10/26/2010 3:40:28 PM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/26/2010 3:40:29 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 :	N032004-10-2200280	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/22/2004 8:08:44 AM
Case Originator :	Lelajuier Moreland (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/22/2004 8:15:33 AM
Case Owner :	Lelajuier Moreland (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Lelajuier Moreland (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	02H, [REDACTED]	RECALL INFORMATION/HEADLIGHT 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 : LEABURG, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15211L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1521PW / A
Miles / Hours : 60,000
In Service Date : 06/02/2001
Months In Use : 40
Engine Number : D17A11565600
Originating Dealer No. / Name : 207499 / HONDA WORLD
Selling Dealer No. / Name : 207499 / HONDA WORLD
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 : 207847 / KENDALL HONDA
Phone No. : 541-485-6111
Address : 846 GOODPASTURE ISL.RD
City / State / Zip : EUGENE, OR 97401
Svc District / Sls District : 02G / B02
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
N032004-10-2200280-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-10-2200280-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Lelajuier Moreland	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/22/2004 8:09:10 AM
Issue Owner : Lelajuier Moreland	Type 2 : Eligibility	Queue :	Close Date : 10/22/2004 8:15:33 AM
Issue Title : [REDACTED]	- CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 712I
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 : N032004-10-2200280

Case Title : 02H, [REDACTED] - RECALL INFORMATION/HEADLIGHT SWITCH

*** CASE CREATE 10/22/2004 8:08:44 AM, Imorelan

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

*** CASE CREATE 10/22/2004 8:09:10 AM, Imorelan

Number = N032004-10-2200280-1, Created in WIP default with due date 10/23/2004 08:09:10 AM..

*** SUBCASE N032004-10-2200280-1 CREATE 10/22/2004 8:09:10 AM, Imorelan, Action Type :

Created in WIP default with due date 10/23/2004 08:09:10 AM.

*** SUBCASE N032004-10-2200280-1 MODIFY 10/22/2004 8:09:15 AM, Imorelan

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2004 8:11:30 AM, Imorelan

into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2004 8:11:58 AM, Imorelan

into WIP default and Status of Solving.

*** NOTES 10/22/2004 8:14:47 AM, Imorelan, Action Type : Call from Customer

The customer says her headlights failed and then she remembered the recall she received. The customer wants to know what to do.

I advised the customer that the headlight switch recall is still valid and she needs to take her vehicle to Honda dealer. I gave the customer the telephone number to Kendall Honda#207847. The customer was satisfied. Case closed.

*** NOTES 10/22/2004 8:15:28 AM, Imorelan, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer's lights failed due to the headlight switch recall and she will call you to make an appointment. Thanks!

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

Thank you for your attention to this matter.

Lelajuier Moreland

Automobile Customer Service

*** SUBCASE N032004-10-2200280-1 CLOSE 10/22/2004 8:15:33 AM, Imorelan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/22/2004 8:15:33 AM, Imorelan

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 : N032010-06-0401358	Division : Honda - Auto	Condition : Closed	Open Date : 6/4/2010 2:48:22 PM
Case Originator : Tanishia Santana (Team PB)	Sub Division : Satellite Center	Status : Closed	Close Date : 6/4/2010 2:58:11 PM
Case Owner : Tanishia Santana (Team PB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Tanishia Santana (Team PB)	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 : DENTON, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15201L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1521PW / A
Miles / Hours : 124,184
In Service Date : 10/10/2001
Months In Use : 104
Engine Number : D17A11565584
Originating Dealer No. / Name : 206861 / FRANK ANCONA HONDA
Selling Dealer No. / Name : 206861 / FRANK ANCONA HONDA
Trim : DX
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
N032010-06-0401358-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-06-0401358-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/4/2010 2:57:54 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 6/4/2010 2:58:11 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information
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 : N032010-06-0401358

Case Title : [REDACTED] P23

*** CASE CREATE 6/4/2010 2:48:22 PM, tsantana

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

*** CASE EXTENDED WARRANTY LOOKUP 6/4/2010 2:48:24 PM, tsantana

WARRANTY CHECK 06/04/2010 02:48:24 PM tsantana

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/4/2010 2:48:27 PM, tsantana

CLAIM HISTORY CHECK 06/04/2010 02:48:27 PM tsantana

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/4/2010 2:48:32 PM, tsantana

CAMPAIGN CHECK 06/04/2010 02:48:32 PM tsantana

The following Campaign information was found

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

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

*** CASE VSC LOOKUP 6/4/2010 2:48:34 PM, tsantana

VSC-CUC CHECK 06/04/2010 02:48:34 PM tsantana

No data found for VIN.

*** CASE MODIFY 6/4/2010 2:48:51 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 6/4/2010 2:48:53 PM, tsantana

into WIP Default and Status of Solving.

*** NOTES 6/4/2010 2:56:56 PM, tsantana, Action Type : Call from Customer

[REDACTED] contacted AHM stating that both of his low beam headlights went out. He stated that he purchased bulbs, but they are still out. I updated the contact info and informed him that he has a recall for low beam headlight as well as the driver's airbag inflator. I informed him that I could assist scheduling an appointment to have the campaigns taken care of. He stated that would be fine. I contacted his local dealer (Jim McNatt Honda North) and was assisted scheduling an appointment for June 10 at 0900. The customer stated thank you. I thanked the service assistant Adrian for her help with the appointment. No further assistance was needed and the call ended.

*** CASE MODIFY 6/4/2010 2:57:02 PM, tsantana

into WIP Default and Status of Solving.

*** CASE CREATE 6/4/2010 2:57:54 PM, tsantana

Number = N032010-06-0401358-1, Created in WIP Default with due date 06/05/2010 02:57:54 PM..

*** SUBCASE N032010-06-0401358-1 CREATE 6/4/2010 2:57:54 PM, tsantana, Action Type :

Created in WIP Default with due date 06/05/2010 02:57:54 PM.

*** SUBCASE N032010-06-0401358-1 MODIFY 6/4/2010 2:57:58 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 6/4/2010 2:58:06 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 6/4/2010 2:58:09 PM, tsantana

into WIP Default and Status of Solving.

Case History

Case ID : N032010-06-0401358

Case Title : [REDACTED] - P23

*** SUBCASE N032010-06-0401358-1 CLOSE 6/4/2010 2:58:11 PM, tsantana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2010 2:58:11 PM, tsantana

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 : N032010-08-2501182 Division : Honda - Auto Condition : Closed Open Date : 8/25/2010 1:24:13 PM
Case Originator : Tanishia Santana (Team PB) Sub Division : Satellite Center Status : Closed Close Date : 11/2/2010 10:15:36 AM
Case Owner : Ronald Garay (Team CC) Method : Fax Queue : Days Open : 69
Last Closed By : Ronald Garay (Team CC) Point of Origin : Customer Wipbin :
Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLET 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 : COCHRANVILLE, PA [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 : 06/02/2001
Months In Use : 110
Engine Number : D17A21506353
Originating Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER
Selling Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-08-2501182-1 / [REDACTED] - C	Subcase Close	Campaign	Eligibility	712	Headlights
N032010-08-2501182-2 / [REDACTED] - C	Subcase Close	Campaign	Financial Assistance	728104	SAFETY RECALL: COMB
N032010-08-2501182-3 / [REDACTED] - C	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032010-08-2501182-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/25/2010 1:38:50 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 8/25/2010 1:39:04 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 : Cold
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

Issue Details

Issue ID : N032010-08-2501182-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ronald Garay	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/13/2010 6:43:40 AM
Issue Owner : Ronald Garay	Type 2 : Financial Assistance	Queue :	Close Date : 9/30/2010 1:04:22 PM
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728104 / SAFETY RECALL: COMBINATION LIGHT SWITCH
Condition Code Desc Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
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
35255-S5A-A01	SWITCH ASSY.	Not Applicable

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

Run Date : 03/06/2012

Issue Details

Issue ID : N032010-08-2501182-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ronald Garay	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/15/2010 1:53:00 PM
Issue Owner : Ronald Garay	Type 2 : Financial Assistance	Queue :	Close Date : 11/2/2010 10:15:36 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 : Cold
Resolutions : Assist - AHM 100%, CR Generated Gdwill, 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
35255-S5A-A01	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 9370
Primary Amount : \$718.85
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$718.85
Approved By : mwhitake
Approval Date : 10/28/2010
Status : PROCESSED
Check No. : 1881806
Check Date : 10/29/2010

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

Case History

Case ID : N032010-08-2501182

Case Title : 05J [REDACTED] LIGHT SWITCH RECALL COMPLETED/REI

*** CASE CREATE 8/25/2010 1:24:13 PM, tsantana

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

*** CASE CAMPAIGN LOOKUP 8/25/2010 1:24:54 PM, tsantana

CAMPAIGN CHECK 08/25/2010 01:24:54 PM tsantana

The following Campaign information was found

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

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

*** CASE MODIFY 8/25/2010 1:26:39 PM, tsantana

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/25/2010 1:26:59 PM, tsantana

WARRANTY CHECK 08/25/2010 01:26:59 PM tsantana

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/25/2010 1:27:02 PM, tsantana

CLAIM HISTORY CHECK 08/25/2010 01:27:02 PM tsantana

No data found for VIN.

*** CASE VSC LOOKUP 8/25/2010 1:27:04 PM, tsantana

VSC-CUC CHECK 08/25/2010 01:27:04 PM tsantana

No data found for VIN.

*** NOTES 8/25/2010 1:38:01 PM, tsantana, Action Type : Call from Customer

[REDACTED] called stating that she would like to submit a claim for reimbursement for the low beam headlight switch. She stated that she had the concern taken care of last October and is currently having the switch replace again. She stated that she does not wish to go to her local Honda dealership. I verified the contact info and informed her that she could submit her documents for reimbursement, but there is no guarantee. I informed her that she would need to contact her local dealer in order to have the airbag inflator recall taken care of. She stated that she refuses to take her vehicle to Scott Robinsons Honda. She stated that she will take it to her IRF for the repair. I stated that the inflator is a governed part and the IRF would not be able to order it. She stated that she will not take it then. I stated that it is imperative to have the safety recall taken care of and there is no guarantee that she will be able to submit a claim for reimbursement for the inflator. She stated ok. The customer will attempt to submit her documents. I informed her that upon the receipt of her invoice and receipt (faxed to 909-664-9009) she will receive a call from a CM to further assistance her. She stated ok and thank you. No further assistance was needed.

*** CASE CREATE 8/25/2010 1:38:50 PM, tsantana

Number = N032010-08-2501182-1, Created in WIP Default with due date 08/26/2010 01:38:50 PM..

*** SUBCASE N032010-08-2501182-1 CREATE 8/25/2010 1:38:50 PM, tsantana, Action Type :

Created in WIP Default with due date 08/26/2010 01:38:50 PM.

*** SUBCASE N032010-08-2501182-1 MODIFY 8/25/2010 1:38:57 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 8/25/2010 1:39:00 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 8/25/2010 1:39:03 PM, tsantana

into WIP Default and Status of Solving.

Case History

Case ID : N032010-08-2501182

Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

*** SUBCASE N032010-08-2501182-1 CLOSE 8/25/2010 1:39:04 PM, tsantana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2010 1:39:04 PM, tsantana

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

*** CASE REOPEN 9/1/2010 9:21:10 AM, mhancock

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/1/2010 9:21:18 AM, mhancock

CAMPAIGN CHECK 09/01/2010 09:21:18 AM mhancock

The following Campaign information was found

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

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

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2010 9:21:19 AM, mhancock

WARRANTY CHECK 09/01/2010 09:21:19 AM mhancock

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/1/2010 9:21:22 AM, mhancock

CLAIM HISTORY CHECK 09/01/2010 09:21:22 AM mhancock

No data found for VIN.

*** CASE VSC LOOKUP 9/1/2010 9:21:24 AM, mhancock

VSC-CUC CHECK 09/01/2010 09:21:24 AM mhancock

No data found for VIN.

*** NOTES 9/1/2010 9:33:57 AM, mhancock, Action Type : Call from Customer

I verified the customer's information

The customer called AHM in regards to her reimbursement case. The customer stated that she has been trying to fax in her documents for the past few days but stated that it does not work. I verified that the customer does have the correct number 9096649009. I apologized for the inconvenience and informed the customer that she may mail in her documents to PO box 2964 Torrance CA 90509.

The customer understood and stated that if AHM does not reimburse her for the full amount she will go to the Channel 6 news and sue AHM. I advised the customer that would be at her discretion. I informed the customer that all cases are reviewed on a case by case basis and there are no guarantees. The customer stated ☐ YOU WILL REIMBURSE ME OR ELSE I WILL HURT SOMEONE ☐. The customer further stated that she will never take her vehicle to another Honda dealership ☐ EVER ☐ and stated that AHM can not force her to go to one. The customer stated that she is aware of the airbag recall but stated that she will not go to a Honda dealership to get the recall fix. She stated that if something happens she will just sue Honda and asked me to document this. I informed the customer that I have documented her concerns. The customer sought no further assistance with AHM and the call ended.

*** CASE CLOSE 9/1/2010 9:34:00 AM, mhancock

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

*** CASE REOPEN 9/10/2010 9:42:35 AM, tsaunders

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/10/2010 9:44:19 AM, tsaunders

into WIP default and Status of Solving.

Case History

Case ID : N032010-08-2501182

Case Title : 05J- [REDACTED] TRACI-COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

*** NOTES 9/10/2010 9:50:14 AM, tsaunders, Action Type : Letter/Fax

AHM received a copy of documents and letter in reference to reimbursement.

AHM received a copy of invoice# 22842, from Wyatts automotive Inc., dated 10/27/09, for the total of \$207.54.

AHM received a copy of invoice#24161, from Wyatts automotive Inc., dated 08/30/10, for the total of \$ 511.31.

AHM received a copy visa credit card cash register receipt from Wyatts automotive, dated 08/30/10, for the total of \$511.31, ad proof of payment.

No other documents were received.

*** CASE DISPATCH 9/10/2010 9:51:31 AM, tsaunders

from WIP default to Queue Chino Team CA.

*** CASE YANKED 9/10/2010 2:22:28 PM, rgaray

Yanked by rgaray into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 6:38:39 AM, rgaray

WARRANTY CHECK 09/13/2010 06:38:39 AM rgaray

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/13/2010 6:38:41 AM, rgaray

CLAIM HISTORY CHECK 09/13/2010 06:38:41 AM rgaray

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/13/2010 6:38:58 AM, rgaray

CAMPAIGN CHECK 09/13/2010 06:38:58 AM rgaray

The following Campaign information was found

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

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

*** CASE VSC LOOKUP 9/13/2010 6:38:59 AM, rgaray

VSC-CUC CHECK 09/13/2010 06:38:59 AM rgaray

No data found for VIN.

*** CASE CREATE 9/13/2010 6:43:40 AM, rgaray

Number = N032010-08-2501182-2, Created in WIP default with due date 09/14/2010 06:43:40 AM..

*** SUBCASE N032010-08-2501182-2 CREATE 9/13/2010 6:43:40 AM, rgaray, Action Type :

Created in WIP default with due date 09/14/2010 06:43:40 AM.

*** SUBCASE N032010-08-2501182-2 MODIFY 9/13/2010 6:43:46 AM, rgaray

into WIP default and Status of Solving.

*** CASE MODIFY 9/13/2010 6:45:15 AM, rgaray

into WIP default and Status of Solving.

*** COMMIT 9/13/2010 6:46:07 AM, rgaray, Action Type : N/A

Made to [REDACTED] due 09/13/2010 12:00:00 PM.

Case History

Case ID : N032010-08-2501182

Case Title : 05J- [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

9:25 AM introduction and request POP with name and last 4 digits - P23

*** CASE MODIFY 9/13/2010 6:46:40 AM, rgaray
into WIP default and Status of Solving.

*** NOTES 9/13/2010 12:23:55 PM, rgaray, Action Type : Call to Customer

I attempted to reach the customer on the daytime number but there was no answer. I will try again later. Call ended.

*** NOTES 9/13/2010 12:39:11 PM, rgaray, Action Type : Call to Customer

I called the evening number and left a message. I introduced myself as the case manager reviewing their reimbursement request. I informed them the documents were received and for both repair orders only one credit card receipt was received. I explained that AHM requires a proof of payment to ensure AHM is reimbursing the correct person that paid for the repairs, not just the person on the repair order. I informed the customer that AHM needs to see the name on the card that was used as payment to know who the reimbursement would be made out to. I informed the customer that the easiest way would be to submit a copy of the credit card statement. They can block out the account number and any private information they don't want seen, as long as AHM can see their name and the transaction paid for the repairs in question.

I provided our fax number of (909) 664-9009 along with my contact information. Call ended.

*** CASE FULFILL 9/13/2010 12:39:49 PM, rgaray

Fulfilled for [REDACTED] due 09/13/2010 12:00:00 PM.

*** COMMIT 9/13/2010 12:39:51 PM, rgaray, Action Type : N/A

POP received for eligible repairs? - P23 \$\$

*** CASE MODIFY 9/13/2010 12:40:14 PM, rgaray
into WIP recall completed and Status of Solving.

*** NOTES 9/16/2010 2:09:25 PM, rgaray, Action Type : Call to Customer

I attempted to reach the customer on the daytime number but there was no answer. I will try again later. Call ended.

*** CASE FULFILL 9/16/2010 2:09:28 PM, rgaray

Fulfilled for [REDACTED] due 09/16/2010 12:00:00 AM.

*** COMMIT 9/16/2010 2:09:30 PM, rgaray, Action Type : N/A

request POP for repairs - P23 \$\$

*** CASE MODIFY 9/16/2010 2:09:44 PM, rgaray
into WIP recall completed and Status of Solving.

*** NOTES 9/21/2010 3:17:39 PM, jlifosjo, Action Type : Documents Received
Docs received 9/17/10

*** CASE RULE ACTION 9/22/2010 12:24:13 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 9/27/2010 12:00:55 PM, rgaray, Action Type : Note-General

Due to time constraints and heavy workload, this case will be reviewed at a later time.

*** CASE FULFILL 9/27/2010 12:01:00 PM, rgaray

Fulfilled for [REDACTED] due 09/21/2010 12:00:00 AM.

*** COMMIT 9/27/2010 12:03:29 PM, rgaray, Action Type : N/A

Case History

Case ID : N032010-08-2501182

Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

request POP for repairs - P23 \$\$

*** CASE MODIFY 9/27/2010 12:03:34 PM, rgaray
into WIP recall completed and Status of Solving.

*** NOTES 9/28/2010 10:23:46 AM, rgaray, Action Type : Call to Customer

I called the daytime number and left a message. When I checked the credit card receipt, I noticed that it shows the last 4 digits of the card but no customer name. I informed the customer that AHM needs to see the name on the card that was used as payment to know who the reimbursement would be made out to. I informed the customer that the easiest way would be to submit a copy of the credit card statement. They can block out the account number and any private information they don't want seen, as long as AHM can see their name and the transaction paid for the repairs in question.

AHM will require a statement for both repairs completed at the IRF. I provided our fax number of (909) 664-9009 along with my contact information.
Call ended.

*** CASE FULFILL 9/28/2010 10:23:51 AM, rgaray
Fulfilled for [REDACTED] due 09/28/2010 12:00:00 AM.

*** COMMIT 9/28/2010 10:23:52 AM, rgaray, Action Type : N/A
POP received yet? - P23 \$\$

*** CASE MODIFY 9/28/2010 10:24:05 AM, rgaray
into WIP recall completed and Status of Solving.

*** CASE FULFILL 9/30/2010 1:03:09 PM, rgaray
Fulfilled for [REDACTED] due 10/04/2010 12:00:00 AM.

*** NOTES 9/30/2010 1:04:18 PM, rgaray, Action Type : Note-Resolution

The customer is requesting reimbursement for repairs but the customer has not returned my calls and has not submitted all the required documents.

This case is being closed pending the customer's proof of payment received showing her name and the amount paid for the repairs.

*** CASE MODIFY 9/30/2010 1:04:21 PM, rgaray
into WIP recall completed and Status of Solving.

*** SUBCASE N032010-08-2501182-2 CLOSE 9/30/2010 1:04:22 PM, rgaray
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/30/2010 1:04:22 PM, rgaray
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/14/2010 10:12:43 AM, vsegura
with Condition of Open and Status of Solving.

*** NOTES 10/14/2010 10:16:31 AM, vsegura, Action Type : Letter/Fax

AHM received fax cover page and copy of the customer's bank statement, dated 08/03/2010 - 09/01/2010 as proof of payment.

AHM received a copy of the customer's credit card billing statement, dated 10/12/2009 - 11/11/2009 as proof of payment.

No other documents were received.

*** CASE MODIFY 10/14/2010 10:16:34 AM, vsegura

Case History

Case ID : N032010-08-2501182

Case Title : 05J [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

into WIP default and Status of Solving.

*** CASE DISPATCH 10/14/2010 10:16:39 AM, vsecura
from WIP default to Queue Chino Team CA.

*** CASE YANKED 10/15/2010 6:07:07 AM, rgaray
Yanked by rgaray into WIPbin default.

*** NOTES 10/15/2010 9:50:51 AM, rgaray, Action Type : Call to Customer
Additional documents received and will be reviewed.

*** NOTES 10/15/2010 1:45:58 PM, rgaray, Action Type : Note-Third Party

I called Wyatts Automotive @ (610) 268-3846 and spoke with Mel. I introduced myself and the reason for my call regarding the customer's reimbursement request. I informed them that the customer paid for repairs at their facility which may have been covered under a recall from AHM. I am calling to confirm and discuss the repairs for possible reimbursement to the customer. He confirmed the customer came in and they replaced the headlight switch a couple times for the customer. I explained that on the most recent visit the entire wiring harness was replaced, but only one wire may need to be replaced. He confirmed the customer paid for the repairs. Call ended.

*** NOTES 10/15/2010 1:50:48 PM, rgaray, Action Type : Note-General

Verified customer falls under campaign and it has already been completed. The customer's proof of payment is a copy of her bank statement showing her name and the transaction paid to Wyatts Automotive.

The customer sent in documentation for the repair related to the combination light switch recall for reimbursement consideration for the cost incurred due to the repair. In the interest of customer satisfaction, AHM will review the customer's request for reimbursement as per the new direction provided after the recall has already been completed once. Customer is requesting reimbursement from 2 repairs.

The customer is eligible for reimbursement for the combination light switch repair.

Repair order #1 dated 10/27/09

Parts:	\$63.42
Labor:	\$127.75
Shop supplies:	\$4.62

Total: <input type="checkbox"/>	\$195.79
Tax:	\$11.75

Grand total eligible: \$207.54 X 2 = \$415.08

The second repair order on 08/30/10 included replacement of the entire wiring harness which is not covered under the recall. The recall correction is to replace the RED/WHT wire in the headlight wire harness, and if needed, the 16P headlight wire harness connector. There was additional labor charged as well which is not covered, so I will submit for reimbursement for the amount covered under the recall which can be double the first repair.

The customer is seeking reimbursement for the combination light switch replacement, and the recall per S/B #04-015 has already been completed as of 06/04/04. The invoice states the combination light switch was replaced at Wyatt's Automotive on 10/27/09 and 08/30/10. I verified the repairs with Wyatt's Automotive and that the customer paid for the repair. Based on the information provided and AHM's new assistance procedure, the customer's request will be

Case History

Case ID : N032010-08-2501182

Case Title : 05J [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

further reviewed by my team lead.

*** COMMIT 10/15/2010 1:51:35 PM, rgaray, Action Type : N/A
confirm amount and address - P23

*** CASE MODIFY 10/15/2010 1:52:02 PM, rgaray
into WIP default and Status of Solving.

*** CASE CREATE 10/15/2010 1:53:00 PM, rgaray
Number = N032010-08-2501182-3, Created in WIP default with due date 10/16/2010 01:53:00 PM..

*** SUBCASE N032010-08-2501182-3 CREATE 10/15/2010 1:53:00 PM, rgaray, Action Type :
Created in WIP default with due date 10/16/2010 01:53:00 PM.

*** SUBCASE N032010-08-2501182-3 MODIFY 10/15/2010 1:53:45 PM, rgaray
into WIP default and Status of Solving.

*** CASE MODIFY 10/15/2010 1:53:53 PM, rgaray
into WIP default and Status of Solving.

*** NOTES 10/18/2010 2:15:12 PM, rgaray, Action Type : Call to Customer
I attempted to reach the customer on the daytime number but there was no answer. I will try again later. Call ended.

*** CASE FULFILL 10/18/2010 2:15:17 PM, rgaray
Fulfilled for [REDACTED] due 10/18/2010 12:00:00 AM.

*** COMMIT 10/18/2010 2:15:18 PM, rgaray, Action Type : N/A
confirm amount and address - P23

*** CASE MODIFY 10/18/2010 2:15:35 PM, rgaray
into WIP 04-015 - P23 and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/20/2010 9:37:00 AM, rgaray
CAMPAIGN CHECK 10/20/2010 09:37:00 AM rgaray
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/04/04; FX;
08-093; Q96; DRIVERS AIRBAG INFLATOR; ; ;

*** NOTES 10/20/2010 9:38:29 AM, rgaray, Action Type : Call to Customer
I called the daytime number and left a message. I provided my contact information and requested a call back. Call ended.

*** CASE FULFILL 10/20/2010 9:38:35 AM, rgaray
Fulfilled for [REDACTED] due 10/19/2010 12:00:00 AM.

*** COMMIT 10/20/2010 9:38:36 AM, rgaray, Action Type : N/A
confirm amount and address - P23 \$\$

*** CASE MODIFY 10/20/2010 9:38:56 AM, rgaray
into WIP 04-015 - P23 and Status of Solving.

*** NOTES 10/20/2010 11:42:06 AM, rgaray, Action Type : Call from Customer
I received a message from the customer requesting a call back at the daytime number. Call ended.

*** NOTES 10/20/2010 12:09:10 PM, rgaray, Action Type : Call to Customer

Case History

Case ID : N032010-08-2501182

Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

I attempted to reach the customer on the daytime number but there was no answer. I will try again later. Call ended.

*** CASE FULFILL 10/20/2010 12:09:36 PM, rgaray

Fulfilled for [REDACTED] due 10/25/2010 12:00:00 AM.

*** COMMIT 10/20/2010 12:09:37 PM, rgaray, Action Type : N/A

confirm amount and address - P23 \$\$

*** CASE MODIFY 10/20/2010 12:09:43 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 10/25/2010 12:30:42 PM, rgaray, Action Type : Call to Customer

I called the daytime number and left a message. I provided my contact information and call ended.

*** CASE FULFILL 10/25/2010 12:31:16 PM, rgaray

Fulfilled for [REDACTED] due 10/22/2010 12:00:00 AM.

*** COMMIT 10/25/2010 12:31:17 PM, rgaray, Action Type : N/A

confirm amount and address - P23 \$\$

*** CASE MODIFY 10/25/2010 12:31:30 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 10/25/2010 12:40:04 PM, rgaray, Action Type : Note-General

As confirmed per targetbase, the customer is the original owner and has around 7 Honda service visits.

*** CASE CAMPAIGN LOOKUP 10/25/2010 12:59:07 PM, rgaray

CAMPAIGN CHECK 10/25/2010 12:59:07 PM rgaray

The following Campaign information was found

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

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

*** NOTES 10/25/2010 1:19:49 PM, rgaray, Action Type : Call from Customer

I received a call back from the customer to follow up. I informed her I have reviewed the repair orders and her case. I explained that from the first repair order the IRF replaced the combination light switch and charged labor for a total of \$207.54. I explained that the combination light switch recall includes the combination light switch along with a RED/WHT wire in the headlight wire harness, and if needed, the 16P headlight wire harness connector. I explained that on the second visit, the IRF charged her for the entire wiring harness which is not covered under the recall. I explained that AHM can double the amount of \$207.54 to cover both visits since that is the closest repair eligible to be covered.

She stated they replaced the entire harness because it was so badly burned and had to be replaced for the vehicle to be operable. She explained that the IRF even tried to go to a junk yard to assist her but all those civics had the same wiring all burned up and they couldn't use any of the harness. She stated she can mail AHM the wiring harness since the IRF gave it to her. She strongly feels this should be covered since it stemmed from the problem of the recall. She stated since the recall was already completed back in 2004, she had the problem reoccur two more times and she lost her low beams while driving.

I informed her I can review her request with my supervisor to see if AHM can make an exception. I will follow up once I have an update. Call ended.

*** CASE FULFILL 10/25/2010 1:39:26 PM, rgaray

Fulfilled for [REDACTED] due 10/27/2010 12:00:00 AM.

*** COMMIT 10/25/2010 1:39:28 PM, rgaray, Action Type : N/A

Case History

Case ID : N032010-08-2501182

Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

review case with supervisor - P23 \$\$

*** CASE MODIFY 10/25/2010 1:39:44 PM, rgaray
into WIP 04-015 - P23 and Status of Solving.

*** NOTES 10/26/2010 2:22:42 PM, rgaray, Action Type : Note-General

After review with my supervisor, AHM will review for reimbursement for the full amount for the customer.

*** NOTES 10/26/2010 2:23:05 PM, rgaray, Action Type : Call to Customer

I called the daytime number and left a detailed message. I provided my contact information and requested a call back to review the case. Call ended.

*** CASE FULFILL 10/26/2010 2:23:22 PM, rgaray

Fulfilled for [REDACTED] due 10/26/2010 12:00:00 AM.

*** COMMIT 10/26/2010 2:23:24 PM, rgaray, Action Type : N/A

confirm address - P23 \$\$

*** CASE MODIFY 10/26/2010 2:23:38 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 10/28/2010 10:19:02 AM, rgaray, Action Type : Note-General

The customer is eligible for reimbursement as follows:

Repair order #1 dated 10/27/09:

Parts:	\$63.42
Labor:	\$127.75
Shop supplies:	\$4.62

Total:	\$195.79
Tax:	\$11.75

Grand total eligible: \$207.54

Repair order #2 dated 08/30/10:

Parts:	\$197.47
Labor:	\$284.90
Shop supplies:	\$0.00

Total:	\$482.37
Tax:	\$28.94

Grand total eligible: \$511.31

GRAND TOTAL ELIGIBLE FOR BOTH REPAIRS = \$718.85

*** SUBCASE N032010-08-2501182-3 DISPATCH 10/28/2010 10:34:46 AM, rgaray

Case History

Case ID : N032010-08-2501182

Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

from WIP SUBCASES to Queue Check Req - H. Acosta.

*** NOTES 10/28/2010 10:35:05 AM, rgaray, Action Type : Note-General

The check request has been submitted for approval.

*** CASE FULFILL 10/28/2010 10:35:51 AM, rgaray

Fulfilled for [REDACTED] due 10/28/2010 12:00:00 AM.

*** COMMIT 10/28/2010 10:35:54 AM, rgaray, Action Type : N/A

check request approved? - P23 \$\$

*** CASE MODIFY 10/28/2010 10:36:13 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** SUBCASE N032010-08-2501182-3 NOTES 10/28/2010 11:40:54 AM, hacosta, Action Type : Note-General

The check req subcase was reviewed and sent to the sups for approval.

*** SUBCASE N032010-08-2501182-3 FORWARD 10/28/2010 11:41:07 AM, hacosta

from Queue Check Req - H. Acosta to Queue Check Req - M. Whitaker.

*** SUBCASE N032010-08-2501182-3 10/28/2010 12:57:54 PM, mwhitake, Action Type :

Check Requisition for 718.85 \$ submitted

Check Requisition for 718.85 \$ submitted by mwhitake

*** SUBCASE N032010-08-2501182-3 FORWARD 10/28/2010 12:58:06 PM, mwhitake

from Queue Check Req - M. Whitaker to Queue Check Approved - Sat.

*** SUBCASE N032010-08-2501182-3 RULE ACTION 10/29/2010 9:34:46 AM, sa

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

*** SUBCASE N032010-08-2501182-3 RULE ACTION 10/30/2010 8:34:46 AM, sa

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

*** SUBCASE N032010-08-2501182-3 COMMIT 11/1/2010 8:00:51 AM, rgaray, Action Type : External Commitment

Check processed for check_req_no = 9370 on 2010-10-29-00.00.00.000000

*** NOTES 11/2/2010 9:12:00 AM, vsegura, Action Type : Note-General

Check #1881806 totaling \$718.85 was mailed on 11/03/10.

*** SUBCASE N032010-08-2501182-3 ACCEPT 11/2/2010 9:12:06 AM, vsegura

from Queue Check Approved - Sat to WIP default.

*** SUBCASE N032010-08-2501182-3 ASSIGN 11/2/2010 9:12:14 AM, vsegura

N032010-08-2501182-3 to rgaray, WIP

*** SUBCASE N032010-08-2501182-3 RULE ACTION 11/2/2010 9:12:14 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 11/2/2010 10:12:36 AM, rgaray

Fulfilled for [REDACTED] due 11/01/2010 12:00:00 AM.

*** NOTES 11/2/2010 10:14:18 AM, rgaray, Action Type : Call to Customer

I called the daytime number and left a message. I informed the customer that their reimbursement check has been received and will be mailed out as of tomorrow.

Call ended.

Case History

Case ID : N032010-08-2501182

Case Title : 05J - [REDACTED] COMBINATION LIGHT SWITCH RECALL COMPLETED/REI

*** NOTES 11/2/2010 10:15:18 AM, rgaray, Action Type : Note-Resolution

The customer was seeking reimbursement for the combination light switch replacement, and the recall per S/B #04-015 has already been completed as of 06/04/04.

The invoice states the combination light switch was replaced at Wyatt's Automotive on 10/27/09 and 08/30/10. I verified the repairs with Wyatt's Automotive and that the customer paid for the repair. The customer is eligible and check # [REDACTED] totaling \$718.85 was mailed on 11/03/10.

The customer is not requesting any further assistance. This case will be closed.

*** SUBCASE N032010-08-2501182-3 FULFILL 11/2/2010 10:15:22 AM, rgaray

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

*** CASE MODIFY 11/2/2010 10:15:35 AM, rgaray

into WIP Check Reqs and Status of Solving.

*** SUBCASE N032010-08-2501182-3 CLOSE 11/2/2010 10:15:36 AM, rgaray

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/2/2010 10:15:36 AM, rgaray

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 :	N032004-09-0900445	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/9/2004 9:28:37 AM
Case Originator :	JoNathan Johnson (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	11/9/2004 9:46:48 AM
Case Owner :	Ron Robbins (Team SM)	Method :	Phone	Queue :		Days Open :	61
Last Closed By :	Ron Robbins (Team SM)	Point of Origin :	Customer	Wipbin :			
Case Title :	6K [REDACTED] - 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 : ROCK HILL, SC [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 : ES2671JW / A
Miles / Hours : 94,000
In Service Date : 05/20/2001
Months In Use : 40
Engine Number : D17A21506693
Originating Dealer No. / Name : 206642 / LAPOINTE HONDA CO.
Selling Dealer No. / Name : 206642 / LAPOINTE HONDA CO.
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 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
N032004-09-0900445-1 / [REDACTED] - C	Subcase Close	Campaign	Eligibility	712	Headlights
N032004-09-0900445-2 / [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032004-09-0900445-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jerome Mark	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/9/2004 12:13:20 PM
Issue Owner : Jerome Mark	Type 2 : Eligibility	Queue :	Close Date : 9/9/2004 12:13:46 PM
Issue Title : [REDACTED]	- CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : Provided Information, 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

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

Run Date : 03/06/2012

Issue Details

Issue ID : N032004-09-0900445-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/28/2004 8:23:58 AM
Issue Owner : Ron Robbins	Type 2 : Eligibility	Queue :	Close Date : 11/9/2004 9:46:45 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 /
Temperament Code :
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

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

Check Req Info :

Check Requisition No. : 8819
Primary Amount : \$170.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$170.00
Approved By : tbowes
Approval Date : 11/4/2004
Status : PROCESSED
Check No. : 1446498
Check Date : 11/5/2004

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

Case History

Case ID : N032004-09-0900445

Case Title : 6K [REDACTED] REIMBURSEMENT REQUEST

*** CASE CREATE 9/9/2004 9:28:37 AM, jjohnso1

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

*** NOTES 9/9/2004 9:36:01 AM, jjohnso1, Action Type : Call from Customer

Customer called and is seeking reimbursement for the repairs he had completed on his vehicle for the combination light switch even though there had been a recall issued on the vehicle for the combination light switch.

I searched the customer's VIN via CICS and I verified that his vehicle is affected by that particular recall.

The customer stated that he never received a notice for the recall.

I checked the customer's contact information and the customer informed me that the contact information that American Honda had was incorrect.

I then updated the contact information and verified that it was now correct.

I informed the customer that I would send his case to a case manager and that the case manager will contact him within 3-5 business days regarding his reimbursement.

The customer was pleased and thanked me for my help.

I thanked him for calling and the call ended.

I am assigning the case to my supervisor.

*** CASE EXTENDED WARRANTY LOOKUP 9/9/2004 9:36:05 AM, jjohnso1

WARRANTY CHECK 09/09/2004 09:36:05 AM jjohnso1

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/9/2004 9:36:08 AM, jjohnso1

CLAIM HISTORY CHECK 09/09/2004 09:36:08 AM jjohnso1

No data found for VIN.

*** CASE VSC LOOKUP 9/9/2004 9:36:12 AM, jjohnso1

VSC-CUC CHECK 09/09/2004 09:36:12 AM jjohnso1

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/9/2004 9:36:18 AM, jjohnso1

CAMPAIGN CHECK 09/09/2004 09:36:18 AM jjohnso1

The following Campaign information was found

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

*** CASE MODIFY 9/9/2004 9:36:33 AM, jjohnso1

into WIP default and Status of Solving.

*** NOTES 9/9/2004 9:38:06 AM, jjohnso1, Action Type : Call from Customer

The customer stated that he did not have his vehicle repaired at a certified Honda dealership however he stated that he can provide receipts if necessary.

The customer stated that he had the vehicle repaired at a shop named Kirk Brown & Sons.

Case History

Case ID : N032004-09-0900445

Case Title : 6K [REDACTED] - REIMBURSEMENT REQUEST

*** CASE MODIFY 9/9/2004 9:38:09 AM, jjohnso1
into WIP default and Status of Solving.
*** CASE ASSIGN 9/9/2004 9:38:14 AM, jjohnso1
N032004-09-0900445 to jmark, WIP
*** CASE RULE ACTION 9/9/2004 9:38:15 AM, sa
Action Task Assignee of rule Assign Notification fired
*** CASE ASSIGN 9/9/2004 10:53:36 AM, jmark
N032004-09-0900445 to jjohnso1, WIP CURRENT TIMESTAMP
*** CASE RULE ACTION 9/9/2004 10:53:38 AM, sa
Action Task Assignee of rule Assign Notification fired
*** NOTES 9/9/2004 10:58:20 AM, jjohnso1, Action Type : Call from Customer
I informed the customer that he needed to send the following information to the Torrance Campus.

Repair Receipts

VIN Number

Name

Vehicle Model & Year

*** CASE ASSIGN 9/9/2004 11:00:30 AM, jjohnso1
N032004-09-0900445 to jmark, WIP [REDACTED]
*** CASE RULE ACTION 9/9/2004 11:00:31 AM, sa
Action Task Assignee of rule Assign Notification fired
*** CASE CREATE 9/9/2004 12:13:20 PM, jmark
Number = N032004-09-0900445-1, Created in WIP default with due date 09/10/2004 12:13:20 PM..
*** SUBCASE N032004-09-0900445-1 CREATE 9/9/2004 12:13:20 PM, jmark, Action Type :
Created in WIP default with due date 09/10/2004 12:13:20 PM.
*** SUBCASE N032004-09-0900445-1 MODIFY 9/9/2004 12:13:42 PM, jmark
into WIP default and Status of Solving.
*** SUBCASE N032004-09-0900445-1 CLOSE 9/9/2004 12:13:46 PM, jmark
Status = Solving, Resolution Code = Instruction Given
*** CASE CAMPAIGN LOOKUP 9/9/2004 12:13:51 PM, jmark
CAMPAIGN CHECK 09/09/2004 12:13:50 PM jmark
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;
*** CASE CLOSE 9/9/2004 12:13:58 PM, jmark
Status = Closed, Resolution Code = Instruction Given, State = Open
*** CASE REOPEN 10/15/2004 1:32:55 PM, Awilli01
with Condition of Open and Status of Solving.

Case History

Case ID : N032004-09-0900445

Case Title : 6K [REDACTED] REIMBURSEMENT REQUEST

*** NOTES 10/15/2004 1:34:14 PM, Awilli01, Action Type : Letter/Fax

On Friday October 15, 2004, a fax was received from the customer and forwarded to the corresponding team or case manager. TEAM G

*** CASE DISPATCH 10/15/2004 2:02:02 PM, Awilli01

from WIP Incoming Cases to Queue Team G.

*** CASE RULE ACTION 10/16/2004 1:02:02 PM, sa

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

*** CASE RULE ACTION 10/17/2004 1:02:02 PM, sa

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

*** CASE ACCEPT 10/18/2004 6:03:06 AM, jswedlun

from Queue Team G to WIP default.

*** CASE MODIFY 10/18/2004 6:03:38 AM, jswedlun

into WIP default and Status of Solving.

*** CASE ASSIGN 10/18/2004 6:03:42 AM, jswedlun

N032004-09-0900445 to rrobbins, WIP e

*** CASE RULE ACTION 10/18/2004 6:03:44 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 10/18/2004 8:26:20 AM, rrobbins, Action Type : N/A

Review reimb

*** CASE MODIFY 10/18/2004 8:26:33 AM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY COMMITMENT 10/27/2004 6:38:17 AM, rrobbins

with [REDACTED] due 10/28/2004 12:00:00 AM.

*** CASE CAMPAIGN LOOKUP 10/28/2004 8:10:09 AM, rrobbins

CAMPAIGN CHECK 10/28/2004 08:10:09 AM rrobbins

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-09-17; FX

*** SUBCASE N032004-09-0900445-2 CREATE 10/28/2004 8:23:58 AM, rrobbins

Created in WIP Default with Due Date 10/28/2004 8:23:58 AM.

*** CASE FULFILL 10/28/2004 8:26:37 AM, rrobbins

Fulfilled for [REDACTED] due 10/28/2004 12:00:00 AM.

*** COMMIT 10/28/2004 8:26:45 AM, rrobbins, Action Type : N/A

Cust call back and give address? Submit check req

*** CASE MODIFY 10/28/2004 8:27:29 AM, rrobbins

into WIP Reimb Requests and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/29/2004 8:20:49 AM, rrobbins

CAMPAIGN CHECK 10/29/2004 08:20:49 AM rrobbins

The following Campaign information was found

Case History

Case ID : N032004-09-0900445

Case Title : 6K [REDACTED] REIMBURSEMENT REQUEST

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-09-17; FX

*** CASE MODIFY 10/29/2004 8:21:23 AM, rrobbins
into WIP Reimb Requests and Status of Solving.

*** CASE MODIFY 10/29/2004 9:50:06 AM, rrobbins
into WIP Reimb Requests and Status of Solving.

*** CASE MODIFY 10/29/2004 9:50:16 AM, rrobbins
into WIP Reimb Requests and Status of Solving.

*** NOTES 10/29/2004 9:50:55 AM, rrobbins, Action Type : Call from Customer
Cust caled, verified address, and thanked me for our response
Cust ok

*** CASE FULFILL 10/29/2004 9:51:05 AM, rrobbins
Fulfilled for [REDACTED] due 10/29/2004 12:00:00 AM.

*** COMMIT 10/29/2004 9:51:09 AM, rrobbins, Action Type : N/A
check sent?

*** CASE MODIFY 10/29/2004 9:51:25 AM, rrobbins
into WIP Reimb Requests and Status of Solving.

*** SUBCASE N032004-09-0900445-2 DISPATCH 10/29/2004 9:52:55 AM, rrobbins
from WIP Reimb Requests to Queue Ck Req - Bowes.

*** CASE MODIFY 10/29/2004 9:53:15 AM, rrobbins
into WIP Reimb Requests and Status of Solving.

*** SUBCASE N032004-09-0900445-2 RULE ACTION 10/30/2004 7:52:55 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032004-09-0900445-2 RULE ACTION 10/31/2004 8:52:55 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N032004-09-0900445-2 11/4/2004 12:52:01 PM, tbowes, Action Type :
Check Requisition for 170.00 \$ submitted
Check Requisition for 170.00 \$ submitted by tbowes

*** SUBCASE N032004-09-0900445-2 RETURN 11/4/2004 12:52:18 PM, tbowes
from Queue Ck Req - Bowes to WIP Dispatched Cases.

*** SUBCASE N032004-09-0900445-2 COMMIT 11/8/2004 8:03:24 AM, rrobbins, Action Type : External Commitment
Check processed for check_req_no = 8819 on 2004-11-05-00.00.00.000000

*** NOTES 11/8/2004 9:22:45 AM, Awilli01, Action Type : Call to Customer
Left a voice message informing customer that check # [REDACTED] in the amount of \$ is to be mailed out on Monday November 08, 2004.

*** SUBCASE N032004-09-0900445-2 CLOSE 11/9/2004 9:46:45 AM, rrobbins
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/9/2004 9:46:48 AM, rrobbins
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-07-3101369	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/31/2008 2:20:59 PM
Case Originator :	Andrea Garcia (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/31/2008 2:26:59 PM
Case Owner :	Andrea Garcia (Team CF)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Andrea Garcia (Team CF)	Point of Origin :	Customer	Wipbin :			
Case Title :	08A [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 : FOND DU LAC, WI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES25701L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours :
In Service Date : 09/17/2001
Months In Use : 82
Engine Number : D17A21507008
Originating Dealer No. / Name : 207671 / DAVID HOBBS HONDA
Selling Dealer No. / Name : 207671 / DAVID HOBBS HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208067 / BERGSTROM HONDA
Phone No. : 920-236-1000
Address : 3285 S.WASHBURN STREET
City / State / Zip : OSHKOSH, WI 54904
Svc District / Sls District : 08A / D08
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
N032008-07-3101369-1 [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-07-3101369-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/31/2008 2:22:33 PM
Issue Owner : Andrea Garcia	Type 2 : Eligibility	Queue :	Close Date : 7/31/2008 2:26:59 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 : N032008-07-3101369

Case Title : 08A [REDACTED] - HEADLIGHT RECALL INQUIRY

*** CASE CREATE 7/31/2008 2:20:59 PM, agarci01

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

*** CASE EXTENDED WARRANTY LOOKUP 7/31/2008 2:21:01 PM, agarci01

WARRANTY CHECK 07/31/2008 02:21:01 PM agarci01

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/31/2008 2:21:04 PM, agarci01

CLAIM HISTORY CHECK 07/31/2008 02:21:04 PM agarci01

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/31/2008 2:21:08 PM, agarci01

CAMPAIGN CHECK 07/31/2008 02:21:08 PM agarci01

The following Campaign information was found

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

*** CASE VSC LOOKUP 7/31/2008 2:21:09 PM, agarci01

VSC-CUC CHECK 07/31/2008 02:21:09 PM agarci01

No data found for VIN.

*** CASE MODIFY 7/31/2008 2:21:59 PM, agarci01

into WIP default and Status of Solving.

*** CASE CREATE 7/31/2008 2:22:33 PM, agarci01

Number = N032008-07-3101369-1, Created in WIP default with due date 08/01/2008 02:22:33 PM..

*** SUBCASE N032008-07-3101369-1 CREATE 7/31/2008 2:22:33 PM, agarci01, Action Type :

Created in WIP default with due date 08/01/2008 02:22:33 PM.

*** SUBCASE N032008-07-3101369-1 MODIFY 7/31/2008 2:22:36 PM, agarci01

into WIP default and Status of Solving.

*** NOTES 7/31/2008 2:26:32 PM, agarci01, Action Type : Call from Customer

The customer contacted regarding his low beam switch. I updated name address and phone number [REDACTED] through CRMS. The customer stated that he has checked all his fuses and the bulbs. The customer stated that his high beams work but not his low beams. The customer stated that he just now noticed it today. The customer stated that AHM issued a recall for it and if i had further information. I informed customer that per vin he does have a recall for the combination light switch. I informed customer that he can take his vehicle to his Honda dealer to have recall performed. I provided dealer contact information to BERGSTROM HONDA. The customer had no further questions. Call ended.

*** NOTES 7/31/2008 2:26:55 PM, agarci01, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer will be contacting your office regarding recall for combination 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 : N032008-07-3101369

Case Title : 08A [REDACTED] HEADLIGHT RECALL INQUIRY

Andrea Garcia
Automobile Customer Service

*** SUBCASE N032008-07-3101369-1 CLOSE 7/31/2008 2:26:59 PM, agarci01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/31/2008 2:26:59 PM, agarci01

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-09-0201716	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/2/2009 3:29:30 PM
Case Originator :	Tanishia Santana (Team PB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/2/2009 4:03:48 PM
Case Owner :	Tanishia Santana (Team PB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Tanishia Santana (Team PB)	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 : LONGMONT, CO [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 : 130,000
In Service Date : 05/12/2001
Months In Use : 100
Engine Number : D17A11568408
Originating Dealer No. / Name : 206952 / MUNGENAST ST. LOUIS HONDA
Selling Dealer No. / Name : 206952 / MUNGENAST ST. LOUIS HONDA
Trim : LX SSRS
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. :

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
N032009-09-0201716-1 / [REDACTED]	CAM Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-09-0201716-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/2/2009 4:03:40 PM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 9/2/2009 4:03:48 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 : N032009-09-0201716

Case Title : [REDACTED] P23

*** CASE CREATE 9/2/2009 3:29:30 PM, tsantana

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

*** CASE EXTENDED WARRANTY LOOKUP 9/2/2009 3:29:33 PM, tsantana

WARRANTY CHECK 09/02/2009 03:29:33 PM tsantana

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/2/2009 3:29:36 PM, tsantana

CLAIM HISTORY CHECK 09/02/2009 03:29:36 PM tsantana

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/2/2009 3:29:41 PM, tsantana

CAMPAIGN CHECK 09/02/2009 03:29:41 PM tsantana

The following Campaign information was found

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

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 9/2/2009 3:29:42 PM, tsantana

VSC-CUC CHECK 09/02/2009 03:29:42 PM tsantana

No data found for VIN.

*** CASE MODIFY 9/2/2009 3:29:46 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 9/2/2009 3:33:06 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 9/2/2009 3:50:09 PM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 9/2/2009 3:58:05 PM, tsantana

into WIP Default and Status of Solving.

*** NOTES 9/2/2009 4:02:59 PM, tsantana, Action Type : Call from Customer

[REDACTED] contacted AHM with concerns of his low beam headlights not working. I updated the contact info and asked if he could go into detail with his concern. He stated that he had a concern with his low beam headlights not functioning. He had them repaired once, but is having a problem again. He stated that he was informed that there was a recall for this concern and would like to verify if his vehicle is affected by the recall. I informed him that his vehicle is affected by the recall. I informed him that he could contact his local dealer to have the concern taken care of. He understood and stated thank you. I asked if he had any additional questions and he stated no. I thanked him for calling AHM and the call ended.

Customer was informed of the OPDS warranty ext.

*** CASE CREATE 9/2/2009 4:03:40 PM, tsantana

Number = N032009-09-0201716-1, Created in WIP Default with due date 09/03/2009 04:03:40 PM..

*** SUBCASE N032009-09-0201716-1 CREATE 9/2/2009 4:03:40 PM, tsantana, Action Type :

Created in WIP Default with due date 09/03/2009 04:03:40 PM.

*** SUBCASE N032009-09-0201716-1 MODIFY 9/2/2009 4:03:44 PM, tsantana

into WIP Default and Status of Solving.

Case History

Case ID : N032009-09-0201716

Case Title : [REDACTED] - P23

*** CASE MODIFY 9/2/2009 4:03:47 PM, tsantana
into WIP Default and Status of Solving.

*** SUBCASE N032009-09-0201716-1 CLOSE 9/2/2009 4:03:48 PM, tsantana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/2/2009 4:03:48 PM, tsantana
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-07-2700713	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/27/2005 11:03:22 AM
Case Originator :	Lester Lara (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/3/2005 1:12:42 PM
Case Owner :	Don Pippin (Team HD)	Method :	Phone	Queue :		Days Open :	7
Last Closed By :	Don Pippin (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	5J 533 [REDACTED]	COMBINATION LIGHT SWITCH /GOODWILL	No. of Attachments :	0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267X1L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 40,000
In Service Date : 08/17/2001
Months In Use : 47
Engine Number : D17A21510213
Originating Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER
Selling Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER
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 : 207533 / SCOTT HONDA OF WEST CHESTER
Phone No. : 610-692-6000
Address : 706 AUTOPARK BLVD.
City / State / Zip : WEST CHESTER, PA 19382
Svc District / Sls District : 05J / C05
Warranty Labor Rate / Date : \$109.00 /
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
N032005-07-2700713-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

3rd Party Info :

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

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032005-07-2700713-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Herbert Webb	Type 1 : Product	Status : Subcase Close	Open Date : 7/27/2005 1:01:56 PM
Issue Owner : Don Pippin	Type 2 : Operation	Queue :	Close Date : 8/3/2005 1:12:40 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : 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 : N032005-07-2700713

Case Title : 5J 533 [REDACTED] COMBINATION LIGHT SWITCH /GOODWILL

*** CASE CREATE 7/27/2005 11:03:22 AM, llara

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

*** NOTES 7/27/2005 11:03:23 AM, llara, Action Type :

The customer is calling to find out what is the lifetime of the combination light switch.

*** CASE VSC LOOKUP 7/27/2005 11:03:46 AM, llara

VSC-CUC CHECK 07/27/2005 11:03:46 AM llara

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/27/2005 11:03:55 AM, llara

CAMPAIGN CHECK 07/27/2005 11:03:55 AM llara

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-07; FX

*** CASE CLAIMS LOOKUP 7/27/2005 11:04:04 AM, llara

CLAIM CHECK 07/27/2005 11:04:04 AM llara

The following Claim History information was found

0; 2003-08-21; 207533; 541925; 510; 112100 ; ENGINE MOUNT (ALL) - REPLACE.

PER JIM B. AS OF 9/22/03

*** CASE EXTENDED WARRANTY LOOKUP 7/27/2005 11:04:07 AM, llara

WARRANTY CHECK 07/27/2005 11:04:07 AM llara

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/27/2005 11:05:12 AM, llara

CAMPAIGN CHECK 07/27/2005 11:05:12 AM llara

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-07; FX

*** CASE CAMPAIGN LOOKUP 7/27/2005 11:05:29 AM, llara

CAMPAIGN CHECK 07/27/2005 11:05:29 AM llara

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-07; FX

*** CASE MODIFY 7/27/2005 11:09:38 AM, llara

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/27/2005 11:18:12 AM, llara

CAMPAIGN CHECK 07/27/2005 11:18:12 AM llara

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-07; FX

*** NOTES 7/27/2005 11:21:00 AM, llara, Action Type : Call from Customer

The customer stated that while she was driving her vehicle started to smoke and the smoke was coming from the steering wheel. The customer stated that she pulled over and once the smoke cleared she started to drive again and noticed that she did not have any low beams but the high beams did work. The customer stated that she took her vehicle to Scott Honda Of Westchester on 07/26/05 and spoke to Jack, service adviser. The customer stated that Jack informed her that she has a defective light switch and would need to replace it at a cost of \$230.00. This vehicle was affected by the Combination Light Switch Safety Recall which was performed on 06/07/04. The customer stated that she was informed by Jack to contact AHM for Goodwill assistance. I advised

Case History

Case ID : N032005-07-2700713

Case Title : 5J 533 [REDACTED] COMBINATION LIGHT SWITCH /GOODWILL

the customer that I will open this case and dispatch it to Torrance for further review. I provided the customer with the case number for reference. The customer was very satisfied with my assistance and had no other questions or concerns and thanked me.

*** NOTES 7/27/2005 11:22:25 AM, llara, Action Type : Note-General

I am dispatching this case to Honda Team A for further assistance. The case manager that handles district 5J is HERBERT WEBB.

*** CASE MODIFY 7/27/2005 11:23:35 AM, llara
into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2005 11:23:40 AM, llara
into WIP default and Status of Solving.

*** NOTES 7/27/2005 11:23:54 AM, llara, Action Type : Call from Customer

The customer stated that while she was driving her vehicle started to smoke and the smoke was coming from the steering wheel. The customer stated that she pulled over and once the smoke cleared she started to drive again and noticed that she did not have any low beams but the high beams did work. The customer stated that she took her vehicle to Scott honda Of Westchester on 07/26/05 and spoke to Jack, service adviser. The customer stated that Jack informed her that she has a defective light switch and would need to replace it at a cost of \$230.00.

*** CASE DISPATCH 7/27/2005 11:23:54 AM, llara
from WIP default to Queue Honda Team A.

*** CASE YANKED 7/27/2005 12:50:12 PM, hwebb
Yanked by hwebb into WIPbin default.

*** CASE MODIFY 7/27/2005 12:54:03 PM, hwebb
into WIP default and Status of Solving.

*** SUBCASE N032005-07-2700713-1 CREATE 7/27/2005 1:01:56 PM, hwebb
Created in WIP Default with Due Date 7/27/2005 1:01:56 PM.

*** COMMIT 7/27/2005 1:03:35 PM, hwebb, Action Type : N/A

Call dealer/customer

*** NOTES 7/27/2005 1:05:21 PM, hwebb, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer stated that while she was driving her vehicle started to smoke and the smoke was coming from the steering wheel. The customer stated that she pulled over and once the smoke cleared she started to drive again and noticed that she did not have any low beams but the high beams did work. The customer stated that she took her vehicle to Scott honda Of Westchester on 07/26/05 and spoke to Jack, service adviser. The customer stated that Jack informed her that she has a defective light switch and would need to replace it at a cost of \$230.00.

Please contact me regrding this customers concern.

Thank you for your attention to this matter.

Herbert Webb
Automobile Customer Service

Case History

Case ID : N032005-07-2700713

Case Title : 5J 533- [REDACTED] COMBINATION LIGHT SWITCH /GOODWILL

800 999-1009 x118286

*** SUBCASE N032005-07-2700713-1 MODIFY 8/1/2005 7:15:39 AM, hwebb
into WIP subcases and Status of Solving.

*** CASE YANKED 8/3/2005 9:13:00 AM, dpippin
Yanked by dpippin into WIPbin 1-default.

*** NOTES 8/3/2005 9:13:14 AM, dpippin, Action Type : Call to Dealer
I left a VM for SM, Gary Ernst. Requested an immediate call back to myself to get these issues addressed and resolved.

*** SUBCASE N032005-07-2700713-1 YANKED 8/3/2005 9:16:07 AM, dpippin
Yanked by dpippin into WIPbin 1-default.

*** CASE MODIFY 8/3/2005 9:16:19 AM, dpippin
into WIP 1-default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/3/2005 9:48:19 AM, dpippin
CLAIM CHECK 08/03/2005 09:48:19 AM dpippin
The following Claim History information was found
0; 2005-07-26; 207533; 613855; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 8/3/2005 9:48:34 AM, dpippin
CAMPAIGN CHECK 08/03/2005 09:48:34 AM dpippin
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-07; FX

*** CASE CLAIMS LOOKUP 8/3/2005 9:49:16 AM, dpippin
CLAIM CHECK 08/03/2005 09:49:16 AM dpippin
The following Claim History information was found
0; 2005-07-26; 207533; 613855; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

*** CASE CLAIMS LOOKUP 8/3/2005 9:49:59 AM, dpippin
CLAIM CHECK 08/03/2005 09:49:59 AM dpippin
The following Claim History information was found
0; 2005-07-26; 207533; 613855; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

*** CASE CLAIMS LOOKUP 8/3/2005 9:50:40 AM, dpippin
CLAIM CHECK 08/03/2005 09:50:40 AM dpippin
The following Claim History information was found
0; 2005-07-26; 207533; 613855; 510; 728100 ; TURN SIGNAL/HEADLIGHT SWITCH - REPLACE.

*** NOTES 8/3/2005 9:51:44 AM, dpippin, Action Type : Call to Customer
I left a VM for the customer asking for a call back. From my information, it shows AHM paid for the repair.

*** CASE FULFILL 8/3/2005 9:51:51 AM, dpippin
Fulfilled for [REDACTED] due 08/01/2005 12:00:00 AM.

*** COMMIT 8/3/2005 9:51:52 AM, dpippin, Action Type : N/A
Combination Switch Call Back? Close!

*** CASE MODIFY 8/3/2005 9:52:11 AM, dpippin

Case History

Case ID : N032005-07-2700713

Case Title : 5J 533- [REDACTED] - COMBINATION LIGHT SWITCH /GOODWILL

into WIP 1-default and Status of Solving.

*** NOTES 8/3/2005 1:11:34 PM, dpippin, Action Type : Call from Customer

Customer called me back to say this issue has been resolved and can be closed. Thanked customer for calling back.

*** SUBCASE N032005-07-2700713-1 CLOSE 8/3/2005 1:12:40 PM, dpippin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/3/2005 1:12:42 PM, dpippin

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012003-07-1600965 Division : Honda - Auto Condition : Closed Open Date : 7/16/2003 1:27:05 PM
Case Originator : Mawana Thomas (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 8/14/2003 10:49:42 AM
Case Owner : Lateefah Lintz (Team AA) Method : Phone Queue : Days Open : 29
Last Closed By : Lateefah Lintz (Team AA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - PRODUCT COMPLAINT GOODWILL ASSISTANCE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : LEXINGTON, MA [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 : 45,000
In Service Date : 07/05/2001
Months In Use : 24
Engine Number : D17A21513265
Originating Dealer No. / Name : 208133 / KELLY HONDA
Selling Dealer No. / Name : 207227 / HONDA GALLERY
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 : 207753 / HERB CHAMBERS HONDA OF
Phone No. : 781-273-5000
Address : 33 CAMBRIDGE STREET
City / State / Zip : BURLINGTON, MA 01803
Svc District / Sls District : 09G / C09
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 3 : Not Applicable
Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-07-1600965-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012003-07-1600965-2 / [REDACTED]	Subcase Close	Product	Operation	010	Radio, EQ & CD
N012003-07-1600965-3 / [REDACTED]	Subcase Close	Product	Operation	414	Front Damper
N012003-07-1600965-4 / [REDACTED]	Subcase Close	Product	Operation	118	Alternator

Issue Details

Issue ID : N012003-07-1600965-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rebecca Collins	Type 1 : Product	Status : Subcase Close	Open Date : 7/17/2003 5:59:52 AM
Issue Owner : Lateefah Lintz	Type 2 : Operation	Queue :	Close Date : 8/14/2003 10:49:39 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012003-07-1600965-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rebecca Collins	Type 1 : Product	Status : Subcase Close	Open Date : 7/17/2003 6:00:24 AM
Issue Owner : Lateefah Lintz	Type 2 : Operation	Queue :	Close Date : 8/14/2003 10:49:41 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
Condition Code Desc : CD Player 0104
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern, Assist - Dealer Part
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 : N012003-07-1600965-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rebecca Collins	Type 1 : Product	Status : Subcase Close	Open Date : 7/17/2003 6:01:16 AM
Issue Owner : Lateefah Lintz	Type 2 : Operation	Queue :	Close Date : 8/14/2003 10:49:42 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / Front Damper
Condition Code Desc : Worn/Leaking 4142
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - Dealer Part, Documented Concern
Component Category : 02 - Suspension System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012003-07-1600965-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rebecca Collins	Type 1 : Product	Status : Subcase Close	Open Date : 7/17/2003 6:13:11 AM
Issue Owner : Lateefah Lintz	Type 2 : Operation	Queue :	Close Date : 8/14/2003 10:49:40 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 118 / Alternator
Condition Code Desc : Alternator Fail 1183
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - Dealer Part, Documented Concern
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-07-1600965

Case Title : [REDACTED] PRODUCT COMPLAINT GOODWILL ASSISTANCE

*** NOTES 7/16/2003 1:27:05 PM, mthomas, Action Type :

The cust contacted ACS stating that they are having problems with this vehicle. The cust stated that when the vehicle was within warranty they informed their dealership Herb Chambers Honda that they were having problems with the various parts of the vehicle. The cust stated that now the vehicle is outside of warranty and now both the passenger and driver's side the lights are not working. The cust was informed by the dealership that the vehicle needs front struts, the alternator needs to be replaced. The cust stated that the CD player was not working properly. The cust feels that AHM should assist him with these repairs. The cust stated that some of these problems were present when the vehicle was covered under warranty but at the time the dealership informed him not to worry. The cust car is currently at the dealership. The cust contact person at the dealership is Joan.

I informed the cust that I could forward his case to a case manager for review. I informed the cust that a case manager would follow up with him within 3-5 business days .

*** CASE CREATE 7/16/2003 1:27:05 PM, mthomas

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

*** CASE MODIFY 7/16/2003 1:27:40 PM, mthomas

into WIP default and Status of Solving.

*** NOTES 7/16/2003 1:28:50 PM, mthomas, Action Type : Call from Customer

the cust is requesting goodwill assistance. I informed the cust that his case will be reviewed for possible goodwill assistance.

*** CASE MODIFY 7/16/2003 1:29:33 PM, mthomas

into WIP default and Status of Solving.

*** CASE DISPATCH 7/16/2003 1:29:50 PM, mthomas

from WIP default to Queue Team H.

*** CASE YANKED 7/16/2003 2:27:25 PM, rcolli01

Yanked by rcolli01 into WIPbin default.

*** SUBCASE N012003-07-1600965-1 CREATE 7/17/2003 5:59:52 AM, rcolli01

Created in WIP Default with Due Date 7/17/2003 5:59:52 AM.

*** SUBCASE N012003-07-1600965-2 CREATE 7/17/2003 6:00:24 AM, rcolli01

Created in WIP Default with Due Date 7/17/2003 6:00:24 AM.

*** SUBCASE N012003-07-1600965-3 CREATE 7/17/2003 6:01:16 AM, rcolli01

Created in WIP Default with Due Date 7/17/2003 6:01:16 AM.

*** SUBCASE N012003-07-1600965-4 CREATE 7/17/2003 6:13:11 AM, rcolli01

Created in WIP Default with Due Date 7/17/2003 6:13:11 AM.

*** CASE ASSIGN 7/17/2003 6:14:28 AM, rcolli01

N012003-07-1600965 to hferrell, WIP

*** CASE RULE ACTION 7/17/2003 6:14:29 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-4 ASSIGN 7/17/2003 6:14:32 AM, rcolli01

N012003-07-1600965-4 to hferrell, WIP

*** SUBCASE N012003-07-1600965-4 RULE ACTION 7/17/2003 6:14:33 AM, sa

Case History

Case ID : N012003-07-1600965

Case Title :

PRODUCT COMPLAINT GOODWILL ASSISTANCE

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-3 ASSIGN 7/17/2003 6:14:36 AM, rcolli01

N012003-07-1600965-3 to hferrell, WIP

*** SUBCASE N012003-07-1600965-3 RULE ACTION 7/17/2003 6:14:37 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-2 ASSIGN 7/17/2003 6:14:45 AM, rcolli01

N012003-07-1600965-2 to hferrell, WIP

*** SUBCASE N012003-07-1600965-2 RULE ACTION 7/17/2003 6:14:45 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-1 ASSIGN 7/17/2003 6:14:49 AM, rcolli01

N012003-07-1600965-1 to hferrell, WIP

*** SUBCASE N012003-07-1600965-1 RULE ACTION 7/17/2003 6:14:51 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/22/2003 3:50:27 PM, hferrell, Action Type :

Made to due 07/25/2003 03:50:30 PM.

DCS Follow-Up

*** NOTES 7/22/2003 3:52:00 PM, hferrell, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/25/2003

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

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

The customer contacted ACS stating that they are having problems with this vehicle. The cust stated that when the vehicle was within warranty they informed their dealership Herb Chambers Honda that they were having problems with the various parts of the vehicle. The cust stated that now the vehicle is outside of warranty and now both the passenger and driver's side the lights are not working. The cust was informed by the dealership that the vehicle needs front struts. the alternator needs to be replaced. The cust stated that the CD player was not working properly. The cust feels that AHM should assist him with these repairs.

Q: Has the veh. been diagnosed? What is the serv./maintenance history? Is the customer eligible to receive good will 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.

Harumbe Ferrell

Automobile Customer Service

800-999-1009-118057

*** CASE MODIFY 7/22/2003 3:52:04 PM, hferrell

into WIP New cases and Status of Solving.

*** NOTES 8/1/2003 7:41:27 AM, hferrell, Action Type : Call to Dealer

Case History

Case ID : N012003-07-1600965

Case Title : [REDACTED] - PRODUCT COMPLAINT GOODWILL ASSISTANCE

Customer came in 7/16/03 @48678
I spoke to John serv. advisor.
He said the customer spoke to John, serv. man..

Serv. man. authorized 80%
Customer wanted 100%.

Dlr. goodwill part alternator. Customer was to pay the labor.
Dlr. to pay parts and labor for struts.
Dlr. to cover door checker parts and labor goodwill.

Customer was quoted \$1300 to make repairs.
Customer was given a discount of \$260.

Serv/Maintenance history:
30k serv. 20k serv.
no 40k serv.
oil changes.

*** CASE VSC LOOKUP 8/1/2003 7:41:52 AM, hferrell
VSC-CUC CHECK 08/01/2003 07:41:52 AM hferrell
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/1/2003 7:42:23 AM, hferrell
CLAIM CHECK 08/01/2003 07:42:23 AM hferrell
The following Claim History information was found
0; 2002-12-03; 207753; 004577; 510; 010150 ; RADIO, RADIO/TAPE, OR RADIO/CD PLAYER - REMANUFACTURING
PROGRAM. NOTE: USE AUDIO CUSTOMER CONTENTION CODE

*** NOTES 8/1/2003 7:45:29 AM, hferrell, Action Type : Call to Customer
Left a message explaining the dlr. has all ready offered goodwill assistance.
I directed them to the dlr. to address the issue further.

I left my contact information.

*** CASE FULFILL 8/1/2003 7:45:35 AM, hferrell
Fulfilled for [REDACTED] due 07/25/2003 03:50:30 PM.

*** COMMIT 8/1/2003 7:45:36 AM, hferrell, Action Type : N/A
call customer again

*** CASE MODIFY 8/1/2003 7:48:12 AM, hferrell
into WIP GOOD WILL and Status of Solving.

*** CASE RULE ACTION 8/13/2003 12:27:05 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 8/13/2003 5:18:15 PM, hferrell

Case History

Case ID : N012003-07-1600965

Case Title :

PRODUCT COMPLAINT GOODWILL ASSISTANCE

into WIP GOOD WILL and Status of Solving.

*** CASE ASSIGN 8/13/2003 5:18:20 PM, hferrell

N012003-07-1600965 to Ilintz, WIP □□eC! Ú÷□

*** CASE RULE ACTION 8/13/2003 5:18:21 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-1 ASSIGN 8/13/2003 5:18:46 PM, hferrell

N012003-07-1600965-1 to Ilintz, WIP

*** SUBCASE N012003-07-1600965-1 RULE ACTION 8/13/2003 5:18:48 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-2 ASSIGN 8/13/2003 5:19:08 PM, hferrell

N012003-07-1600965-2 to Ilintz, WIP □"!U@

*** SUBCASE N012003-07-1600965-2 RULE ACTION 8/13/2003 5:19:09 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-3 ASSIGN 8/13/2003 5:19:34 PM, hferrell

N012003-07-1600965-3 to Ilintz, WIP □□eC! Ú÷□

*** SUBCASE N012003-07-1600965-3 RULE ACTION 8/13/2003 5:19:36 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-07-1600965-4 ASSIGN 8/13/2003 5:33:21 PM, hferrell

N012003-07-1600965-4 to Ilintz, WIP

*** SUBCASE N012003-07-1600965-4 RULE ACTION 8/13/2003 5:33:22 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/14/2003 10:46:35 AM, Ilintz, Action Type : Call to Dealer

I called Herb Chambers of Burlington and spoke to John, the Service Manager. I told him that the case was previously being handled by Harumbe and now is my case. I asked for an update. He states this vehicle is done and gone, and has been for some time. They offered partial assistance for the customer, which was accepted.

*** NOTES 8/14/2003 10:48:34 AM, Ilintz, Action Type : Call to Customer

I placed a follow up call to the customer. I spoke to his wife, who states the customer will be gone on vacation for 2 weeks. I asked that she leave a message of my call and advise him that I was calling to follow up after the repairs to ensure his satisfaction.

Closing case pending future contact from the customer.

*** SUBCASE N012003-07-1600965-1 CLOSE 8/14/2003 10:49:39 AM, Ilintz

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-07-1600965-4 CLOSE 8/14/2003 10:49:40 AM, Ilintz

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-07-1600965-2 CLOSE 8/14/2003 10:49:41 AM, Ilintz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/14/2003 10:49:42 AM, Ilintz

Case History

Case ID : N012003-07-1600965

Case Title : [REDACTED] - PRODUCT COMPLAINT GOODWILL ASSISTANCE

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

*** SUBCASE N012003-07-1600965-3 CLOSE 8/14/2003 10:49:42 AM, Hintz

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N032008-03-0401659	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/4/2008 3:32:51 PM
Case Originator :	Arlene Garcia (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/4/2008 5:03:06 PM
Case Owner :	Arlene Garcia (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Arlene Garcia (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH RECALL			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES16531L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 130,000
In Service Date : 05/29/2001
Months In Use : 82
Engine Number : D17A11578322
Originating Dealer No. / Name : 207828 / INDY HONDA
Selling Dealer No. / Name : 207828 / INDY 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 : 207828 / INDY HONDA
Phone No. : 317-887-0800
Address : 8455 U.S. 31 SOUTH
City / State / Zip : INDIANAPOLIS, IN 46227
Svc District / Sls District : 04E / G04
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 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
N032008-03-0401659-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-03-0401659-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlene Garcia	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/4/2008 5:01:51 PM
Issue Owner : Arlene Garcia	Type 2 : Eligibility	Queue :	Close Date : 3/4/2008 5:03:06 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 : N032008-03-0401659

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 3/4/2008 3:32:51 PM, agarcia2

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

*** CASE MODIFY 3/4/2008 3:59:55 PM, agarcia2

into WIP default and Status of Solving.

*** NOTES 3/4/2008 5:00:12 PM, agarcia2, Action Type : Call from Customer

Added customer name, address and phone number [REDACTED]

The customer called regarding the headlight recall because his low beams went out last night. I advised the customer of TSB 04-015 combination light switch. I advised the customer the recall has not been performed and to contact and Honda dealership to have the recall performed. The customer stated he would contact Indy Honda. No further assistance was needed, I thanked the customer for calling AHM and call ended.

*** CASE CREATE 3/4/2008 5:01:51 PM, agarcia2

Number = N032008-03-0401659-1, Created in WIP default with due date 03/05/2008 05:01:51 PM..

*** SUBCASE N032008-03-0401659-1 CREATE 3/4/2008 5:01:51 PM, agarcia2, Action Type :

Created in WIP default with due date 03/05/2008 05:01:51 PM.

*** SUBCASE N032008-03-0401659-1 MODIFY 3/4/2008 5:01:55 PM, agarcia2

into WIP default and Status of Solving.

*** NOTES 3/4/2008 5:02:51 PM, agarcia2, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding TSB 04-015 combination light switch recall. The customer may contact your dealership to have the recall performed.

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

Thank you for your attention to this matter.

Arlene Garcia

Automobile Customer Service

*** SUBCASE N032008-03-0401659-1 CLOSE 3/4/2008 5:03:06 PM, agarcia2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/4/2008 5:03:06 PM, agarcia2

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-03-2201399	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/22/2004 2:06:27 PM
Case Originator :	Suszann Smith (Team MA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/22/2004 2:09:06 PM
Case Owner :	Suszann Smith (Team MA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Suszann Smith (Team MA)	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 : MARLTON, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / SIs 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 : 50,000
In Service Date : 07/11/2001
Months In Use : 32
Engine Number : D17A21514259
Originating Dealer No. / Name : 207200 / DCH PARAMUS HONDA
Selling Dealer No. / Name : 207200 / DCH PARAMUS 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 : 206765 / BURNS HONDA
Phone No. : 856-983-6131
Address : 325 NORTH ROUTE 73
City / State / Zip : MARLTON, NJ 08053
Svc District / SIs District : 05J / C05
Warranty Labor Rate / Date : \$119.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
[REDACTED]			

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
N012004-03-2201399-1 / [REDACTED]	Subcase Close	AHFC	Charge		
N012004-03-2201399-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012004-03-2201399-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Suszann Smith	Type 1 : AHFC	Status : Subcase Close	Open Date : 3/22/2004 2:06:54 PM
Issue Owner : Suszann Smith	Type 2 : Charge	Queue :	Close Date : 3/22/2004 2:09:05 PM
Issue Title : [REDACTED] - AHFC - CHARGE CONCERN			

Coding Info :

Labor Code / Desc : /
Condition Code Desc
Campaign Code / Desc : /
Temperament Code :
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 : N012004-03-2201399-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Suszann Smith	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/22/2004 2:06:57 PM
Issue Owner : Suszann Smith	Type 2 : Eligibility	Queue :	Close Date : 3/22/2004 2:08:06 PM
Issue Title : [REDACTED] CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-03-2201399

Case Title : [REDACTED] - HEADLIGHT RECALL

*** NOTES 3/22/2004 2:06:27 PM, ssmith1, Action Type :

Customer stated that last week his lights failed. He stated that the dealership informed him that the wire harness need to be replaced. The cutomer is working with Burns Honda.

I informed the customer that there is a saftey recall regarding this. However I don't have a way of verifying if his vehicle is under this recall. I suggested that he keep the paperwork. If he receives a letter stating that his vehicle is under this recall, he should submit the paperwork for possible reimbursement. I informed him this will only apply if the part replaced is the headlight switch.

*** CASE CREATE 3/22/2004 2:06:27 PM, ssmith1

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

*** CASE MODIFY 3/22/2004 2:06:41 PM, ssmith1

into WIP default and Status of Solving.

*** SUBCASE N012004-03-2201399-1 CREATE 3/22/2004 2:06:54 PM, ssmith1

Created in WIP Default with Due Date 3/22/2004 2:06:54 PM.

*** SUBCASE N012004-03-2201399-2 CREATE 3/22/2004 2:06:57 PM, ssmith1

Created in WIP Default with Due Date 3/22/2004 2:06:57 PM.

*** SUBCASE N012004-03-2201399-2 CLOSE 3/22/2004 2:08:06 PM, ssmith1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/22/2004 2:08:23 PM, ssmith1

into WIP default and Status of Solving.

*** CASE MODIFY 3/22/2004 2:08:30 PM, ssmith1

into WIP default and Status of Solving.

*** NOTES 3/22/2004 2:08:59 PM, ssmith1, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer stated that last week his lights failed. He stated that the dealership informed him that the wire harness need to be replaced. The cutomer is working with Burns Honda.

I informed the customer that there is a saftey recall regarding this. However I don't have a way of verifying if his vehicle is under this recall. I suggested that he keep the paperwork. If he receives a letter stating that his vehicle is under this recall, he should submit the paperwork for possible reimbursement. I informed him this will only apply if the part replaced is the headlight switch.

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

Thank you for your attention to this matter.

Suszann Smith
Automobile Customer Service

Case History

Case ID : N012004-03-2201399

Case Title : [REDACTED] HEADLIGHT RECALL

*** SUBCASE N012004-03-2201399-1 CLOSE 3/22/2004 2:09:05 PM, ssmith1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/22/2004 2:09:06 PM, ssmith1

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032008-10-1500490 Division : Honda - Auto Condition : Closed Open Date : 10/15/2008 10:06:21
Case Originator : Reginald Richardson (Team HE) Sub Division : Satellite Center Status : Closed Close Date : 10/15/2008 10:10:29
Case Owner : Reginald Richardson (Team HE) Method : Phone Queue : Days Open : 0
Last Closed By : Reginald Richardson (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - COMBINATIO LIGHT SWITCH RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES26721L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 113,000
In Service Date : 07/21/2001
Months In Use : 87
Engine Number : D17A21515254
Originating Dealer No. / Name : / OURISMAN HONDA
Selling Dealer No. / Name : / OURISMAN 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 : 206831 / JOYCE KOONS HONDA
Phone No. : 703-368-9100
Address : 7105 SUDLEY ROAD
City / State / Zip : MANASSAS, VA 20109
Svc District / Sls District : 06D / A06
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-10-1500490-1 [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-10-1500490-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/15/2008 10:09:36
Issue Owner : Reginald Richardson	Type 2 : Eligibility	Queue :	Close Date : 10/15/2008 10:10:29
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 : N032008-10-1500490

Case Title : [REDACTED] COMBINATIO LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 10/15/2008 10:06:21 AM, rrichard

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

*** NOTES 10/15/2008 10:06:21 AM, rrichard, Action Type :
verified contact 7039754004

*** NOTES 10/15/2008 10:07:11 AM, rrichard, Action Type : Call from Customer

The customer is calling because her low beams on her vehicle have failed and she was doing some research online and saw that there may be a recall on this issue. The customer wants to know how she can go about fixing this issue. I informed the customer that her vehicle is affected by this safety recall. I informed the customer that all she would need to do is contact her local dealer and schedule an appointment to have the repairs completed. The customer understood. I provided the customer with the contact information to Koons Honda 206831 and no further assistance was needed.

*** CASE MODIFY 10/15/2008 10:08:22 AM, rrichard
into WIP default and Status of Solving.*** CASE EXTENDED WARRANTY LOOKUP 10/15/2008 10:08:24 AM, rrichard
WARRANTY CHECK 10/15/2008 10:08:24 AM rrichard
No data found for VIN.*** CASE CLAIMS LOOKUP 10/15/2008 10:08:27 AM, rrichard
CLAIM HISTORY CHECK 10/15/2008 10:08:27 AM rrichard
No data found for VIN.*** CASE VSC LOOKUP 10/15/2008 10:08:31 AM, rrichard
VSC-CUC CHECK 10/15/2008 10:08:31 AM rrichard
No data found for VIN.*** CASE CREATE 10/15/2008 10:09:36 AM, rrichard
Number = N032008-10-1500490-1, Created in WIP default with due date 10/16/2008 10:09:36 AM..*** SUBCASE N032008-10-1500490-1 CREATE 10/15/2008 10:09:36 AM, rrichard, Action Type :
Created in WIP default with due date 10/16/2008 10:09:36 AM.*** SUBCASE N032008-10-1500490-1 MODIFY 10/15/2008 10:09:45 AM, rrichard
into WIP default and Status of Solving.*** NOTES 10/15/2008 10:10:23 AM, rrichard, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer may be contacting you in regards to the combination light switch recall.

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

Thank you for your attention to this matter.

Reginald Richardson
Automobile Customer Service

Case History

Case ID : N032008-10-1500490

Case Title : [REDACTED] COMBINATIO LIGHT SWITCH RECALL INQUIRY

*** CASE MODIFY 10/15/2008 10:10:25 AM, rrichard
into WIP default and Status of Solving.

*** CASE CLOSE 10/15/2008 10:10:29 AM, rrichard
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032008-10-1500490-1 CLOSE 10/15/2008 10:10:29 AM, rrichard
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032009-12-2100893 Division : Honda - Auto Condition : Closed Open Date : 12/21/2009 10:45:36
Case Originator : Kelly Fuller (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 1/14/2010 9:29:53 AM
Case Owner : Ronald Garay (Team CC) Method : Phone Queue : Days Open : 24
Last Closed By : Ronald Garay (Team CC) Point of Origin : Customer Wipbin :
Case Title : 04H - [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBU 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 / 1HGES26791L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 82,000
In Service Date : 05/25/2001
Months In Use : 103
Engine Number : D17A21515906
Originating Dealer No. / Name : 207128 / PARK HONDA
Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
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
N032009-12-2100893-1 / [REDACTED]	CAMPAI Subcase Close	Campaign	Eligibility	712	Headlights
N032009-12-2100893-2 / [REDACTED]	CAMPAI Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-12-2100893-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/21/2009 10:51:44
Issue Owner : Kelly Fuller	Type 2 : Eligibility	Queue :	Close Date : 12/21/2009 10:51:54
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-12-2100893-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ronald Garay	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/29/2009 8:44:47 AM
Issue Owner : Ronald Garay	Type 2 : Financial Assistance	Queue :	Close Date : 1/14/2010 9:29:53 AM
Issue Title : ██████████ CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITC
Condition Code Desc Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Provided Information, Documented Concern, 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. : 114
Primary Amount : \$69.58
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$69.58
Approved By : rdabb
Approval Date : 1/7/2010 2:41:24
Status : PROCESSED
Check No. : 1836951
Check Date : 1/8/2010

Payee Name : ██████████
Address : ██████████
City / State / Zip : BEDFORD, OH ██████████
Campaign Template # :
Contention Code : P2300
Defect Code : 5CN00
Category : Regular
Failed Part # : 35255-S5A-A01

Case History

Case ID : N032009-12-2100893

Case Title : 04H- [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

*** CASE CREATE 12/21/2009 10:45:36 AM, kfuller

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

*** CASE EXTENDED WARRANTY LOOKUP 12/21/2009 10:45:45 AM, kfuller

WARRANTY CHECK 12/21/2009 10:45:44 AM kfuller

The following Warranty Status information was found

; 1A ; 2006-02-09; H; 0; 0;

; 1B ; 2006-02-09; H; 0; 0;

; 1C ; 2006-02-09; H; 0; 0;

; 1G ; 2006-02

*** CASE CLAIMS LOOKUP 12/21/2009 10:45:45 AM, kfuller

CLAIM HISTORY CHECK 12/21/2009 10:45:45 AM kfuller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/21/2009 10:45:48 AM, kfuller

CAMPAIGN CHECK 12/21/2009 10:45:48 AM kfuller

The following Campaign information was found

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

*** CASE VSC LOOKUP 12/21/2009 10:45:49 AM, kfuller

VSC-CUC CHECK 12/21/2009 10:45:49 AM kfuller

No data found for VIN.

*** CASE MODIFY 12/21/2009 10:49:18 AM, kfuller

into WIP default and Status of Solving.

*** NOTES 12/21/2009 10:51:17 AM, kfuller, Action Type : Call from Customer

The customer stated the headlights went out when his daughter was driving the car. The customer had the headlight switch replaced at an IRF. He did not know about the recall at the time. The customer went to Sunnyside Honda and was told to call AHM. I advised the customer that the recall is still outstanding and needs to be completed. I advised him to send a copy of the invoice and proof of payment in for reimbursement consideration. The customer asked if there was a timeframe. I advised him that there was not at this time. The customer is about an hour from the nearest dealer and does not know when he will get to one. The customer thanked me. I thanked the customer. The call ended.

*** CASE CREATE 12/21/2009 10:51:44 AM, kfuller

Number = N032009-12-2100893-1, Created in WIP default with due date 12/22/2009 10:51:44 AM..

*** SUBCASE N032009-12-2100893-1 CREATE 12/21/2009 10:51:44 AM, kfuller, Action Type :

Created in WIP default with due date 12/22/2009 10:51:44 AM.

*** SUBCASE N032009-12-2100893-1 MODIFY 12/21/2009 10:51:48 AM, kfuller

into WIP default and Status of Solving.

*** SUBCASE N032009-12-2100893-1 CLOSE 12/21/2009 10:51:54 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/21/2009 10:51:55 AM, kfuller

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

*** CASE REOPEN 12/21/2009 12:12:00 PM, laldrich

Case History

Case ID : N032009-12-2100893

Case Title : 04H - [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

with Condition of Open and Status of Solving.

*** NOTES 12/21/2009 12:14:30 PM, laldrich, Action Type : Call from Customer

The customer is calling back to get the fax and case #.

I provided the information and explained a cm would be contacting them in 3/5 days after paperwork is received.

The customer needed no further assistance and the call ended.

*** CASE MODIFY 12/21/2009 12:14:58 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 12/21/2009 12:15:01 PM, laldrich

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

*** CASE REOPEN 12/29/2009 8:24:40 AM, rgaray

with Condition of Open and Status of Solving.

*** NOTES 12/29/2009 8:24:59 AM, rgaray, Action Type : Note-General

This case is being reopened since documents have been received.

*** CASE MODIFY 12/29/2009 8:32:02 AM, rgaray

into WIP default and Status of Solving.

*** NOTES 12/29/2009 8:34:56 AM, rgaray, Action Type : Documents Received

AHM received a 4 page fax from the customer.

AHM received a copy of a parts invoice from Turney Auto Parts dated 12/21/09 for a dimmer switch of \$44.58.

AHM received a copy of an invoice from Jim's Auto Service dated 12/21/09 for installation of \$25.00.

AHM received a copy of a credit card receipt from Turney Auto Parts dated 12/21/09 for charges of \$44.58 showing the last 4 digits only.

No other documents received.

*** CASE CAMPAIGN LOOKUP 12/29/2009 8:35:27 AM, rgaray

CAMPAIGN CHECK 12/29/2009 08:35:27 AM rgaray

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 12/28/09; FX;

*** NOTES 12/29/2009 8:39:19 AM, rgaray, Action Type : Documents Received

AHM received a 1 page fax from the customer.

AHM received a copy of invoice #279797 from Sunnyside Honda dated 12/28/09 for completion of the outstanding recall.

No other documents received.

*** NOTES 12/29/2009 8:42:07 AM, rgaray, Action Type : Note-General

This case is being dispatched to the Chino Team CA queue.

*** CASE DISPATCH 12/29/2009 8:43:33 AM, rgaray

from WIP default to Queue Chino Team CA.

*** CASE YANKED 12/29/2009 8:43:36 AM, rgaray

Case History

Case ID : N032009-12-2100893

Case Title : 04H - [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

Yanked by rgaray into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 12/29/2009 8:44:00 AM, rgaray

WARRANTY CHECK 12/29/2009 08:44:00 AM rgaray

The following Warranty Status information was found

; 1A ; 2006-02-09; H; 0; 0;
; 1B ; 2006-02-09; H; 0; 0;
; 1C ; 2006-02-09; H; 0; 0;
; 1G ; 2006-02-

*** CASE CLAIMS LOOKUP 12/29/2009 8:44:04 AM, rgaray

CLAIM CHECK 12/29/2009 08:44:04 AM rgaray

The following Claim History information was found

0; 2009-12-28; 207532; 797971; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE
COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN THE

*** CASE CAMPAIGN LOOKUP 12/29/2009 8:44:07 AM, rgaray

CAMPAIGN CHECK 12/29/2009 08:44:06 AM rgaray

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 12/28/09; FX;

*** CASE VSC LOOKUP 12/29/2009 8:44:07 AM, rgaray

VSC-CUC CHECK 12/29/2009 08:44:07 AM rgaray

No data found for VIN.

*** CASE CREATE 12/29/2009 8:44:47 AM, rgaray

Number = N032009-12-2100893-2, Created in WIP default with due date 12/30/2009 08:44:47 AM..

*** SUBCASE N032009-12-2100893-2 CREATE 12/29/2009 8:44:47 AM, rgaray, Action Type :

Created in WIP default with due date 12/30/2009 08:44:47 AM.

*** SUBCASE N032009-12-2100893-2 MODIFY 12/29/2009 8:44:56 AM, rgaray

into WIP default and Status of Solving.

*** COMMIT 12/29/2009 8:48:37 AM, rgaray, Action Type : N/A

8 AM introduction and request POP - P23

*** CASE MODIFY 12/29/2009 8:49:42 AM, rgaray

into WIP default and Status of Solving.

*** NOTES 12/29/2009 8:55:18 AM, rgaray, Action Type : Note-Third Party

I called Turney Auto Parts @ (216) 663-0775 and spoke with Jimmy. I introduced myself and the reason for my call regarding the customer's reimbursement request. I informed him that the parts invoice I have shows that the part is a dimmer switch, and I wanted to confirm this. I provided the vehicle of a 2001 Honda Civic, and he confirmed that part #CBS1079, is for a combination switch, and the category is labelled dimmer/headlight switch. I thanked him for his time and wished him well. Call ended.

*** CASE MODIFY 12/29/2009 8:55:21 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 12/30/2009 8:06:55 AM, rgaray, Action Type : Call to Customer

Case History

Case ID : N032009-12-2100893

Case Title : 04H - [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

I attempted to reach the customer on the daytime number but there is only a busy signal. I will try again later. Call ended.

*** CASE FULFILL 12/30/2009 8:07:02 AM, rgaray

Fulfilled for [REDACTED] due 12/30/2009 12:00:00 AM.

*** COMMIT 12/30/2009 8:07:03 AM, rgaray, Action Type : N/A

introduction and request POP - P23

*** CASE MODIFY 12/30/2009 8:07:29 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 12/30/2009 2:29:31 PM, rgaray, Action Type : Call to Customer

I reached the customer on the daytime number and introduced myself as the case manager assigned to his reimbursement request. I informed him that I received his documents and have reviewed them. The credit card receipt shows the last 4 digits, but unfortunately no name at the bottom. To ensure that AHM is reimbursing the correct person, I requested a copy of the card showing the last 4 digits and the customer's name at the bottom. I informed him that he can block out the beginning of the account number as well. He agreed and stated he will try to fax that today or tomorrow. I informed him that AHM will be closed the next 2 days for the holiday, but I will follow up once the documents are received. I provided my contact information and thanked him for his time. He thanked me and I wished him well. Call ended.

*** CASE FULFILL 12/30/2009 2:29:48 PM, rgaray

Fulfilled for [REDACTED] due 12/30/2009 12:00:00 PM.

*** COMMIT 12/30/2009 2:29:49 PM, rgaray, Action Type : N/A

picture of C.C. received? - P23

*** CASE MODIFY 12/30/2009 2:30:31 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 1/5/2010 7:12:55 AM, rgaray, Action Type : Documents Received

AHM received a 1 page fax from the customer.

AHM received a fax cover letter.

No other documents received.

*** NOTES 1/5/2010 7:16:26 AM, rgaray, Action Type : Call to Customer

I reached the customer's wife on the daytime number and introduced myself as the case manager assigned to her reimbursement request. I informed her that I received her fax, but explained that AHM will need to see a picture of the card showing the last 4 digits and the name to determine the name which would be on the reimbursement check. She apologized for the confusion and stated since she is working from home today she will fax over a copy today. I agreed to follow up once it is received and thanked her for her time. I wished her well and call ended.

*** CASE FULFILL 1/5/2010 7:16:32 AM, rgaray

Fulfilled for [REDACTED] due 01/05/2010 12:00:00 AM.

*** COMMIT 1/5/2010 7:16:39 AM, rgaray, Action Type : N/A

picture of C.C. received? - P23

*** CASE MODIFY 1/5/2010 7:16:49 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 1/6/2010 8:21:45 AM, rgaray, Action Type : Documents Received

Case History

Case ID : N032009-12-2100893

Case Title : 04H - [REDACTED] - COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

AHM received a 1 page fax from the customer.

AHM received a copy of a VISA card (too dark and not legible)

No other documents received.

*** NOTES 1/6/2010 8:24:15 AM, rgaray, Action Type : Call to Customer

I reached the customer on the daytime number to follow up. I apologized for the delay and informed her that I did receive her fax. Unfortunately the VISA copy came out too dark and is not legible. I asked if she would please be able to fax a lighter copy. She agreed and stated she will play around with the settings and fax it again. I thanked her for her time and wished her well. Call ended.

*** CASE MODIFY 1/6/2010 8:26:24 AM, rgaray
into WIP 04-015 - P23 and Status of Solving.

*** NOTES 1/6/2010 9:54:35 AM, rgaray, Action Type : Documents Received

AHM received a 2 page fax from the customer.

AHM received 2 copies of a VISA card showing the last 4 digits but the last name only.

No other documents received.

*** NOTES 1/6/2010 9:58:11 AM, rgaray, Action Type : Call to Customer

I reached the customer on the daytime number to follow up. I informed her that I did receive her fax, but I was hoping to see the entire name on the card. She apologized and stated she will send it again for me. I thanked her for her time and patience and wished her well. Call ended.

*** CASE MODIFY 1/6/2010 9:58:15 AM, rgaray
into WIP 04-015 - P23 and Status of Solving.

*** NOTES 1/6/2010 1:14:44 PM, rgaray, Action Type : Documents Received

AHM received a 2 page fax from the customer.

AHM received 2 copies of the customer's VISA card showing the last 4 digits and her name.

No other documents received.

*** NOTES 1/6/2010 1:22:46 PM, rgaray, Action Type : Note-Third Party

I called Jim's Auto Service @ (216) 218-4423 and spoke with Jim. I introduced myself and the reason for my call regarding the customer's reimbursement request. I informed them that the customer paid for repairs at their facility which may have been covered under a campaign from AHM. I am calling to confirm and discuss the repairs for possible reimbursement to the customer. I provided the customer's name and he confirmed that the ignition switch was replaced and the customer paid \$25 cash. I thanked him for his time and wished him well. Call ended.

*** NOTES 1/6/2010 1:32:51 PM, rgaray, Action Type : Note-General

Verified customer falls under campaign. The customer's proof of payment is the credit card receipt from Turney Auto Parts for the purchase of the combination switch showing the last 4 digits of the account. The customer also submitted a copy of the VISA card used as payment showing her name and the last 4 digits of the account to match the receipt. The customer paid cash for the labor to install the parts which was verified with Jim @ Jim's Auto Service.

The customer sent in documentation for the combination light switch safety recall P23 campaign reimbursement consideration for the cost incurred due to the switch repair. Customer is requesting: \$69.58

Case History

Case ID : N032009-12-2100893

Case Title : 04H [REDACTED] - COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

The customer is eligible for reimbursement for the combination switch repair.

Parts: \$44.58 (parts repair order)
Labor: \$25.00 (labor repair order)
Shop supplies: \$0.00

Total: \$69.58
Tax: \$0.00

Grand total eligible: \$69.58

The customer is seeking reimbursement for the combination light switch repair under the combination light switch safety recall P23 campaign. The invoice states the combination light switch was replaced at Jim's Auto Service on 12/21/09, after the recall was published. I verified with Jim @ Jim's Auto Service that the customer paid cash for the repair. The customer has since had the recall completed by Sunnyside Honda on 12/28/09. Based on the information provided and the campaign verification, the customer's request will be further reviewed by my team lead.

*** NOTES 1/6/2010 1:35:06 PM, rgaray, Action Type : Call to Customer

The customer's mailing address has been confirmed. The mileage has now been updated.

I reached the customer on the daytime number to follow up. I informed him that I have been in contact with his wife today and she submitted the remaining required documents. I informed him that since all the repairs would have been covered under the combination light switch safety recall, I will now submit the full amount he is requesting of \$69.58. He thanked me and I agreed to follow up once I have an update. I wished him well and call ended.

*** NOTES 1/6/2010 1:39:50 PM, rgaray, Action Type : Note-General

I informed the customer that the reimbursement check will be in the name of [REDACTED] since her name is on the credit card used for payment and submitted to AHM.

*** SUBCASE N032009-12-2100893-2 DISPATCH 1/6/2010 1:45:00 PM, rgaray
from WIP ALL SUBCASES to Queue Check Req - H. Acosta.

*** NOTES 1/6/2010 1:45:22 PM, rgaray, Action Type : Note-General
The check request has been submitted for approval.

*** CASE FULFILL 1/6/2010 1:45:44 PM, rgaray
Fulfilled for [REDACTED] due 01/07/2010 12:00:00 AM.

*** COMMIT 1/6/2010 1:45:47 PM, rgaray, Action Type : N/A
check request approved? - P23

*** CASE MODIFY 1/6/2010 1:46:04 PM, rgaray
into WIP 04-015 - P23 and Status of Solving.

*** SUBCASE N032009-12-2100893-2 NOTES 1/7/2010 1:04:33 PM, hacosta, Action Type : Note-General
The check request was reviewed and sent to sup for approval.

*** SUBCASE N032009-12-2100893-2 FORWARD 1/7/2010 1:04:48 PM, hacosta
from Queue Check Req - H. Acosta to Queue Check Req - R. Dabb.

Case History

Case ID : N032009-12-2100893

Case Title : 04H - [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

*** SUBCASE N032009-12-2100893-2 RULE ACTION 1/7/2010 1:45:00 PM, sa

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

*** SUBCASE N032009-12-2100893-2 1/7/2010 2:41:24 PM, rdabb, Action Type :

Check Requisition for 69.58 \$ submitted

Check Requisition for 69.58 \$ submitted by rdabb

*** SUBCASE N032009-12-2100893-2 FORWARD 1/7/2010 2:41:30 PM, rdabb

from Queue Check Req - R. Dabb to Queue Check Approved - Sat.

*** NOTES 1/8/2010 1:44:06 PM, rgaray, Action Type : Call to Customer

I reached the customer on the daytime number to follow up. I informed her that her reimbursement request has been approved. The check should be received in our office around the beginning of next week. Once received I will follow up to let her know when it is being mailed out. She thanked me and stated she is very happy and impressed with the level of service I have provided. I thanked her for her compliments and agreed to follow up next week. I wished her well and call ended.

*** CASE FULFILL 1/8/2010 1:44:13 PM, rgaray

Fulfilled for [REDACTED] due 01/08/2010 12:00:00 AM.

*** COMMIT 1/8/2010 1:44:14 PM, rgaray, Action Type : N/A

check received/mailed? - P23

*** CASE MODIFY 1/8/2010 1:44:28 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** SUBCASE N032009-12-2100893-2 RULE ACTION 1/8/2010 1:45:00 PM, sa

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

*** SUBCASE N032009-12-2100893-2 COMMIT 1/11/2010 8:02:05 AM, rgaray, Action Type : External Commitment

Check processed for check_req_no = 114 on 2010-01-08-00.00.000000

*** SUBCASE N032009-12-2100893-2 FULFILL 1/11/2010 8:28:12 AM, rgaray

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

*** NOTES 1/12/2010 2:08:44 PM, rgaray, Action Type : Note-General

Check has not yet been received.

*** NOTES 1/12/2010 2:08:52 PM, vsegura, Action Type : Note-General

Check #1836951 totaling \$69.58 was mailed on 01/13/10.

*** CASE FULFILL 1/12/2010 2:08:52 PM, rgaray

Fulfilled for [REDACTED] due 01/12/2010 12:00:00 AM.

*** COMMIT 1/12/2010 2:08:53 PM, rgaray, Action Type : N/A

check received/mailed? - P23

*** SUBCASE N032009-12-2100893-2 ACCEPT 1/12/2010 2:08:59 PM, vsegura

from Queue Check Approved - Sat to WIP default.

*** CASE MODIFY 1/12/2010 2:08:59 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** SUBCASE N032009-12-2100893-2 ASSIGN 1/12/2010 2:09:08 PM, vsegura

Case History

Case ID : N032009-12-2100893

Case Title : 04H - [REDACTED] COMBINATION HEADLIGHT SWITCH RECALL REIMBURSEMENT

N032009-12-2100893-2 to rgaray, WIP [REDACTED] "D×□"D×□"D×□"DÖi"DÖj"D×Ø"DØ□"DØ□"DØ8"DØ<"DØ="DØ>"DØG"DØ\DØj"DØ^"DØ_"DØ" DØa

*** SUBCASE N032009-12-2100893-2 RULE ACTION 1/12/2010 2:09:08 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE FULFILL 1/13/2010 2:30:16 PM, rgaray

Fulfilled for [REDACTED] due 01/13/2010 12:00:00 AM.

*** COMMIT 1/13/2010 2:30:18 PM, rgaray, Action Type : N/A

check received/mailed? - P23

*** CASE MODIFY 1/13/2010 2:30:24 PM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** NOTES 1/14/2010 9:28:37 AM, rgaray, Action Type : Call to Customer

I called the daytime number and left a detailed message for the customer. I informed them that the reimbursement check has been received and mailed out as of yesterday. I thanked them both for their time and wished them well. Call ended.

*** CASE FULFILL 1/14/2010 9:28:44 AM, rgaray

Fulfilled for JIM SZEMPLAK due 01/14/2010 12:00:00 AM.

*** NOTES 1/14/2010 9:29:47 AM, rgaray, Action Type : Note-Resolution

The customer was seeking reimbursement for the combination light switch repair under the combination light switch safety recall P23 campaign. The invoice states the combination light switch was replaced at Jim's Auto Service on 12/21/09, after the recall was published. I verified with Jim @ Jim's Auto Service that the customer paid cash for the repair. The customer has since had the recall completed by Sunnyside Honda on 12/28/09. The customer is eligible and check [REDACTED] totaling \$69.58 was mailed on 01/13/10.

The customer is not requesting any further assistance. This case will be closed.

*** CASE MODIFY 1/14/2010 9:29:51 AM, rgaray

into WIP 04-015 - P23 and Status of Solving.

*** SUBCASE N032009-12-2100893-2 CLOSE 1/14/2010 9:29:53 AM, rgaray

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/14/2010 9:29:53 AM, rgaray

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032004-10-2700921	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/27/2004 12:04:50
Case Originator :	Jalindah Woods (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/27/2004 12:13:21
Case Owner :	Jalindah Woods (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jalindah Woods (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	6L [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 : ALBEMARLE, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES15531L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours :
In Service Date : 06/28/2001
Months In Use : 40
Engine Number : D17A11583016
Originating Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
Selling Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
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
N032004-10-2700921-1 [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-10-2700921-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jalindah Woods	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/27/2004 12:12:24
Issue Owner : Jalindah Woods	Type 2 : Eligibility	Queue :	Close Date : 10/27/2004 12:12:34
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 : 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 : N032004-10-2700921

Case Title : 6L [REDACTED] - RECALL INQUIRY

*** CASE CREATE 10/27/2004 12:04:50 PM, jwoods

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

*** NOTES 10/27/2004 12:04:50 PM, jwoods, Action Type :

The customer is calling because she went to get her lights checked because her low beams were not working. The customer went to a independent mechanic who her that there is a recall for the low beams. The customer is calling to find out if she has that recall. I updated customer information and checked the VIN for recalls/campaigns/warranties.

*** CASE EXTENDED WARRANTY LOOKUP 10/27/2004 12:04:53 PM, jwoods

WARRANTY CHECK 10/27/2004 12:04:53 PM jwoods

No data found for VIN.

*** CASE VSC LOOKUP 10/27/2004 12:04:56 PM, jwoods

VSC-CUC CHECK 10/27/2004 12:04:56 PM jwoods

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/27/2004 12:05:39 PM, jwoods

CAMPAIGN CHECK 10/27/2004 12:05:39 PM jwoods

The following Campaign information was found

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

*** NOTES 10/27/2004 12:08:12 PM, jwoods, Action Type : Call from Customer

The customer states that the low beams went out about a week ago.

The customer had to pay \$35 for the vehicle to be inspected. Upon the inspection the mechanic advised her that she had the recall. The customer has not had the repairs done as of yet, but did incur a \$35 fee.

I advised the customer that she did have the combination light switch recall and that she can take her vehicle to any Honda dealer to have the recall performed.

I provided the customer with the address to submit the reimbursement request for the \$35 fee she incurred.

*** CASE MODIFY 10/27/2004 12:08:19 PM, jwoods

into WIP default and Status of Solving.

*** CASE MODIFY 10/27/2004 12:10:45 PM, jwoods

into WIP default and Status of Solving.

*** CASE CREATE 10/27/2004 12:12:24 PM, jwoods

Number = N032004-10-2700921-1, Created in WIP default with due date 10/28/2004 12:12:24 PM..

*** SUBCASE N032004-10-2700921-1 CREATE 10/27/2004 12:12:24 PM, jwoods, Action Type :

Created in WIP default with due date 10/28/2004 12:12:24 PM.

*** SUBCASE N032004-10-2700921-1 MODIFY 10/27/2004 12:12:30 PM, jwoods

into WIP default and Status of Solving.

*** SUBCASE N032004-10-2700921-1 CLOSE 10/27/2004 12:12:34 PM, jwoods

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 10/27/2004 12:12:36 PM, jwoods

CAMPAIGN CHECK 10/27/2004 12:12:36 PM jwoods

The following Campaign information was found

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

Case History

Case ID : N032004-10-2700921

Case Title : 6L [REDACTED] RECALL INQUIRY

*** CASE MODIFY 10/27/2004 12:12:52 PM, jwoods
into WIP default and Status of Solving.

*** CASE CLOSE 10/27/2004 12:13:21 PM, jwoods
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 : N032010-09-1302970	Division : Honda - Auto	Condition : Closed	Open Date : 9/13/2010 1:46:29 PM
Case Originator : Amanda Esquivel (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/13/2010 1:59:10 PM
Case Owner : Amanda Esquivel (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Amanda Esquivel (Team CC)	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 : MC CALLA, AL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGES152011 [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1521PW / A
 Miles / Hours :
 In Service Date : 07/23/2001
 Months In Use : 110
 Engine Number : D17A11583611
 Originating Dealer No. / Name : 207350 / HONDA TOWN
 Selling Dealer No. / Name : 207350 / HONDA TOWN
 Trim : DX
 No. Of Doors : 4
 Transmission Code : SMT
 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 : 206815 / TAMERON HONDA
 Phone No. : 205-823-3333
 Address : 1675 MONTGOMERY HWY
 City / State / Zip : BIRMINGHAM, AL 35216
 Svc District / Sls District : 07C / E07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208404	SERRA HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-09-1302970-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-09-1302970-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/13/2010 1:59:05 PM
Issue Owner : Amanda Esquivel	Type 2 : Eligibility	Queue :	Close Date : 9/13/2010 1:59:10 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 : Medium
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 : N032010-09-1302970

Case Title :

COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 9/13/2010 1:46:29 PM, aesquive

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

*** CASE MODIFY 9/13/2010 1:46:38 PM, aesquive

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/13/2010 1:46:42 PM, aesquive

CAMPAIGN CHECK 09/13/2010 01:46:42 PM aesquive

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 03/22/05; FX;

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

*** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 1:46:43 PM, aesquive

WARRANTY CHECK 09/13/2010 01:46:43 PM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/13/2010 1:46:44 PM, aesquive

CLAIM HISTORY CHECK 09/13/2010 01:46:44 PM aesquive

No data found for VIN.

*** CASE VSC LOOKUP 9/13/2010 1:46:46 PM, aesquive

VSC-CUC CHECK 09/13/2010 01:46:46 PM aesquive

No data found for VIN.

*** CASE MODIFY 9/13/2010 1:46:48 PM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 9/13/2010 1:49:59 PM, aesquive

into WIP default and Status of Solving.

*** NOTES 9/13/2010 1:58:31 PM, aesquive, Action Type : Call from Customer

Customer states her head lights have continue to go out. She located a recall for the combination light switch for her vehicle. She advised she moved addresses and never received the notification for this. She states she contacted Tameron Honda and they advised the vehicle has an air bag inflator recall but explained the combination light switch recall has been performed. Customer argued this recall has not been performed.

She states she has replaced her headlights 3 times. She states her head lights went out once and she hit a deer.

I explained that if she feels this is the same issue she can have the vehicle diagnosed at an authorized Honda dealership and if they can confirm the issue is exactly to the recall, they will take care of the recall again. If it is not related she will be responsible for the diagnosis fee.

Customer continued to argue the recall for the combination light switch was never performed. I advised the recall shows as performed at Serra Honda. Customer continued to argue she has never been to that dealership. She accused AHM of not performing the recall and endangering her safety. I explained if she is having the same issue, AHM will perform the recall. I explained there is a chance the recall repair will not correct her issue. She states she is disappointed and disconnected the call.

Updated address

*** CASE MODIFY 9/13/2010 1:58:43 PM, aesquive

Case History

Case ID : N032010-09-1302970

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

into WIP default and Status of Solving.

*** CASE CREATE 9/13/2010 1:59:05 PM, aesquive

Number = N032010-09-1302970-1, Created in WIP default with due date 09/14/2010 01:59:05 PM..

*** SUBCASE N032010-09-1302970-1 CREATE 9/13/2010 1:59:05 PM, aesquive, Action Type :

Created in WIP default with due date 09/14/2010 01:59:05 PM.

*** SUBCASE N032010-09-1302970-1 MODIFY 9/13/2010 1:59:08 PM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 9/13/2010 1:59:09 PM, aesquive

into WIP default and Status of Solving.

*** CASE CLOSE 9/13/2010 1:59:10 PM, aesquive

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

*** SUBCASE N032010-09-1302970-1 CLOSE 9/13/2010 1:59:10 PM, aesquive

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N032005-05-2700120	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/27/2005 7:09:06 AM
Case Originator :	Damon Phillips (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/1/2005 9:14:24 AM
Case Owner :	Andrea Lara (Team CE)	Method :	Phone	Queue :		Days Open :	5
Last Closed By :	Andrea Lara (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	05M- [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 : TANEYTOWN, MD [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES165711 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 90,000
In Service Date : 07/19/2001
Months In Use : 46
Engine Number : D17A11585076
Originating Dealer No. / Name : 207865 / HAGERSTOWN HONDA
Selling Dealer No. / Name : 207865 / HAGERSTOWN 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 2 : Not Applicable
Party 3 : Not Applicable
Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-05-2700120-1 / [REDACTED] - CAMPA	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N032005-05-2700120-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Damon Phillips	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/27/2005 7:09:47 AM
Issue Owner : Damon Phillips	Type 2 : Details	Queue :	Close Date : 5/27/2005 7:17:28 AM
Issue Title : [REDACTED]	CAMPAIGN - DETAILS		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-05-2700120

Case Title : 05M- [REDACTED] HEADLIGHT RECALL

*** CASE CREATE 5/27/2005 7:09:06 AM, dphillip

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

*** CASE EXTENDED WARRANTY LOOKUP 5/27/2005 7:09:10 AM, dphillip

WARRANTY CHECK 05/27/2005 07:09:10 AM dphillip

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/27/2005 7:09:14 AM, dphillip

CLAIM HISTORY CHECK 05/27/2005 07:09:14 AM dphillip

No data found for VIN.

*** CASE CREATE 5/27/2005 7:09:47 AM, dphillip

Number = N032005-05-2700120-1, Created in WIP default with due date 05/28/2005 07:09:47 AM..

*** SUBCASE N032005-05-2700120-1 CREATE 5/27/2005 7:09:47 AM, dphillip, Action Type :

Created in WIP default with due date 05/28/2005 07:09:47 AM.

*** SUBCASE N032005-05-2700120-1 MODIFY 5/27/2005 7:09:53 AM, dphillip

into WIP default and Status of Solving.

*** NOTES 5/27/2005 7:16:40 AM, dphillip, Action Type : Call from Customer

The customer called stating that smoke started to come from the steering wheel 05/26/05. The customer took the vehicle to an independent mechanic Merchant tires and auto Center who informed the customer that the vehicle started to smoke due to a headlight recall. I verified thru CRMS that the customers vehicle is affected by the head light recall. The customer is requesting to be reimbursed a diagnostic fee that she was billed from the independent shop. I advised the customer to submit proof of payment and a copy of the invoice for consideration of reimbursement. I informed the customer that reimbursement is not guaranteed and would need to be reviewed. I provided fax# 909 664 9009 and a reference number to submit documents. I asked the customer if I could be of any further assistance. The customer declined, thanked me and ended the call

*** CASE MODIFY 5/27/2005 7:16:51 AM, dphillip

into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2005 7:17:22 AM, dphillip

into WIP default and Status of Solving.

*** SUBCASE N032005-05-2700120-1 CLOSE 5/27/2005 7:17:28 AM, dphillip

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/27/2005 7:17:28 AM, dphillip

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

*** CASE REOPEN 6/1/2005 9:12:52 AM, alara

with Condition of Open and Status of Solving.

*** NOTES 6/1/2005 9:14:19 AM, alara, Action Type : Call from Customer

The customer contacted AHM to verify that she had the correct case number. I confirmed the case number with customer and needed no further assistance.

*** CASE CLOSE 6/1/2005 9:14:24 AM, alara

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032006-01-1200637 Division : Honda - Auto Condition : Closed Open Date : 1/12/2006 10:57:23 AM
Case Originator : Dawn Dennis (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 4/18/2006 8:56:09 AM
Case Owner : Tahir Bell (Team CA) Method : Phone Queue : Days Open : 96
Last Closed By : Tahir Bell (Team CA) Point of Origin : Customer Wipbin :
Case Title : 6K- [REDACTED] COMBINATION HEADLIGHT 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 : YORK, SC [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 : 79,730
In Service Date : 06/28/2001
Months In Use : 55
Engine Number : D17A11586992
Originating Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
Selling Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-01-1200637-1 / [REDACTED]	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N032006-01-1200637-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Dawn Dennis	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/12/2006 11:04:23 AM
Issue Owner : Dawn Dennis	Type 2 : Details	Queue :	Close Date : 1/12/2006 11:05:32 AM
Issue Title : [REDACTED]	CAMPAIGN - DETAILS		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-01-1200637

Case Title : 6K- [REDACTED] - COMBINATION HEADLIGHT SWITCH RECALL

*** CASE CREATE 1/12/2006 10:57:23 AM, ddennis

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

*** CASE CLAIMS LOOKUP 1/12/2006 10:57:30 AM, ddennis

CLAIM CHECK 01/12/2006 10:57:30 AM ddennis

The following Claim History information was found

0; 2004-05-17; 207534; 047152; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE CLAIMS LOOKUP 1/12/2006 10:57:49 AM, ddennis

CLAIM CHECK 01/12/2006 10:57:49 AM ddennis

The following Claim History information was found

0; 2004-05-17; 207534; 047152; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE EXTENDED WARRANTY LOOKUP 1/12/2006 10:57:50 AM, ddennis

WARRANTY CHECK 01/12/2006 10:57:50 AM ddennis

No data found for VIN.

*** CASE VSC LOOKUP 1/12/2006 10:57:53 AM, ddennis

VSC-CUC CHECK 01/12/2006 10:57:53 AM ddennis

No data found for VIN.

*** CASE MODIFY 1/12/2006 10:58:11 AM, ddennis

into WIP default and Status of Solving.

*** CASE MODIFY 1/12/2006 10:58:21 AM, ddennis

into WIP default and Status of Solving.

*** NOTES 1/12/2006 11:03:39 AM, ddennis, Action Type : Call from Customer

The customer called and stated that he had his combination light switch repaired sometime in 2003 at Honda Cars of Rockhill and would like to be reimbursed for the repair. The customer stated that it indicates that the recall was completed in the AH's database due to him having the problem a second time.

I informed the customer he would have to provide a copy of the repair invoice and proof of payment. I informed the customer the processing time is 4-6 weeks upon receiving the correct information. I provided the customer with the fax number (909) 664-9009 and address PO Box 2964 Torrance, CA 90509.

I ask if I could further assist the customer. The customer declined.

The customer thanked me and ended the call. No further assistance required. I am closing the case.

I also verified the customers contact information.

*** CASE CREATE 1/12/2006 11:04:23 AM, ddennis

Number = N032006-01-1200637-1, Created in WIP default with due date 01/13/2006 11:04:23 AM..

*** SUBCASE N032006-01-1200637-1 CREATE 1/12/2006 11:04:23 AM, ddennis, Action Type :

Created in WIP default with due date 01/13/2006 11:04:23 AM.

*** SUBCASE N032006-01-1200637-1 MODIFY 1/12/2006 11:04:35 AM, ddennis

into WIP default and Status of Solving.

*** SUBCASE N032006-01-1200637-1 CLOSE 1/12/2006 11:05:32 AM, ddennis

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032006-01-1200637

Case Title : 6K [REDACTED] - COMBINATION HEADLIGHT SWITCH RECALL

*** CASE CLOSE 1/12/2006 11:05:32 AM, ddennis

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

*** CASE REOPEN 4/12/2006 11:44:42 AM, dphillip

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/12/2006 11:46:33 AM, dphillip

CAMPAIGN CHECK 04/12/2006 11:46:33 AM dphillip

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-17; FX

*** CASE EXTENDED WARRANTY LOOKUP 4/12/2006 11:46:37 AM, dphillip

WARRANTY CHECK 04/12/2006 11:46:37 AM dphillip

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/12/2006 11:46:46 AM, dphillip

CLAIM CHECK 04/12/2006 11:46:46 AM dphillip

The following Claim History information was found

0; 2004-05-17; 207534; 047152; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE CAMPAIGN LOOKUP 4/12/2006 11:46:53 AM, dphillip

CAMPAIGN CHECK 04/12/2006 11:46:53 AM dphillip

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-17; FX

*** NOTES 4/12/2006 11:59:37 AM, dphillip, Action Type : Call from Customer

The customer called inquiring if he can be reimbursed for the headlight recall that he was billed for. The customer called to get the fax number for reimbursement. I provided the fax 909 664-9009 and advised him to submit the invoice and proof of payment for reimbursement.

I offered additional assistance, I thanked him for calling AHM, we ended the call.

*** CASE CLOSE 4/12/2006 12:00:54 PM, dphillip

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

*** CASE REOPEN 4/18/2006 8:53:58 AM, tbell

with Condition of Open and Status of Solving.

*** NOTES 4/18/2006 8:56:03 AM, tbell, Action Type : Call from Customer

The customer called to check the status of his case. The customer stated that he had submitted a fax for reimbursement. I explained that it would take a day or two for AHM to review the request. I advise the customer to call again on Thursday to check the status. I understood and the call ended.

*** CASE MODIFY 4/18/2006 8:56:07 AM, tbell

into WIP default and Status of Solving.

*** CASE CLOSE 4/18/2006 8:56:09 AM, tbell

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 :	N012008-12-2300036	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/23/2008 6:28:11 AM
Case Originator :	Todd Lowe (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/23/2008 7:18:57 AM
Case Owner :	Todd Lowe (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Todd Lowe (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW HEADLIGHT RECALL QUESTIONS			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267X11 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 115,000
In Service Date : 09/08/2001
Months In Use : 87
Engine Number : D17A21521791
Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
Selling Dealer No. / Name : 207871 / ROUTE 22 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.
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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
N012008-12-2300036-1 / [REDACTED] PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-12-2300036-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Todd Lowe	Type 1 : Product	Status : Subcase Close	Open Date : 12/23/2008 7:18:41 AM
Issue Owner : Todd Lowe	Type 2 : Operation	Queue :	Close Date : 12/23/2008 7:18:53 AM
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, Referred to Dealer
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N0I2008-12-2300036

Case Title : LOW HEADLIGHT RECALL QUESTIONS

*** CASE CREATE 12/23/2008 6:28:11 AM, tlowe

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

*** CASE EXTENDED WARRANTY LOOKUP 12/23/2008 6:28:17 AM, tlwe

WARRANTY CHECK 12/23/2008 06:28:17 AM tlowe

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/23/2008 6:28:21 AM, tlwe

CLAIM HISTORY CHECK 12/23/2008 06:28:21 AM tlowe

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/23/2008 6:28:27 AM, tlwe

CAMPAIGN CHECK 12/23/2008 06:28:27 AM tlowe

The following Campaign information was found

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

*** CASE VSC LOOKUP 12/23/2008 6:28:31 AM, tlwe

VSC CHECK 12/23/2008 06:28:31 AM tlowe

The following VSC information was found

V001121967;B67;(NEW) PREMIUM 6YR 75K 0 DED;EXPIRED;;2001-09-08;2007-09-07;75000;21;207871;0.0

0

*** CASE CUC LOOKUP 12/23/2008 6:28:32 AM, tlowe

CUC CHECK 12/23/2008 06:28:31 AM tlwe

The following CUC information was found

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;;;0;0;0;,,,,,,,,;0;;
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*** CASE CAMPAIGN LOOKUP 12/23/2008 6:29:36 AM, tlwe

CAMPAIGN CHECK 12/23/2008 06:29:36 AM tlowe

The following Campaign information was found

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

*** CASE CAMPAIGN LOOKUP 12/23/2008 6:30:52 AM, tlowe

CAMPAIGN CHECK 12/23/2008 06:30:52 AM tlowe

The following Campaign information was found

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

*** CASE CAMPAIGN LOOKUP 12/23/2008 6:30:59 AM, tlowe

CAMPAIGN CHECK 12/23/2008 06:30:59 AM tlowe

The following Campaign information was found

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

*** CASE MODIFY 12/23/2008 6:33:06 AM, tlowe

into WIP default and Status of Solving.

*** CASE MODIFY 12/23/2008 6:44:55 AM, tlowe

into WIP default and Status of Solving.

*** NOTES 12/23/2008 7:17:55 AM, tlowe, Action Type : Call from Customer

Case History

Case ID : N012008-12-2300036

Case Title : [REDACTED] - LOW HEADLIGHT RECALL QUESTIONS

Verified the customer's information

Situation:

Low headlight problem

Request:

Does she qualify for the recall

Probing Questions:

The customer states that the vehicle headlights are not working when in low beam. She has checked online and saw that there was a recall for this vehicle. Does that recall apply to her vehicle.

Inbound Conclusion:

ACS reviewed the VIN history and the VIN is not included in that recall. She was told that she can take the vehicle to a Honda dealership for inspection and repair but that cost would be at her expense. The customer had no other concerns at this time.

*** SUBCASE N012008-12-2300036-1 CREATE 12/23/2008 7:18:41 AM, tlowe

Created in WIP Default with Due Date 12/23/2008 7:18:41 AM.

*** SUBCASE N012008-12-2300036-1 CLOSE 12/23/2008 7:18:53 AM, tlowe

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/23/2008 7:18:55 AM, tlowe

into WIP default and Status of Solving.

*** CASE CLOSE 12/23/2008 7:18:57 AM, tlowe

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

Case Details

Case ID : N032009-05-2600266 Division : Honda - Auto Condition : Closed Open Date : 5/26/2009 7:30:30 AM
Case Originator : Keith Applewhite (Team CA) Sub Division : Satellite Center Status : Closed Close Date : 5/26/2009 7:52:12 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 : 06H [REDACTED] - COMBINATION SWITCH 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 : HENRICO, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES26781L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 130,000
In Service Date : 06/13/2001
Months In Use : 95
Engine Number : D17A21522258
Originating Dealer No. / Name : 207896 / BREWSTER HONDA
Selling Dealer No. / Name : 208109 / MIDDLETOWN 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 : 207280 / WEST BROAD HONDA
Phone No. : 804-672-1111
Address : 7014 WEST BROAD STREET
City / State / Zip : RICHMOND, VA 23294
Svc District / Sls District : 06C / C06
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-05-2600266-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-05-2600266-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/26/2009 7:31:34 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 5/26/2009 7:49:06 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 : N032009-05-2600266

Case Title : 06H- [REDACTED] COMBINATION SWITCH INQUIRY

*** CASE CREATE 5/26/2009 7:30:30 AM, kapplewh
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 5/26/2009 7:30:42 AM, kapplewh
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/26/2009 7:30:44 AM, kapplewh
WARRANTY CHECK 05/26/2009 07:30:44 AM kapplewh
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/26/2009 7:30:47 AM, kapplewh
CLAIM HISTORY CHECK 05/26/2009 07:30:47 AM kapplewh
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/26/2009 7:30:51 AM, kapplewh
CAMPAIGN CHECK 05/26/2009 07:30:51 AM kapplewh
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; ;

*** CASE VSC LOOKUP 5/26/2009 7:30:51 AM, kapplewh
VSC-CUC CHECK 05/26/2009 07:30:51 AM kapplewh
No data found for VIN.

*** CASE MODIFY 5/26/2009 7:31:03 AM, kapplewh
into WIP default and Status of Solving.

*** CASE CREATE 5/26/2009 7:31:34 AM, kapplewh
Number = N032009-05-2600266-1, Created in WIP default with due date 05/27/2009 07:31:34 AM..

*** SUBCASE N032009-05-2600266-1 CREATE 5/26/2009 7:31:34 AM, kapplewh, Action Type :
Created in WIP default with due date 05/27/2009 07:31:34 AM.

*** SUBCASE N032009-05-2600266-1 MODIFY 5/26/2009 7:31:37 AM, kapplewh
into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2009 7:32:23 AM, kapplewh
into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2009 7:32:40 AM, kapplewh
into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2009 7:32:56 AM, kapplewh
into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2009 7:33:00 AM, kapplewh
into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2009 7:33:18 AM, kapplewh
into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2009 7:44:19 AM, kapplewh
into WIP default and Status of Solving.

Case History

Case ID : N032009-05-2600266

Case Title : 06H- [REDACTED] - COMBINATION SWITCH INQUIRY

*** NOTES 5/26/2009 7:46:38 AM, kapplewh, Action Type : Call from Customer

The customer contacted AHM regarding the combination switch recall. I updated the customer as the registered owner and I verified using CRMS that the customer's vehicle is under the recall. The customer states the headlights went out. I apologized for inconveniences. I suggested the customer to schedule an appointment with the Honda dealership to have the recall taken care of. The customer understood. I provided the customer with West Broad Honda's direct number. The customer thanked and ended call.

Customers contact number: 804 349 4325

*** CASE MODIFY 5/26/2009 7:48:44 AM, kapplewh
into WIP default and Status of Solving.*** CASE MODIFY 5/26/2009 7:49:04 AM, kapplewh
into WIP default and Status of Solving.*** SUBCASE N032009-05-2600266-1 CLOSE 5/26/2009 7:49:06 AM, kapplewh
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 5/26/2009 7:49:06 AM, kapplewh
Status = Closed, Resolution Code = Instruction Given, State = Open*** CASE REOPEN 5/26/2009 7:50:43 AM, kapplewh
with Condition of Open and Status of Solving.*** NOTES 5/26/2009 7:52:09 AM, kapplewh, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer may contact your dealer to schedule an appointment to have the combination switch recall taken care of.

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

Thank you for your attention to this matter.

Keith Applewhite
Automobile Customer Service*** CASE CLOSE 5/26/2009 7:52:12 AM, kapplewh
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-03-0400334	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/4/2011 8:46:11 AM
Case Originator :	Andrea Hurel (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/4/2011 9:05:20 AM
Case Owner :	Andrea Hurel (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Andrea Hurel (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 : FREEPORT, OH
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES155511
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours :
In Service Date : 07/14/2001
Months In Use : 116
Engine Number : D17A11590942
Originating Dealer No. / Name : 206723 / RICK CASE HONDA
Selling Dealer No. / Name : 206723 / RICK CASE HONDA
Trim : LX
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 : 207468 / PARKWAY HONDA
Phone No. : 330-364-8661
Address : 855 COMMERCIAL PKWY.
City / State / Zip : DOVER, OH 44622
Svc District / Sls District : 04G / C04
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
N032011-03-0400334-1 / CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-03-0400334-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/4/2011 8:49:52 AM
Issue Owner : Andrea Hurel	Type 2 : Eligibility	Queue :	Close Date : 3/4/2011 9:05:19 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 : N032011-03-0400334

Case Title : [REDACTED] - P23

*** CASE CREATE 3/4/2011 8:46:11 AM, ahurel

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

*** CASE MODIFY 3/4/2011 8:46:28 AM, ahurel

into WIP default and Status of Solving.

*** CASE MODIFY 3/4/2011 8:46:48 AM, ahurel

into WIP default and Status of Solving.

*** NOTES 3/4/2011 8:49:40 AM, ahurel, Action Type : Call from Customer

The customer is calling in regards to any recall on the vehicle for the headlights. The customer stated that they are not working and was informed they may be a recall for them. I informed the customer there is one outstanding recall on the vehicle for the combination light switch. I informed the customer to take the vehicle to the nearest Honda dealership for a free repair. The customer was provided with Parkway Honda. The customer thanked me and needed no further assistance. I thanked the customer for calling AHM and the call ended.

Customer's contact information was verified

*** CASE CREATE 3/4/2011 8:49:52 AM, ahurel

Number = N032011-03-0400334-1, Created in WIP default with due date 03/05/2011 08:49:52 AM..

*** SUBCASE N032011-03-0400334-1 CREATE 3/4/2011 8:49:52 AM, ahurel, Action Type :

Created in WIP default with due date 03/05/2011 08:49:52 AM.

*** CASE MODIFY 3/4/2011 9:05:19 AM, ahurel

into WIP default and Status of Solving.

*** SUBCASE N032011-03-0400334-1 CLOSE 3/4/2011 9:05:19 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/4/2011 9:05:20 AM, ahurel

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-04-2700132	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/27/2004 7:17:03 AM
Case Originator :	Bryan Jones (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/10/2004 4:10:57 PM
Case Owner :	Caroline Chow (Team AC)	Method :	Phone	Queue :		Days Open :	13
Last Closed By :	Caroline Chow (Team AC)	Point of Origin :	Customer	Wipbin :			
Case Title :	6P [REDACTED] HEADLIGHT PROBLEM			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 : FLORENCE, SC [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 : 60,000
In Service Date : 07/07/2001
Months In Use : 33
Engine Number : D17A11593100
Originating Dealer No. / Name : 207925 / SANFORD HONDA
Selling Dealer No. / Name : 207925 / SANFORD 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 : 207333 / CALE YARBOROUGH HONDA
Phone No. : 843-669-5556
Address : 2723 W. PALMETTO ST.
City / State / Zip : FLORENCE, SC 29501
Svc District / Sls District : 06N / D06
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
N012004-04-2700132-1 [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-04-2700132-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Chow	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2004 3:30:04 PM
Issue Owner : Caroline Chow	Type 2 : Operation	Queue :	Close Date : 5/10/2004 4:10:54 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 : 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 : N012004-04-2700132

Case Title : 6P [REDACTED] - HEADLIGHT PROBLEM

*** CASE CREATE 4/27/2004 7:17:03 AM, bjones

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

*** CASE CAMPAIGN LOOKUP 4/27/2004 7:22:18 AM, bjones

CAMPAIGN CHECK 04/27/2004 07:22:18 AM bjones

The following Campaign information was found

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

*** CASE MODIFY 4/27/2004 7:23:26 AM, bjones

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2004 7:24:36 AM, bjones

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2004 7:25:35 AM, bjones

into WIP default and Status of Solving.

*** NOTES 4/27/2004 7:30:17 AM, bjones, Action Type : Call from Customer

Customer is calling on a headlight problem that they had with their vehicle which caused the low beams on the vehicle to fail. The customer had to drive with their high beams on all the time customer took their vehicle to a firestone dealership because Cale Yarborough Honda would not take the time to help the customer with this problem. The customer paid out of their pocket for this work to be done at this dealership. The customer now finds out the has been a recall through Honda 04-015 on the exact problem which he had to get fixed

The customer is now asking for a reimbursement on the work he had to do at the dealership, the customer didn't have the paperwork at the time he called but can supply the total when he is contacted.

*** CASE MODIFY 4/27/2004 7:30:42 AM, bjones

into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2004 7:30:42 AM, bjones

into WIP default and Status of Solving.

*** CASE DISPATCH 4/27/2004 7:30:58 AM, bjones

from WIP default to Queue Team G.

*** CASE FORWARD 4/28/2004 6:21:40 AM, rrobbins

from Queue Team G to Queue Team F.

*** CASE RULE ACTION 4/28/2004 6:30:58 AM, sa

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

*** CASE ACCEPT 4/28/2004 11:46:48 AM, cchow

from Queue Team F to WIP default.

*** SUBCASE N012004-04-2700132-1 CREATE 4/29/2004 3:30:04 PM, cchow

Created in WIP Default with Due Date 4/29/2004 3:30:04 PM.

*** CASE MODIFY 4/30/2004 7:54:46 AM, cchow

into WIP default and Status of Solving.

*** NOTES 4/30/2004 12:52:11 PM, lclark, Action Type : Call from Customer

The customer called in for status on his case for reimbursement. The customer stated that he was not giving any information for reimbursement. Provided the customer

Case History

Case ID : N012004-04-2700132

Case Title : 6P [REDACTED] HEADLIGHT PROBLEM

the number to the reimbursement. I explained to the customer that the process would take up to 4 to 6 weeks. The customer thanked me for the information. I thanked the customer for calling AHM. I am closing this case.

*** COMMIT 4/30/2004 3:26:42 PM, cchow, Action Type :

Made to [REDACTED] due 05/03/2004 03:26:45 PM.

DCS Follow-Up

*** NOTES 4/30/2004 3:28:50 PM, cchow, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/3/2004 3

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

Customer is calling on a headlight problem that they had with their vehicle which caused the low beams on the vehicle to fail. The customer had to drive with their high beams on all the time customer took their vehicle to a firestone dealership because Cale Yarborough Honda would not take the time to help the customer with this problem. The customer paid out of their pocket for this work to be done at this dealership. The customer now finds out the has been a recall through Honda 04-015 on the exact problem which he had to get fixed. The customer is now asking for a reimbursement on the work he had to do at the dealership, the customer didn't have the paperwork at the time he called but can supply the total when he is contacted.

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

William: Is the repair the same one that is needed by the recall that the customer's referring to? Let me know? Thank you.....

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.

Caroline Chow
Automobile Customer Service
800-999-1009 x118053

*** NOTES 4/30/2004 3:48:09 PM, cchow, Action Type : Call to Customer

Advised customer that I will need RO's and am reviewing with service department. I will contact customer as soon as possible.

*** CASE CAMPAIGN LOOKUP 5/10/2004 10:08:08 AM, cchow

CAMPAIGN CHECK 05/10/2004 10:08:08 AM cchow

The following Campaign information was found

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

*** NOTES 5/10/2004 10:25:56 AM, cchow, Action Type : Call to Dealer

Spoke to Duane in service and he states that customer's headlights may be covered by a recall and is going to call customer to followup. Dewayne states that he will also notify William, service manager, regarding customer contacts for a callback. I thanked for Duane's time and will followup with customer as well.

*** NOTES 5/10/2004 4:10:36 PM, cchow, Action Type : Call to Customer

Advised customer that dealership will be contacting him to resolve headlight issue. Customer thanked and is happy to work with dealership. I thanked for his time. Closing case unless further contacted by customer.

*** SUBCASE N012004-04-2700132-1 CLOSE 5/10/2004 4:10:54 PM, cchow

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012004-04-2700132

Case Title : 6P [REDACTED] HEADLIGHT PROBLEM

*** CASE CLOSE 5/10/2004 4:10:57 PM, cchow

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-07-0100093	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/1/2008 6:31:50 AM
Case Originator :	Robert Castillo (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/1/2008 6:54:55 AM
Case Owner :	Robert Castillo (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Robert Castillo (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] RADIO CODE/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 : ALPHARETTA, GA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267X11 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 71,000
In Service Date : 07/22/2001
Months In Use : 84
Engine Number : D17A21527698
Originating Dealer No. / Name : 206599 / LUCAS HONDA OF JACKSONVILLE
Selling Dealer No. / Name : 206857 / ED VOYLES 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 : 240009 / HONDA CARLAND SERVICE CENTER
Phone No. : 770-993-2805
Address : 11300 STATE BRIDGE RD.
City / State / Zip : ALPHARETTA, GA 30022
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-07-0100093-1 / [REDACTED]	Subcase Close	Product	Codes	010	Radio, EQ & CD
N032008-07-0100093-2 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N032008-07-0100093-3 / [REDACTED]	Subcase Close	Product	Fit/Finish/Quality	218	Automatic Trans

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-07-0100093-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Castillo	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2008 6:41:12 AM
Issue Owner : Robert Castillo	Type 2 : Codes	Queue :	Close Date : 7/1/2008 6:54:55 AM
Issue Title : [REDACTED] - PRODUCT - CODES			

Coding Info :

Labor Code / Desc : 010 / Radio, EQ & CD
Condition Code Desc : Radio Display 010U
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032008-07-0100093-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Castillo	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/1/2008 6:53:53 AM
Issue Owner : Robert Castillo	Type 2 : Eligibility	Queue :	Close Date : 7/1/2008 6:54:55 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

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-07-0100093-3	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Robert Castillo	Type 1 : Product	Status : Subcase Close	Open Date : 7/1/2008 6:54:36 AM
Issue Owner : Robert Castillo	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 7/1/2008 6:54:55 AM
Issue Title : [REDACTED]	- PRODUCT - FIT/FINISH/QUALITY		

Coding Info :

Labor Code / Desc : 218 / Automatic Trans
Condition Code Desc Shift Quality 2181
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Documented Concern
Component Category : 10 - Power Train
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-07-0100093

Case Title : [REDACTED] - RADIO CODE/COMBINATION LIGHT SWITCH

*** CASE CREATE 7/1/2008 6:31:50 AM, rcastill

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

*** NOTES 7/1/2008 6:31:50 AM, rcastill, Action Type :

The customer's information was verified [REDACTED] The customer is contacting AHM to retrieve his vehicle's radio code.

*** CASE EXTENDED WARRANTY LOOKUP 7/1/2008 6:31:51 AM, rcastill

WARRANTY CHECK 07/01/2008 06:31:51 AM rcastill

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/1/2008 6:31:53 AM, rcastill

CLAIM HISTORY CHECK 07/01/2008 06:31:53 AM rcastill

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/1/2008 6:33:39 AM, rcastill

CAMPAIGN CHECK 07/01/2008 06:33:39 AM rcastill

The following Campaign information was found

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

*** CASE VSC LOOKUP 7/1/2008 6:33:41 AM, rcastill

VSC-CUC CHECK 07/01/2008 06:33:41 AM rcastill

No data found for VIN.

*** NOTES 7/1/2008 6:40:41 AM, rcastill, Action Type : Call from Customer

The customer provided me with SN# 28059131 and radio code 62355 was generated. The customer was provided with this number and it worked. The customer was advised that currently there is a pending recall for his vehicle for the combination light switch. The customer was informed that a terminal in the headlight wire harness connector can overheat and may cause the low-beam headlights to fail without warning. Although the high-beam position remains operational, an unexpected loss of low beams could result in a crash, per SB# 04-015.

The customer understood and stated that he will be visiting Honda Carland Service to address this recall. The customer did not request for any additional assistance however he did comment that he recently had his transmission replaced and that he has learned online that this is a very common problem with this year and model and he is suprised that there was not a recall issued. I advised the customer that I will document his concern for future reference. I thanked the customer for contacting AHM and the call was ended.

*** SUBCASE N032008-07-0100093-1 CREATE 7/1/2008 6:41:12 AM, rcastill

Created in WIP Default with Due Date 7/1/2008 6:41:12 AM.

*** CASE MODIFY 7/1/2008 6:41:17 AM, rcastill

into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2008 6:41:24 AM, rcastill

into WIP default and Status of Solving.

*** CASE CREATE 7/1/2008 6:53:53 AM, rcastill

Number = N032008-07-0100093-2, Created in WIP default with due date 07/02/2008 06:53:53 AM..

*** SUBCASE N032008-07-0100093-2 CREATE 7/1/2008 6:53:53 AM, rcastill, Action Type :

Created in WIP default with due date 07/02/2008 06:53:53 AM.

Case History

Case ID : N032008-07-0100093

Case Title : [REDACTED] - RADIO CODE/COMBINATION LIGHT SWITCH

*** SUBCASE N032008-07-0100093-2 MODIFY 7/1/2008 6:53:59 AM, rcastill
into WIP default and Status of Solving.

*** CASE MODIFY 7/1/2008 6:54:15 AM, rcastill
into WIP default and Status of Solving.

*** SUBCASE N032008-07-0100093-3 CREATE 7/1/2008 6:54:36 AM, rcastill
Created in WIP Default with Due Date 7/1/2008 6:54:36 AM.

*** SUBCASE N032008-07-0100093-1 CLOSE 7/1/2008 6:54:55 AM, rcastill
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032008-07-0100093-2 CLOSE 7/1/2008 6:54:55 AM, rcastill
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032008-07-0100093-3 CLOSE 7/1/2008 6:54:55 AM, rcastill
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/1/2008 6:54:55 AM, rcastill
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-08-2100696	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/21/2008 10:11:35 AM
Case Originator :	Steven Felix (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/21/2008 10:18:55 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			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 : LOMBARD, IL [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 : ES2671JW / A
Miles / Hours : 30,000
In Service Date : 07/05/2001
Months In Use : 85
Engine Number : D17A21528679
Originating Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
Selling Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
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
N032008-08-2100696-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-08-2100696-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/21/2008 10:18:37 AM
Issue Owner : Steven Felix	Type 2 : Eligibility	Queue :	Close Date : 8/21/2008 10:18:55 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 : N032008-08-2100696

Case Title : [REDACTED] COMBINATION LIGHT SWITCH

*** CASE CREATE 8/21/2008 10:11:35 AM, sfelix

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

*** CASE VSC LOOKUP 8/21/2008 10:11:37 AM, sfelix

VSC-CUC CHECK 08/21/2008 10:11:37 AM sfelix

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/21/2008 10:11:40 AM, sfelix

WARRANTY CHECK 08/21/2008 10:11:40 AM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/21/2008 10:11:43 AM, sfelix

CLAIM HISTORY CHECK 08/21/2008 10:11:43 AM sfelix

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/21/2008 10:11:49 AM, sfelix

CAMPAIGN CHECK 08/21/2008 10:11:49 AM sfelix

The following Campaign information was found

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

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 8/21/2008 10:11:51 AM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2008 10:12:16 AM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2008 10:12:41 AM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2008 10:13:36 AM, sfelix

into WIP default and Status of Solving.

*** NOTES 8/21/2008 10:16:48 AM, sfelix, Action Type : Call from Customer

Verified customer information

The customer is calling because he states that his daughter was driving the vehicle when the low beams went out. He went online and found a recall dealing with the possibility of the low beams going out and he is requesting information on any outstanding recalls.

I informed the customer that the vehicle is affected by a combination light switch which does mention the possibility of the low beams going out. Since this recall is outstanding, he can take the vehicle to an authorized dealer and they will be able to correct that issue for him. However, I cannot guarantee that the completion of the recall will solve his issue. The customer understood and further assistance was not required.

*** CASE MODIFY 8/21/2008 10:16:51 AM, sfelix

into WIP default and Status of Solving.

*** CASE CREATE 8/21/2008 10:18:37 AM, sfelix

Number = N032008-08-2100696-1, Created in WIP default with due date 08/22/2008 10:18:37 AM..

*** SUBCASE N032008-08-2100696-1 CREATE 8/21/2008 10:18:37 AM, sfelix, Action Type :

Case History

Case ID : N032008-08-2100696

Case Title : [REDACTED]-COMBINATION LIGHT SWITCH

Created in WIP default with due date 08/22/2008 10:18:37 AM.

*** SUBCASE N032008-08-2100696-1 MODIFY 8/21/2008 10:18:42 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2008 10:18:51 AM, sfelix
into WIP default and Status of Solving.

*** SUBCASE N032008-08-2100696-1 CLOSE 8/21/2008 10:18:55 AM, sfelix
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/21/2008 10:18:55 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 : N032005-03-0700511	Division : Honda - Auto	Condition : Closed	Open Date : 3/7/2005 8:09:04 AM
Case Originator : Todd Beary (Team PB)	Sub Division : Satellite Center	Status : Closed	Close Date : 3/7/2005 8:14:38 AM
Case Owner : Todd Beary (Team PB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Todd Beary (Team PB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHT SWITCH RECALL --DEALER REFERRAL			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 : MIAMI, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / IHGES16231L [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1621PW / A
 Miles / Hours : 33,125
 In Service Date : 01/07/2002
 Months In Use : 38
 Engine Number : D17A11600799
 Originating Dealer No. / Name : 207265 / SOUTH MOTORS HONDA
 Selling Dealer No. / Name : 207265 / SOUTH MOTORS HONDA
 Trim : DX
 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 : 207265 / SOUTH MOTORS HONDA
 Phone No. : 305-256-2250
 Address : 16165 S. DIXIE HWY
 City / State / Zip : MIAMI, FL 33157
 Svc District / Sls District : 07N / C07
 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 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
N032005-03-0700511-1 / [REDACTED]	CAMPAIG Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-03-0700511-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Todd Beary	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/7/2005 8:11:28 AM
Issue Owner : Todd Beary	Type 2 : Eligibility	Queue :	Close Date : 3/7/2005 8:14:38 AM
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 : 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 : N032005-03-0700511

Case Title : [REDACTED] HEADLIGHT SWITCH RECALL --DEALER REFERRAL

*** CASE CREATE 3/7/2005 8:09:04 AM, tbeary

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

*** NOTES 3/7/2005 8:09:04 AM, tbeary, Action Type :

Dealer referral

*** CASE CAMPAIGN LOOKUP 3/7/2005 8:09:08 AM, tbeary

CAMPAIGN CHECK 03/07/2005 08:09:08 AM tbeary

The following Campaign information was found

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

*** CASE MODIFY 3/7/2005 8:10:55 AM, tbeary

into WIP default and Status of Solving.

*** CASE CREATE 3/7/2005 8:11:28 AM, tbeary

Number = N032005-03-0700511-1, Created in WIP default with due date 03/08/2005 08:11:28 AM..

*** SUBCASE N032005-03-0700511-1 CREATE 3/7/2005 8:11:28 AM, tbeary, Action Type :

Created in WIP default with due date 03/08/2005 08:11:28 AM.

*** NOTES 3/7/2005 8:13:34 AM, tbeary, Action Type : Call from Customer

Customer states her low beam headlights have gone out. Customer requests a dealer referral for the recall. I referred customer to South Motors for assistance.

Customer thanked us for our assistance. I am closing case. I will send DCS.

*** NOTES 3/7/2005 8:14:30 AM, tbeary, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Headlight switch recall

Customer will be contacting your dealership for assistance.

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

Thank you for your attention to this matter.

Todd Beary

Automobile Customer Service

*** SUBCASE N032005-03-0700511-1 CLOSE 3/7/2005 8:14:38 AM, tbeary

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/7/2005 8:14:38 AM, tbeary

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

Case Details

Case ID :	N032010-06-0100938	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/1/2010 9:46:53 AM
Case Originator :	Tanishia Santana (Team PB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/1/2010 10:23:41 AM
Case Owner :	Tanishia Santana (Team PB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Tanishia Santana (Team PB)	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 : FORT LEONARD WOOD, MO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES15521L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 132,000
In Service Date : 07/23/2001
Months In Use : 107
Engine Number : D17A11601679
Originating Dealer No. / Name : 207705 / RICK ROUSH HONDA
Selling Dealer No. / Name : 207705 / RICK ROUSH HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-06-0100938-1 /	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-06-0100938-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tanishia Santana	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/1/2010 10:23:28 AM
Issue Owner : Tanishia Santana	Type 2 : Eligibility	Queue :	Close Date : 6/1/2010 10:23:41 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 : N032010-06-0100938

Case Title : [REDACTED] - P23

*** CASE CREATE 6/1/2010 9:46:53 AM, tsantana

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

*** CASE CAMPAIGN LOOKUP 6/1/2010 9:46:57 AM, tsantana

CAMPAIGN CHECK 06/01/2010 09:46:57 AM tsantana

The following Campaign information was found

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

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

*** CASE EXTENDED WARRANTY LOOKUP 6/1/2010 9:46:58 AM, tsantana

WARRANTY CHECK 06/01/2010 09:46:58 AM tsantana

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/1/2010 9:47:01 AM, tsantana

CLAIM HISTORY CHECK 06/01/2010 09:47:01 AM tsantana

No data found for VIN.

*** CASE VSC LOOKUP 6/1/2010 9:47:03 AM, tsantana

VSC-CUC CHECK 06/01/2010 09:47:03 AM tsantana

No data found for VIN.

*** CASE MODIFY 6/1/2010 9:47:10 AM, tsantana

into WIP Default and Status of Solving.

*** NOTES 6/1/2010 10:22:40 AM, tsantana, Action Type : Call from Customer

[REDACTED] called stating that she received a notice in regards to the airbag inflator. She stated that her low beam headlights went out and would like to know if there is a recall in regards to the concern. I updated the contact info and informed her that there is a recall fro the low beam headlights. I informed her that I could assist scheduling an appointment to have both campaigns taken care of. She stated that would be fine. I contacted her local dealer (Reagan Honda) and was assisted scheduling an appointment for June 5 at 0930. The customer was informed that it would take approximately 1.5 hours and that she could wait for her car to be completed. The customer stated thank you. I thanked the service assistant Ben for his help with the appointment. No further assistance was needed and the call ended.

*** CASE MODIFY 6/1/2010 10:22:55 AM, tsantana

into WIP Default and Status of Solving.

*** CASE CREATE 6/1/2010 10:23:28 AM, tsantana

Number = N032010-06-0100938-1, Created in WIP Default with due date 06/02/2010 10:23:28 AM..

*** SUBCASE N032010-06-0100938-1 CREATE 6/1/2010 10:23:28 AM, tsantana, Action Type :

Created in WIP Default with due date 06/02/2010 10:23:28 AM.

*** SUBCASE N032010-06-0100938-1 MODIFY 6/1/2010 10:23:37 AM, tsantana

into WIP Default and Status of Solving.

*** CASE MODIFY 6/1/2010 10:23:40 AM, tsantana

into WIP Default and Status of Solving.

*** SUBCASE N032010-06-0100938-1 CLOSE 6/1/2010 10:23:41 AM, tsantana

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/1/2010 10:23:41 AM, tsantana

Case History

Case ID : N032010-06-0100938

Case Title : [REDACTED] - P23

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

Case Details

Case ID :	N032007-10-0301200	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/3/2007 1:25:05 PM
Case Originator :	Erick Soto (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	10/3/2007 2:15:22 PM
Case Owner :	Erick Soto (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Erick Soto (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] SAFETY RECALL INQUIRY				No. of Attachments :	0	

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : IOWA CITY, IA [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 : 55,000
In Service Date : 07/26/2001
Months In Use : 75
Engine Number : D17A21536358
Originating Dealer No. / Name : 207126 / BASNEY HONDA
Selling Dealer No. / Name : 207126 / BASNEY 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.
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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
N032007-10-0301200-1 [REDACTED] CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-10-0301200-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erick Soto	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/3/2007 1:26:14 PM
Issue Owner : Erick Soto	Type 2 : Eligibility	Queue :	Close Date : 10/3/2007 2:15:22 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-10-0301200

Case Title : [REDACTED] SAFETY RECALL INQUIRY

*** CASE CREATE 10/3/2007 1:25:05 PM, esoto

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

*** CASE CREATE 10/3/2007 1:26:14 PM, esoto

Number = N032007-10-0301200-1, Created in WIP default with due date 10/04/2007 01:26:13 PM..

*** SUBCASE N032007-10-0301200-1 CREATE 10/3/2007 1:26:14 PM, esoto, Action Type :

Created in WIP default with due date 10/04/2007 01:26:13 PM.

*** SUBCASE N032007-10-0301200-1 MODIFY 10/3/2007 1:32:35 PM, esoto

into WIP default and Status of Solving.

*** CASE MODIFY 10/3/2007 1:32:46 PM, esoto

into WIP default and Status of Solving.

*** NOTES 10/3/2007 2:15:10 PM, esoto, Action Type : Call from Customer

The customer called AHM because she is having a problem with her lights. The customer inquired about the headlight recall that was performed. I informed the customer that recalls could only be performed once. The customer said she wouldn't be buying another Honda. I thanked the customer for calling AHM and I ended the call.

I added the customer's contact information.

*** SUBCASE N032007-10-0301200-1 CLOSE 10/3/2007 2:15:22 PM, esoto

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/3/2007 2:15:23 PM, esoto

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

Case Details

Case ID :	N012009-08-1700265	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2009 7:21:04 AM
Case Originator :	NaKya Jai (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/17/2009 7:54:04 AM
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 :	07E [REDACTED] LOW BEAM 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 : WOODSTOCK, GA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES16501L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 88,000
In Service Date : 12/06/2001
Months In Use : 92
Engine Number : D17A11612301
Originating Dealer No. / Name : 207464 / STEVENSON HONDA CARS
Selling Dealer No. / Name : 207464 / STEVENSON HONDA CARS
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 : 208054 / HENNESSY HONDA OF WOODSTOCK
Phone No. : 770-924-9000
Address : 8931 HIGHWAY 92
City / State / Zip : WOODSTOCK, GA 30189
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$92.00 /
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
N012009-08-1700265-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-08-1700265-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2009 7:53:45 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 8/17/2009 7:53:58 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : II - 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 : N012009-08-1700265

Case Title : 07E- [REDACTED] - LOW BEAM HEAD LIGHTS

*** CASE CREATE 8/17/2009 7:21:04 AM, jnakya

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

*** CASE MODIFY 8/17/2009 7:24:47 AM, jnakya

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/17/2009 7:27:48 AM, jnakya

CAMPAIGN CHECK 08/17/2009 07:27:48 AM jnakya

The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ; SO;

*** CASE MODIFY 8/17/2009 7:28:08 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 8/17/2009 7:30:16 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

Caller:

The customer name is [REDACTED]

Situation:

The customer called regarding low beam head lights

Probing Questions

☐ Detailed Description ☐

The customer indicated that he doesn't have the VIN number

The customer indicated that he had a problem this past Friday August 14, 2009 with the low beam headlight not working.

The customer indicated that he researched on-line and seen that this year make and model have a problem with the low beam head lights operation.

Inbound Summary

ACS informed the customer that for accurate information the VIN number is needed.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

ACS informed the customer that there is a safety recall Service Bulletin #04-015 Combination Light Switch which this recall wasn't performed on this vehicle.

I 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 8/17/2009 7:30:19 AM, jnakya

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/17/2009 7:53:16 AM, jnakya

WARRANTY CHECK 08/17/2009 07:53:16 AM jnakya

No data found for VIN.

*** CASE VSC LOOKUP 8/17/2009 7:53:19 AM, jnakya

VSC CHECK 08/17/2009 07:53:19 AM jnakya

The following VSC information was found

; ; ; ; ; ; ; ; 0;0;;0.0

Case History

Case ID : N012009-08-1700265

Case Title : 07E- [REDACTED] - LOW BEAM HEAD LIGHTS

*** CASE CUC LOOKUP 8/17/2009 7:53:19 AM, jnakya

CUC CHECK 08/17/2009 07:53:19 AM jnakya

The following CUC information was found

SUSAN;FLOWERS;EXPIRED;100000;32421;48000;2004-12-06;2008-12-06;;2004-01-13;2004-01-13;207946;;0;2004-01-31;2004-01-19

*** CASE CLAIMS LOOKUP 8/17/2009 7:53:21 AM, jnakya

CLAIM HISTORY CHECK 08/17/2009 07:53:21 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/17/2009 7:53:25 AM, jnakya

CAMPAIGN CHECK 08/17/2009 07:53:24 AM jnakya

The following Campaign information was found

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

*** SUBCASE N012009-08-1700265-1 CREATE 8/17/2009 7:53:45 AM, jnakya

Created in WIP Default with Due Date 8/17/2009 7:53:45 AM.

*** SUBCASE N012009-08-1700265-1 CLOSE 8/17/2009 7:53:58 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/17/2009 7:54:02 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 8/17/2009 7:54:04 AM, jnakya

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

Case Details

Case ID :	N012010-11-1600812	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/16/2010 11:13:08
Case Originator :	Michelina Terzoli (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/16/2010 11:26:45
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 : PHILADELPHIA, MS [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 : 60,000
In Service Date : 10/20/2001
Months In Use : 109
Engine Number : D17A11612283
Originating Dealer No. / Name : 207074 / RICK JUSTICE HONDA
Selling Dealer No. / Name : 207074 / RICK JUSTICE 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 / 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
N012010-11-1600812-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012010-11-1600812-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/16/2010 11:26:26
Issue Owner : Michelina Terzoli	Type 2 : Eligibility	Queue :	Close Date : 11/16/2010 11:26:45
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, Referred to Dealer, Referred to 3rd Party,
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 : N012010-11-1600812

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 11/16/2010 11:13:08 AM, mterzoli

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

*** CASE MODIFY 11/16/2010 11:23:56 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 11/16/2010 11:25:43 AM, mterzoli, Action Type : Call from Customer

ACS updated customer info.

Best number [REDACTED]

Customer advised that his headlights have been going off. Customer states that he can smell wire burning from the lights and is concerned. Customer advised that he brought the vehicle in to Rick Justice Honda and they could not duplicate the headlight issue. Customer did research and is aware that there is a recall for this issue and he would like to know how to have it completed. Customer advised that he has an appointment with the DLR for Thursday to have repairs to his headlights completed.

ACS advised customer that there is a recall related to this issue that has not been completed on his vehicle TSB# 04-015. ACS advised customer to bring this to the DLRs attention on Thursday as the recall needs to be completed. ACS advised that if he has any problems or further questions he can call back the 800# and select option 4.

*** SUBCASE N012010-11-1600812-1 CREATE 11/16/2010 11:26:26 AM, mterzoli

Created in WIP Default with Due Date 11/16/2010 11:26:26 AM.

*** SUBCASE N012010-11-1600812-1 CLOSE 11/16/2010 11:26:45 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/16/2010 11:26:45 AM, mterzoli

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

Case Details

Case ID :	N032009-08-0401272	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/4/2009 11:04:01 AM
Case Originator :	Waderia Lambert (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/4/2009 11:27:25 AM
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 :	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 : CHICAGO, IL
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / IHGES26791L
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 92,000
In Service Date : 07/12/2001
Months In Use : 97
Engine Number : D17A21537179
Originating Dealer No. / Name : 207562 / SCHAUMBURG HONDA AUTOMOBIL
Selling Dealer No. / Name : 207562 / SCHAUMBURG HONDA AUTOMOBIL
Trim : EX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-08-0401272-1 / CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-08-0401272-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/4/2009 11:27:07 AM
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 8/4/2009 11:27:25 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 : 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 : N032009-08-0401272

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 8/4/2009 11:04:01 AM, wlambert

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

*** CASE EXTENDED WARRANTY LOOKUP 8/4/2009 11:04:03 AM, wlambert

WARRANTY CHECK 08/04/2009 11:04:03 AM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/4/2009 11:04:05 AM, wlambert

CLAIM HISTORY CHECK 08/04/2009 11:04:05 AM wlambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/4/2009 11:04:10 AM, wlambert

CAMPAIGN CHECK 08/04/2009 11:04:10 AM wlambert

The following Campaign information was found

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

*** CASE VSC LOOKUP 8/4/2009 11:04:13 AM, wlambert

VSC-CUC CHECK 08/04/2009 11:04:13 AM wlambert

No data found for VIN.

*** CASE MODIFY 8/4/2009 11:04:27 AM, wlambert

into WIP default and Status of Solving.

*** NOTES 8/4/2009 11:06:33 AM, wlambert, Action Type : Call from Customer

The customer called because he received a notice about the combination light switch. Service bulletin 04-015. I verified the customer's contact information then checked CRMS to confirm the vehicle was affected by the recall. I informed the customer that he could take the vehicle to any Honda dealership to the have the recall completed. The customer thanked me for the information and needed no further assistance. I thanked him for calling and encouraged him to call back with any questions or concerns. The call ended.

*** CASE CREATE 8/4/2009 11:27:07 AM, wlambert

Number = N032009-08-0401272-1, Created in WIP default with due date 08/05/2009 11:27:07 AM..

*** SUBCASE N032009-08-0401272-1 CREATE 8/4/2009 11:27:07 AM, wlambert, Action Type :

Created in WIP default with due date 08/05/2009 11:27:07 AM.

*** SUBCASE N032009-08-0401272-1 MODIFY 8/4/2009 11:27:13 AM, wlambert

into WIP default and Status of Solving.

*** SUBCASE N032009-08-0401272-1 CLOSE 8/4/2009 11:27:25 AM, wlambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/4/2009 11:27:25 AM, 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 :	N032008-12-2901203	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/29/2008 10:21:41
Case Originator :	Valerie Natkowski (Team CF)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/30/2008 11:13:55
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 :	06B [REDACTED] - N012008-12-3000915 / COMBINATION LIGHT SWIT	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 : EDGEWATER, MD [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES155611 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 96,000
In Service Date : 10/30/2001
Months In Use : 86
Engine Number : D17A11620260
Originating Dealer No. / Name : 207142 / TISCHER HONDA
Selling Dealer No. / Name : 208277 / OURISMAN HONDA OF LAUREL
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208308 / HONDA OF BOWIE
Phone No. : 301-218-3100
Address : 2260 CRAIN HIGHWAY
City / State / Zip : BOWIE, MD 20716
Svc District / Sls District : 06B / A06
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 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
N032008-12-2901203-1 / [REDACTED] - C	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-12-2901203-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Valerie Natkowski	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/29/2008 10:55:44
Issue Owner : Claudia Chao	Type 2 : Eligibility	Queue :	Close Date : 12/29/2008 12:48:26
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 : Forward to Call Ctr
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 : N032008-12-2901203

Case Title : 06B- [REDACTED] N012008-12-3000915 /COMBINATION LIGHT SWITCH ASSI

*** CASE CREATE 12/29/2008 10:21:41 AM, vnatkows

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

*** CASE CLAIMS LOOKUP 12/29/2008 10:25:53 AM, vnatkows

CLAIM HISTORY CHECK 12/29/2008 10:25:53 AM vnatkows

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/29/2008 10:25:58 AM, vnatkows

CAMPAIGN CHECK 12/29/2008 10:25:58 AM vnatkows

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/24/04; FX;

*** CASE CAMPAIGN LOOKUP 12/29/2008 10:38:35 AM, vnatkows

CAMPAIGN CHECK 12/29/2008 10:38:35 AM vnatkows

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/24/04; FX;

*** CASE MODIFY 12/29/2008 10:38:53 AM, vnatkows

into WIP default and Status of Solving.

*** NOTES 12/29/2008 10:47:16 AM, vnatkows, Action Type : Call from Customer

Verified old information and updated customers information [REDACTED]

The customer is calling because her low beam headlights went out 12/24/08. The customer went to an IRF and was told of a recall. The customer did not have the repair completed. I advised the customer that the recall was completed on 08/24/04 and that a recall is a one time fix not an on going fix therefore the repair would be at the owners expense. The customer asked if there was a recall on any other wiring and I advised her that there is not. The customer states she never received a notice. I explained to the customer that the dealership may have completed the recall without notifying her and I apologized for the inconvenience. The customer was upset that she was not notified and feels that Honda should pay for this since she was not aware of this recall. The customer states she should've received the notice and she should have been told that it was being completed. The customer states she feels that this was not completed and the dealer just said it was:

The customer would like AHM to fix her low beam head lights. The vehicle is currently with her. I explained to the customer that she will need to have the vehicle diagnosed by an authorized Honda dealership. The customer said she will take the vehicle to HONDA OF BOWIE sometime this week. I advised the customer that her case will be forwarded to a CM where each case is reviewed on a case by case basis with no guarantee of assistance. The customer understood. The customer was provided the case number and no further assistance was needed. I thanked the customer for calling and the call ended.

*** NOTES 12/29/2008 10:55:05 AM, vnatkows, Action Type : Note-General

The customer is requesting AHM pay for the combination light switch.

The case will be dispatched to the N03 to Honda Queue.

*** CASE CREATE 12/29/2008 10:55:44 AM, vnatkows

Number = N032008-12-2901203-1, Created in WIP default with due date 12/30/2008 10:55:44 AM..

*** SUBCASE N032008-12-2901203-1 CREATE 12/29/2008 10:55:44 AM, vnatkows, Action Type :

Created in WIP default with due date 12/30/2008 10:55:44 AM.

*** SUBCASE N032008-12-2901203-1 ASSIGN 12/29/2008 10:55:50 AM, vnatkows

N032008-12-2901203-1 to cchao, WIP

Case History

Case ID : N032008-12-2901203

Case Title : 06B [REDACTED] N012008-12-3000915 /COMBINATION LIGHT SWITCH ASSI

*** SUBCASE N032008-12-2901203-1 RULE ACTION 12/29/2008 10:55:51 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/29/2008 10:56:06 AM, vnatkows
into WIP default and Status of Solving.*** CASE ASSIGN 12/29/2008 10:56:10 AM, vnatkows
N032008-12-2901203 to cchao, WIP □"¿Í□*** CASE RULE ACTION 12/29/2008 10:56:11 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 12/29/2008 10:56:13 AM, vnatkows
into WIP default and Status of Solving.*** CASE EXTENDED WARRANTY LOOKUP 12/29/2008 10:56:14 AM, vnatkows
WARRANTY CHECK 12/29/2008 10:56:14 AM vnatkows
No data found for VIN.*** CASE VSC LOOKUP 12/29/2008 10:56:16 AM, vnatkows
VSC-CUC CHECK 12/29/2008 10:56:16 AM vnatkows
No data found for VIN.*** CASE CLAIMS LOOKUP 12/29/2008 10:56:19 AM, vnatkows
CLAIM HISTORY CHECK 12/29/2008 10:56:19 AM vnatkows
No data found for VIN.*** CASE MODIFY 12/29/2008 10:56:22 AM, vnatkows
into WIP default and Status of Solving.

*** NOTES 12/29/2008 11:11:16 AM, aesquive, Action Type : Call from Customer

The customer contacted ACS and advised that she located her RO from the combination light switch repair from 2004. She feels AHM should pay for this because if the repair was done correctly before, then it should not have failed. I advised cases are reviewed on a case by case basis and she would need a diagnosis prior to any review. She advised she will take it to Honda of Bowie. I explained that because the vehicle is outside warranty she will have to pay for the diagnosis. She understood and ended the call.

*** CASE ASSIGN 12/29/2008 12:09:50 PM, cchao
N032008-12-2901203 to vnatkows, WIP i".□j".□k".□l".□m".□n".□o".□p*** CASE RULE ACTION 12/29/2008 12:09:51 PM, sa
Action Task Assignee of rule Assign Notification fired*** SUBCASE N032008-12-2901203-1 ASSIGN 12/29/2008 12:11:03 PM, cchao
N032008-12-2901203-1 to vnatkows, WIP*** SUBCASE N032008-12-2901203-1 RULE ACTION 12/29/2008 12:11:04 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 12/29/2008 12:38:35 PM, vnatkows, Action Type : Call to Customer

I called the customer at 4107981188 and advised her that this call may be monitored or recorded for quality purposes. I asked the customer when she will be taking her vehicle to HONDA OF BOWIE and she said tomorrow. The customer states she looked back at her past receipts and sees that they did complete

Case History

Case ID : N032008-12-2901203

Case Title : 06B [REDACTED] - N012008-12-3000915 /COMBINATION LIGHT SWITCH ASSI

the light switch but she doesn't believe that it was in fact replaced. The customer asked if she can take the vehicle to good year and I explained to the customer that if she is seeking assistance from AHM the vehicle will need to be taken to a Honda dealer. The customer understood. The call ended.

*** CASE MODIFY 12/29/2008 12:38:38 PM, vnatkows
into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2008 12:38:45 PM, vnatkows
into WIP default and Status of Solving.

*** CASE ASSIGN 12/29/2008 12:38:52 PM, vnatkows
N032008-12-2901203 to cchao, WIP

*** CASE RULE ACTION 12/29/2008 12:38:52 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032008-12-2901203-1 ASSIGN 12/29/2008 12:38:59 PM, vnatkows
N032008-12-2901203-1 to cchao, WIP

*** SUBCASE N032008-12-2901203-1 RULE ACTION 12/29/2008 12:38:59 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 12/29/2008 12:47:46 PM, cchao
into WIP default and Status of Solving.

*** CASE DISPATCH 12/29/2008 12:47:49 PM, cchao
from WIP default to Queue N03 to Honda.

*** SUBCASE N032008-12-2901203-1 MODIFY 12/29/2008 12:48:23 PM, cchao
into WIP default and Status of Solving.

*** SUBCASE N032008-12-2901203-1 CLOSE 12/29/2008 12:48:26 PM, cchao
Status = Solving, Resolution Code = Instruction Given

*** NOTES 12/30/2008 11:13:32 AM, pbongco. Action Type : Call from Customer
On 12/30/08 ACS is closing this case replacing with N012008-12-3000915.

*** CASE YANKED 12/30/2008 11:13:40 AM, pbongco
Yanked by pbongco into WIPbin default.

*** CASE MODIFY 12/30/2008 11:13:54 AM, pbongco
into WIP default and Status of Solving.

*** CASE CLOSE 12/30/2008 11:13:55 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 : N012008-12-3000915 Division : Honda - Auto Condition : Closed Open Date : 12/30/2008 11:12:56
Case Originator : Pamela Bongco (Team AC) Sub Division : Customer Relations Status : Closed Close Date : 1/15/2009 2:05:11 PM
Case Owner : Julie Kim (Team HF) Method : Phone Queue : Days Open : 16
Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
Case Title : 6B-#208308-[REDACTED] N032008-12-2901203/COMBINATION LIGHT 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 : EDGEWATER, MD [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES15561L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 96,000
In Service Date : 10/30/2001
Months In Use : 86
Engine Number : D17A11620260
Originating Dealer No. / Name : 207142 / TISCHER HONDA
Selling Dealer No. / Name : 208277 / OURISMAN HONDA OF LAUREL
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : T1
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 : 208308 / HONDA OF BOWIE
Phone No. : 301-218-3100
Address : 2260 CRAIN HIGHWAY
City / State / Zip : BOWIE, MD 20716
Svc District / Sls District : 06B / A06
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-12-3000915-1 [REDACTED] P	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-12-3000915-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 1/5/2009 6:57:22 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 1/15/2009 2:01:51 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
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

Case History

Case ID : N012008-12-3000915

Case Title : 6B-#208308- [REDACTED] N032008-12-2901203/COMBINATION LIGHT SWITC

*** CASE CREATE 12/30/2008 11:12:56 AM, pbongco

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

*** NOTES 12/30/2008 11:12:57 AM, pbongco, Action Type :

Please refer to case# N032008-12-2901203.

*** CASE MODIFY 12/30/2008 11:13:14 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 12/30/2008 11:13:16 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 12/30/2008 11:13:16 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 12/30/2008 11:13:23 AM, pbongco

from WIP default to Queue Honda Team F.

*** CASE RULE ACTION 12/31/2008 11:13:23 AM, sa

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

*** CASE RULE ACTION 1/1/2009 11:13:23 AM, sa

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

*** CASE ASSIGN 1/2/2009 7:35:49 AM, wparker

N012008-12-3000915 to mkim, WIP P

*** CASE RULE ACTION 1/2/2009 7:35:50 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012008-12-3000915-1 CREATE 1/5/2009 6:57:22 AM, mkim

Created in WIP Default with Due Date 1/5/2009 6:57:22 AM.

*** CASE EXTENDED WARRANTY LOOKUP 1/5/2009 6:57:28 AM, mkim

WARRANTY CHECK 01/05/2009 06:57:28 AM mkim

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/5/2009 6:57:30 AM, mkim

CLAIM HISTORY CHECK 01/05/2009 06:57:30 AM mkim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/5/2009 6:57:35 AM, mkim

CAMPAIGN CHECK 01/05/2009 06:57:35 AM mkim

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/24/04; FX;

*** CASE VSC LOOKUP 1/5/2009 6:57:36 AM, mkim

VSC-CUC CHECK 01/05/2009 06:57:36 AM mkim

No data found for VIN.

*** CASE MODIFY 1/5/2009 6:57:40 AM, mkim

into WIP DEFAULT and Status of Solving.

Case History

Case ID : N012008-12-3000915

Case Title : 6B-#208308-[REDACTED] N032008-12-2901203/COMBINATION LIGHT SWITC

*** COMMIT 1/5/2009 6:57:42 AM, mkim, Action Type : N/A
cust called?

*** CASE MODIFY 1/5/2009 6:57:55 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 1/5/2009 6:58:12 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 1/5/2009 6:58:38 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 1/5/2009 6:58:40 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 1/9/2009 2:18:39 PM, mkim, Action Type : Call from Customer

*** NOTES 12/29/2008 10:47:16 vnatkows Action Type: Call from Customer
Verified old information and updated customers information [REDACTED]

The customer is calling because her low beam headlights went out 12/24/08. The customer went to an IRF and was told of a recall. The customer did not have the repair completed. I advised the customer that the recall was completed on 08/24/04 and that a recall is a one time fix not an on going fix therefore the repair would be at the owners expense. The customer asked if there was a recall on any other wiring and I advised her that there is not. The customer states she never received a notice. I explained to the customer that the dealership may have completed the recall without notifying her and I apologized for the inconvenience. The customer was upset that she was not notified and feels that Honda should pay for this since she was not aware of this recall. The customer states she should've received the notice and she should have been told that it was being completed. The customer states she feels that this was not completed and the dealer just said it was.

The customer would like AHM to fix her low beam head lights. The vehicle is currently with her. I explained to the customer that she will need to have the vehicle diagnosed by an authorized Honda dealership. The customer said she will take the vehicle to HONDA OF BOWIE sometime this week. I advised the customer that her case will be forwarded to a CM where each case is reviewed on a case by case basis with no guarantee of assistance. The customer understood. The customer was provided the case number and no further assistance was needed. I thanked the customer for calling and the call ended.

*** CASE MODIFY COMMITMENT 1/9/2009 2:19:55 PM, mkim
with [REDACTED] due 01/12/2009 05:00:00 PM.

*** NOTES 1/9/2009 2:20:03 PM, mkim, Action Type : Call from Customer
I tried calling the customer on her cell# but got her VM.
I left a VM introducing myself as the CM and a message requesting a call back.
I provided my contact information.

*** CASE MODIFY 1/9/2009 2:20:10 PM, mkim
into WIP 6B and Status of Solving.

*** NOTES 1/15/2009 12:40:22 PM, mkim, Action Type : Call to Dealer
I called Honda of Bowie to speak with SM-Dee but was informed he was not available.
I left a message requesting a call back.

*** CASE MODIFY 1/15/2009 12:40:30 PM, mkim
into WIP 6B and Status of Solving.

Case History

Case ID : N012008-12-3000915

Case Title : 6B-#208308--[REDACTED] N032008-12-2901203/COMBINATION LIGHT SWITC

*** SUBCASE N012008-12-3000915-1 CLOSE 1/15/2009 2:01:51 PM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 1/15/2009 2:04:53 PM, mkim

Fulfilled for [REDACTED] due 01/12/2009 05:00:00 PM.

*** NOTES 1/15/2009 2:05:01 PM, mkim, Action Type : Call to Customer

I called customer's cell # and introduced myself as the CM.

Customer said she went into Honda of Bowie 12/26 and they repaired her light switch under warranty since the recall was never completed.

Customer said she was advised by the SA the recall was never done since the wires burned up.

I apologized to the customer for her once and informed her that I will document her case for future reference but encourage customer in contacting me back if she has further questions or concern. Customer understood and thanked me for following up.

*** CASE MODIFY 1/15/2009 2:05:07 PM, mkim

into WIP 6B and Status of Solving.

*** CASE CLOSE 1/15/2009 2:05:11 PM, mkim

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

Case Details

Case ID : N032008-11-2600551 Division : Honda - Auto Condition : Closed Open Date : 11/26/2008 10:45:44
Case Originator : Valerie Natkowski (Team CF) Sub Division : Satellite Center Status : Closed Close Date : 11/26/2008 10:49:44
Case Owner : Valerie Natkowski (Team CF) Method : Phone Queue : Days Open : 0
Last Closed By : Valerie Natkowski (Team CF) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL/04-015 No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / IHGES257411 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571MW / A
Miles / Hours : 114,000
In Service Date : 08/15/2001
Months In Use : 87
Engine Number : D17A21545500
Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Selling Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Trim : EX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208234 / ROSSI HONDA
Phone No. : 856-692-1700
Address : 1517 SO. DELSEA DRIVE
City / State / Zip : VINELAND, NJ 08360
Svc District / Sls District : 05J / G05
Warranty Labor Rate / Date : \$97.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207574	AVALON 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
N032008-11-2600551-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-11-2600551-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Valerie Natkowski	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/26/2008 10:49:32
Issue Owner : Valerie Natkowski	Type 2 : Eligibility	Queue :	Close Date : 11/26/2008 10:49:37
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 : N032008-11-2600551

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL/04-015

*** CASE CREATE 11/26/2008 10:45:44 AM, vnatkows

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

*** NOTES 11/26/2008 10:47:16 AM, vnatkows, Action Type : Call from Customer

Verified customers information [REDACTED]

The customer states her son was driving the vehicle and the low beam headlights went out. The customers son took the vehicle to a dealership in Redding, PA and was told of a recall on the low beam headlight. The customer states her son took the vehicle to ROSSI HONDA and was told the recall was not completed correctly and paid \$163.00 to have it completed. The customer states her repair invoice from when the recall was completed at AVALON HONDA, 08/18/05 says they replaced the combination light switch and the red and white wire in the headlight wire harness. I advised the customer that a recall is a one time fix not an on going fix therefore the repair would be at the owners expense. The customer states she would like the District Manager's name. I advised the customer that the SM will be able to assist her with any inquiries regarding the completion of the recall. The customer was satisfied and needed no further assistance. I thanked the customer for calling and the call ended.

*** CASE MODIFY 11/26/2008 10:48:06 AM, vnatkows

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/26/2008 10:48:12 AM, vnatkows

WARRANTY CHECK 11/26/2008 10:48:12 AM vnatkows

No data found for VIN.

*** CASE VSC LOOKUP 11/26/2008 10:48:14 AM, vnatkows

VSC-CUC CHECK 11/26/2008 10:48:14 AM vnatkows

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/26/2008 10:48:17 AM, vnatkows

CLAIM HISTORY CHECK 11/26/2008 10:48:17 AM vnatkows

No data found for VIN.

*** CASE CREATE 11/26/2008 10:49:32 AM, vnatkows

Number = N032008-11-2600551-1, Created in WIP default with due date 11/27/2008 10:49:32 AM..

*** SUBCASE N032008-11-2600551-1 CREATE 11/26/2008 10:49:32 AM, vnatkows, Action Type :

Created in WIP default with due date 11/27/2008 10:49:32 AM.

*** SUBCASE N032008-11-2600551-1 MODIFY 11/26/2008 10:49:36 AM, vnatkows

into WIP default and Status of Solving.

*** SUBCASE N032008-11-2600551-1 CLOSE 11/26/2008 10:49:37 AM, vnatkows

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 11/26/2008 10:49:38 AM, vnatkows

CAMPAIGN CHECK 11/26/2008 10:49:38 AM vnatkows

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 08/18/05; FX;

*** CASE MODIFY 11/26/2008 10:49:40 AM, vnatkows

into WIP default and Status of Solving.

*** CASE CLOSE 11/26/2008 10:49:44 AM, vnatkows

Case History

Case ID : N032008-11-2600551

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL/04-015

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 : N032011-02-1601023	Division : Honda - Auto	Condition : Closed	Open Date : 2/16/2011 12:10:55 PM
Case Originator : Laura Aldrich (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/17/2011 1:51:50 PM
Case Owner : Dinesha Chavez (Team CA)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Dinesha Chavez (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] LOWBEAM LIGHTS 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 : HOPKINS, MN [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 : 70,000
 In Service Date : 08/17/2001
 Months In Use : 114
 Engine Number : D17A11624428
 Originating Dealer No. / Name : 206806 / BUERKLE HONDA
 Selling Dealer No. / Name : 206806 / BUERKLE 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 : 208545 / LUTHER HONDA OF ST. CLOUD
 Phone No. : 320-252-4262
 Address : 1805 N.E. HIGHWAY 23
 City / State / Zip : ST. CLOUD, MN 56304
 Svc District / Sls District : 08G / C08
 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
N032011-02-1601023-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-02-1601023-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/16/2011 12:18:06 PM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 2/16/2011 12:18:16 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 : N032011-02-1601023

Case Title : [REDACTED]-P23 LOWBEAM LIGHTS ASSISTANCE

*** CASE CREATE 2/16/2011 12:10:55 PM, laldrich

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

*** CASE MODIFY 2/16/2011 12:10:59 PM, laldrich

into WIP default and Status of Solving.

*** NOTES 2/16/2011 12:17:05 PM, laldrich, Action Type : Call from Customer

The customer's information was verified. The customer is calling AHM to inquire about the recall on the lowbeam headlights. The headlights are out.

Per CRMS, I verified the vehicle was included. It has been completed once. I explained to the customer he would need to take the vehicle to a Honda Dealership and have the issue diagnosed. Once it has been diagnosed, he can contact AHM back, to let us know the outcome.

I provided the case number to the customer to reference when calling AHM back with the diagnosis. I explained the case would be forwarded to a CM for review for assistance.

*** CASE MODIFY 2/16/2011 12:17:25 PM, laldrich

into WIP default and Status of Solving.

*** CASE CREATE 2/16/2011 12:18:06 PM, laldrich

Number = N032011-02-1601023-1, Created in WIP default with due date 02/17/2011 12:18:06 PM..

*** SUBCASE N032011-02-1601023-1 CREATE 2/16/2011 12:18:06 PM, laldrich, Action Type :

Created in WIP default with due date 02/17/2011 12:18:06 PM.

*** SUBCASE N032011-02-1601023-1 MODIFY 2/16/2011 12:18:14 PM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032011-02-1601023-1 CLOSE 2/16/2011 12:18:16 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/16/2011 12:18:20 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 2/16/2011 12:18:22 PM, laldrich

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

*** CASE REOPEN 2/17/2011 1:44:17 PM, dchavez

with Condition of Open and Status of Solving.

*** NOTES 2/17/2011 1:50:17 PM, dchavez, Action Type : Call from Customer

Shanice fro Torrance warm transferred the call

SA David from Luther Honda called in and states that this customer came in having the same issues as he had perviously with his combination light switch. A wire came out uncrimped and the dealer fixed the repair for the customer.

He is calling in looking for authorization to make sure that the customer will not be charged for their work.

I explained to him that I would not be able to give him authorization for that and that he should contact the DPSM for assistance of their paperwork.

I explained that I can check the VIN and see what repairs have been done and what recalls or warranty issues are open on the vehicle, but not give out an authorization on how to bill a customer or AHM for the repair.

He understood and stated he would contact the DPSM as his SM is out of town this week

He thanked me and nothing further was needed

*** CASE MODIFY 2/17/2011 1:51:34 PM, dchavez

Case History

Case ID : N032011-02-1601023

Case Title : [REDACTED] P23 LOWBEAM LIGHTS ASSISTANCE

into WIP Default and Status of Solving.

*** CASE CLOSE 2/17/2011 1:51:50 PM, dchavez

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012009-02-0200610 Division : Honda - Auto Condition : Closed Open Date : 2/2/2009 6:52:32 AM
Case Originator : Arlilu Padungyothee (Team CA) Sub Division : Customer Relations Status : Closed Close Date : 2/2/2009 7:03:15 AM
Case Owner : Arlilu Padungyothee (Team CA) Method : Phone Queue : Days Open : 0
Last Closed By : Arlilu Padungyothee (Team CA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] LOW BEAM HEADLIGHT ASSISTANCE 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 : MINNEAPOLIS, MN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES267811 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 84,000
In Service Date : 08/20/2001
Months In Use : 90
Engine Number : D17A21550167
Originating Dealer No. / Name : 207211 / GENTILE HONDA
Selling Dealer No. / Name : 206863 / WILDE 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 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
N012009-02-0200610-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-02-0200610-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 2/2/2009 7:02:55 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Operation	Queue :	Close Date : 2/2/2009 7:03:15 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-02-0200610

Case Title : [REDACTED] - LOW BEAM HEADLIGHT ASSISTANCE REQUEST

*** CASE CREATE 2/2/2009 6:52:32 AM, apadungy

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

*** CASE EXTENDED WARRANTY LOOKUP 2/2/2009 6:52:35 AM, apadungy

WARRANTY CHECK 02/02/2009 06:52:35 AM apadungy

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/2/2009 6:52:41 AM, apadungy

CLAIM HISTORY CHECK 02/02/2009 06:52:41 AM apadungy

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/2/2009 6:52:47 AM, apadungy

CAMPAIGN CHECK 02/02/2009 06:52:47 AM apadungy

The following Campaign information was found

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

*** CASE VSC LOOKUP 2/2/2009 6:52:48 AM, apadungy

VSC-CUC CHECK 02/02/2009 06:52:48 AM apadungy

No data found for VIN.

*** CASE MODIFY 2/2/2009 6:52:57 AM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 2/2/2009 6:53:15 AM, apadungy

into WIP default and Status of Solving.

*** NOTES 2/2/2009 7:02:41 AM, apadungy, Action Type : Call from Customer

6128455817 information verified.

The customer called AHM due to the low beam headlights going out. He informed me that his dad owned the vehicle previously and had the same issue and read online that there is a recall. The customer would like to know if this is one of the vehicles affected by that recall. I informed him all recalls are vin specific and his vehicle did have the recall for the low beam headlights but the recall has been performed. I apologized and informed him at this time he will need to pay for the repairs needed. The customer stated that this is the same issue and would like for AHM to assist him with the repairs. I informed him that he may call back with a current diagnosis form his honda dealership and we may then review his request he understood thanked and call ended.

*** SUBCASE N012009-02-0200610-1 CREATE 2/2/2009 7:02:55 AM, apadungy

Created in WIP Default with Due Date 2/2/2009 7:02:55 AM.

*** CASE MODIFY 2/2/2009 7:03:13 AM, apadungy

into WIP default and Status of Solving.

*** SUBCASE N012009-02-0200610-1 CLOSE 2/2/2009 7:03:15 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/2/2009 7:03:15 AM, apadungy

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012010-11-0500355 Division : Honda - Auto Condition : Closed Open Date : 11/5/2010 8:37:58 AM
Case Originator : Erin Quintero (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/5/2010 8:53:17 AM
Case Owner : Erin Quintero (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Erin Quintero (Team HA) 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 : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : FOUNTAINTOWN, IN [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 : 160,000
In Service Date : 09/15/2001
Months In Use : 110
Engine Number : D17A11632117
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 : 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
N012010-11-0500355-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012010-11-0500355-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erin Quintero	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2010 8:45:59 AM
Issue Owner : Erin Quintero	Type 2 : Operation	Queue :	Close Date : 11/5/2010 8:53:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 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 : N012010-11-0500355

Case Title : [REDACTED] HEADLIGHTS WENT OUT

*** CASE CREATE 11/5/2010 8:37:58 AM, emataali

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

*** CASE CAMPAIGN LOOKUP 11/5/2010 8:39:22 AM, emataali

CAMPAIGN CHECK 11/05/2010 08:39:22 AM emataali

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/13/04; FX;

*** CASE CAMPAIGN LOOKUP 11/5/2010 8:45:04 AM, emataali

CAMPAIGN CHECK 11/05/2010 08:45:04 AM emataali

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/13/04; FX;

*** NOTES 11/5/2010 8:45:09 AM, emataali, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Probing Questions

Customers just bought the vehicle this past summer and now she is having a problem with her low beam headlights. Customer stated that the reason she hasn't taken it to a Honda dealership is because she is on vacation and will return tomorrow. Customer stated that she purchased this vehicle from a small car lot.

Inbound Summary:

ACS advised the customer that the only safety recall she had on her vehicle that was fixed on 05/13/2004 and it was the combination light switch. ACS offered to give the address and number to a nearby dealership and the customer declined.

Customer was thanked and didn't need further assistance.

*** CASE MODIFY 11/5/2010 8:45:20 AM, emataali

into WIP default and Status of Solving.

*** SUBCASE N012010-11-0500355-1 CREATE 11/5/2010 8:45:59 AM, emataali

Created in WIP Default with Due Date 11/5/2010 8:45:59 AM.

*** SUBCASE N012010-11-0500355-1 CLOSE 11/5/2010 8:53:08 AM, emataali

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/5/2010 8:53:12 AM, emataali

into WIP default and Status of Solving.

*** CASE CLOSE 11/5/2010 8:53:17 AM, emataali

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012008-02-1800869	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/18/2008 7:32:51 AM
Case Originator :	Conrad Cosico (Team CC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/3/2008 2:16:01 PM
Case Owner :	Chris Davis (Team HF)	Method :	Phone	Queue :		Days Open :	14
Last Closed By :	Chris Davis (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	06H [REDACTED] HEADLIGHT/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 : RICHMOND, VA [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 : 32,000
In Service Date : 08/31/2001
Months In Use : 78
Engine Number : D17A21553914
Originating Dealer No. / Name : 206916 / COLONIAL HONDA
Selling Dealer No. / Name : 206916 / COLONIAL HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207280 / WEST BROAD HONDA
Phone No. : 804-672-1111
Address : 7014 WEST BROAD STREET
City / State / Zip : RICHMOND, VA 23294
Svc District / Sls District : 06C / C06
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-02-1800869-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012008-02-1800869-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012008-02-1800869-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Conrad Cosico	Type 1 : Product	Status : Subcase Close	Open Date : 2/18/2008 8:08:22 AM
Issue Owner : Conrad Cosico	Type 2 : Operation	Queue :	Close Date : 2/18/2008 8:08:41 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

Issue Details

Issue ID : N012008-02-1800869-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 2/22/2008 6:14:45 AM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 3/3/2008 2:15:28 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 Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-02-1800869

Case Title : 06H- [REDACTED] - HEADLIGHT/REIMBURSEMENT REQUEST

*** NOTES 2/18/2008 7:32:51 AM, ccosico, Action Type :
8047476912 verified:

*** CASE CREATE 2/18/2008 7:32:51 AM, ccosico
Contact - [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/18/2008 7:32:54 AM, ccosico
WARRANTY CHECK 02/18/2008 07:32:53 AM ccosico
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/18/2008 7:32:56 AM, ccosico
CLAIM HISTORY CHECK 02/18/2008 07:32:56 AM ccosico
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/18/2008 7:33:02 AM, ccosico
CAMPAIGN CHECK 02/18/2008 07:33:02 AM ccosico
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/06/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 2/18/2008 7:33:04 AM, ccosico
VSC-CUC CHECK 02/18/2008 07:33:04 AM ccosico
No data found for VIN.

*** NOTES 2/18/2008 7:46:16 AM, ccosico, Action Type : Call from Customer

The customer is calling AHM checking if she has a recall on her vehicle. The customer states that the vehicle was brought to WEST BROAD HONDA 02/17/08 for diagnosis. The customer spoke to SA (unknow) at the time of the call. The customer was not given the total at the time of the call. The customer states that the repair is being completed right now. The customer was advised that once the repair has been completed that she can submit a request for reimbursement . The customer was also advised that she would need to fax in the supporting documents to support her case.

After checking the product tab, i did confirm that the customer did have a campaign on the concern part and was completed back 05/04. The customer was well aware of this repair and was wondering why the same problem was happening again. The customer was told by the dealership that the concern will be not covered under the campaign. The customer is requesting a reimbursment with the cost of the repair on her headlights. The customer feels that the product is defective and AHM should grant his request. The customer states that this is her first Honda.

The customer understood I would be closing her case until we receive the proper documents. The customer understood that each case is reviewed on a case-by-case basis with no assistance guaranteed. I provided the customer with her Case # for future reference. The customer thanked me for the information and did not need further assistance. I thanked the customer for calling AHM and ended the call.

The customer was provided the fax number 310-783-3785 to fax in the request documents, customer was also advised to write the case# on the documents being faxed.

*** CASE MODIFY 2/18/2008 7:47:29 AM, ccosico
into WIP default and Status of Solving.

*** SUBCASE N012008-02-1800869-1 CREATE 2/18/2008 8:08:22 AM, ccosico
Created in WIP Default with Due Date 2/18/2008 8:08:22 AM.

Case History

Case ID : N012008-02-1800869

Case Title : 06H [REDACTED] HEADLIGHT/REIMBURSEMENT REQUEST

*** CASE MODIFY 2/18/2008 8:08:39 AM, ccosico
into WIP default and Status of Solving.

*** SUBCASE N012008-02-1800869-1 CLOSE 2/18/2008 8:08:41 AM, ccosico
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/18/2008 8:08:41 AM, ccosico
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/21/2008 9:01:52 AM, pbongco
with Condition of Open and Status of Solving.

*** NOTES 2/21/2008 9:02:10 AM, pbongco, Action Type : Letter/Fax
On 02/20/08 ACS received a 3-page fax from the customer.

*** CASE MODIFY 2/21/2008 9:02:45 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 2/21/2008 9:03:13 AM, pbongco
from WIP default to Queue Honda Team F.

*** CASE ASSIGN 2/21/2008 12:35:21 PM, kroyster
N012008-02-1800869 to cdavis, WIP

*** CASE RULE ACTION 2/21/2008 12:35:22 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 2/22/2008 6:14:09 AM, cdavis, Action Type : Letter/Fax
Customer sent a letter seeking reimbursement for the faulty relay and bulbs on the vehicle.

*** SUBCASE N012008-02-1800869-2 CREATE 2/22/2008 6:14:45 AM, cdavis
Created in WIP Default with Due Date 2/22/2008 6:14:45 AM.

*** COMMIT 2/22/2008 6:14:50 AM, cdavis, Action Type : N/A
Made to [REDACTED] due 02/25/2008 06:14:53 AM.
Dlr f/u

*** NOTES 2/22/2008 6:18:05 AM, cdavis, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 2/25/2008

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

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Customer contacted our office seeking reimbursement for a headlights repair. Please provide me with any information you can regarding this matter.
Please transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Chris Davis
Automobile Customer Service

*** CASE MODIFY COMMITMENT 2/22/2008 6:18:29 AM, cdavis
with [REDACTED] due 09/30/2008 06:14:53 AM.

Case History

Case ID : N012008-02-1800869

Case Title : 06H [REDACTED] - HEADLIGHT/REIMBURSEMENT REQUEST

*** CASE MODIFY 2/22/2008 6:18:33 AM, cdavis
into WIP default and Status of Solving.

*** NOTES 2/25/2008 11:23:04 AM, cdavis, Action Type : Inbound DCS
CUST COMPLAINT-LOWBEAMS INOP. DIAGNOSED FAULTY RELAY AND BOTH LOWBEAM BULBS BLOWN. REPLACED RELAY AND BULBS

*** COMMIT 2/25/2008 11:23:04 AM, cdavis, Action Type : External Commitment
Inbound DCS received from Dealer # 207280

*** NOTES 2/25/2008 2:23:11 PM, cdavis, Action Type : Inbound DCS
CUST COMPLAINT-LOWBEAMS INOP. DIAGNOSED FAULTY RELAY AND BOTH LOWBEAM BULBS BLOWN. REPLACED RELAY AND BULBS

*** COMMIT 2/25/2008 2:23:11 PM, cdavis, Action Type : External Commitment
Inbound DCS received from Dealer # 207280

*** NOTES 2/25/2008 5:22:32 PM, cdavis, Action Type : Inbound DCS
CUST COMPLAINT-LOWBEAMS INOP. DIAGNOSED FAULTY RELAY AND BOTH LOWBEAM BULBS BLOWN. REPLACED RELAY AND BULBS

*** COMMIT 2/25/2008 5:22:32 PM, cdavis, Action Type : External Commitment
Inbound DCS received from Dealer # 207280

*** CASE MODIFY 2/27/2008 8:34:08 AM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 2/28/2008 10:56:18 AM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 2/28/2008 10:58:26 AM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 2/29/2008 9:06:22 AM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 3/3/2008 1:59:15 PM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 3/3/2008 1:59:34 PM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 3/3/2008 2:03:12 PM, cdavis
into WIP 6H and Status of Solving.

*** CASE MODIFY 3/3/2008 2:03:24 PM, cdavis
into WIP 6H and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/3/2008 2:05:48 PM, cdavis
CAMPAIGN CHECK 03/03/2008 02:05:48 PM cdavis
The following Campaign information was found
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/06/04; FX;

Case History

Case ID : N012008-02-1800869

Case Title : 06H-[REDACTED] HEADLIGHT/REIMBURSEMENT REQUEST

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE CAMPAIGN LOOKUP 3/3/2008 2:09:01 PM, cdavis

CAMPAIGN CHECK 03/03/2008 02:09:00 PM cdavis

The following Campaign information was found

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

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** NOTES 3/3/2008 2:11:41 PM, cdavis, Action Type : Call to Dealer

Spoke to the SM who stated that the customer brought the vehicle into the dealer regarding a headlight issue. According to the SM the customer's vehicle did not fall within the recall.

It was also stated that the vehicle is out of warranty by time.

The customer paid for the repair and the vehicle returned to the customer.

*** NOTES 3/3/2008 2:14:52 PM, cdavis, Action Type : Call to Customer

Called customer and advised that due to the time Honda is unable to honor her request for reimbursement. Customer was not pleased with the information provided.

Address was confirmed by Cm.

*** CASE FULFILL 3/3/2008 2:14:59 PM, cdavis

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

*** CASE FULFILL 3/3/2008 2:15:05 PM, cdavis

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

*** CASE FULFILL 3/3/2008 2:15:11 PM, cdavis

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

*** CASE FULFILL 3/3/2008 2:15:14 PM, cdavis

Fulfilled for [REDACTED] due 09/30/2008 06:14:53 AM.

*** SUBCASE N012008-02-1800869-2 CLOSE 3/3/2008 2:15:28 PM, cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/3/2008 2:16:01 PM, cdavis

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 : N032008-10-2800339	Division : Honda - Auto	Condition : Closed	Open Date : 10/28/2008 8:40:46 AM
Case Originator : Tiffany Moss (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/28/2008 8:56:00 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] - 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 : PITTSBURGH, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 1HGES25771L [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571JW / A
Miles / Hours : 160,000
In Service Date : 08/29/2001
Months In Use : 86
Engine Number : D17A21555126
Originating Dealer No. / Name : 208088 / CRYSTAL LAKE HONDA
Selling Dealer No. / Name : 208088 / CRYSTAL LAKE HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : SMT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-10-2800339-1 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-10-2800339-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tiffany Moss	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/28/2008 8:55:46 AM
Issue Owner : Tiffany Moss	Type 2 : Eligibility	Queue :	Close Date : 10/28/2008 8:56:00 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 : N032008-10-2800339

Case Title : DOUGHERTY, JEFF - P23

*** CASE CREATE 10/28/2008 8:40:46 AM, tmoss

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

*** CASE EXTENDED WARRANTY LOOKUP 10/28/2008 8:40:48 AM, tmoss

WARRANTY CHECK 10/28/2008 08:40:48 AM tmoss

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/28/2008 8:40:51 AM, tmoss

CLAIM HISTORY CHECK 10/28/2008 08:40:51 AM tmoss

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/28/2008 8:41:49 AM, tmoss

CAMPAIGN CHECK 10/28/2008 08:41:49 AM tmoss

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/07/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE VSC LOOKUP 10/28/2008 8:42:00 AM, tmoss

VSC-CUC CHECK 10/28/2008 08:42:00 AM tmoss

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/28/2008 8:42:06 AM, tmoss

CAMPAIGN CHECK 10/28/2008 08:42:06 AM tmoss

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/07/04; FX;

06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE MODIFY 10/28/2008 8:42:10 AM, tmoss

into WIP default and Status of Solving.

*** NOTES 10/28/2008 8:44:57 AM, tmoss, Action Type : Call from Customer

I updated the customers contact information [REDACTED]

The customer contacted AHM and stated that his low beam headlights went out, and he saw on line that there was a Combination Light Switch Recall, and he wanted to know if his vehicle was ever affected by that recall. I informed the customer that all recalls are VIN specific, and I did verify that the vehicle was affected by that recall, but it was repaired as of 07/07/04 and all recalls are serviced once. The customer asked if he had to pay for the repairs again, even though the same issue is occurring in his vehicle. I stated to the customer that unfortunately because his vehicle already had the recall serviced, and he was outside of the warranty parameters all repairs would be at his expense. The customer understood, no further assistance was needed, and the call ended.

*** CASE CREATE 10/28/2008 8:55:46 AM, tmoss

Number = N032008-10-2800339-1, Created in WIP default with due date 10/29/2008 08:55:46 AM..

*** SUBCASE N032008-10-2800339-1 CREATE 10/28/2008 8:55:46 AM, tmoss, Action Type :

Created in WIP default with due date 10/29/2008 08:55:46 AM.

*** SUBCASE N032008-10-2800339-1 MODIFY 10/28/2008 8:55:52 AM, tmoss

into WIP default and Status of Solving.

*** CASE CLOSE 10/28/2008 8:56:00 AM, tmoss

Case History

Case ID : N032008-10-2800339

Case Title : [REDACTED] - P23

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

*** SUBCASE N032008-10-2800339-1 CLOSE 10/28/2008 8:56:00 AM, tmoss

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N032010-04-2800055	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/28/2010 6:28:59 AM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/28/2010 6:35:05 AM
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 :	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 : SEARCY, AR
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 1HGES165011
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 88,681
In Service Date : 08/22/2001
Months In Use : 104
Engine Number : D17A11636855
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 : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-04-2800055-1	CAMPAIG	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032010-04-2800055-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/28/2010 6:34:31 AM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 4/28/2010 6:35:05 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 : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-04-2800055

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 4/28/2010 6:28:59 AM, psamanie

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

*** CASE EXTENDED WARRANTY LOOKUP 4/28/2010 6:29:02 AM, psamanie

WARRANTY CHECK 04/28/2010 06:29:02 AM psamanie

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/28/2010 6:29:04 AM, psamanie

CLAIM HISTORY CHECK 04/28/2010 06:29:04 AM psamanie

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/28/2010 6:29:08 AM, psamanie

CAMPAIGN CHECK 04/28/2010 06:29:08 AM psamanie

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/17/04; FX;

*** CASE MODIFY 4/28/2010 6:29:14 AM, psamanie

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 4/28/2010 6:29:15 AM, psamanie

VSC-CUC CHECK 04/28/2010 06:29:15 AM psamanie

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/28/2010 6:29:28 AM, psamanie

CAMPAIGN CHECK 04/28/2010 06:29:28 AM psamanie

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/17/04; FX;

*** NOTES 4/28/2010 6:33:50 AM, psamanie, Action Type : Call from Customer

The customer called stating that yesterday when he was driving his headlights went out all of a sudden. The customer stated that he believes that this is due to the combination light switch recall but he knows that the recall was already completed. The customer asked what he should do. I advised to take his vehicle to a Honda dealer for diagnosis. I advised that if the problem is due to the recall he will be assisted at the dealer. I advised if not related he will be responsible for the repair costs. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: 9079576482

*** CASE MODIFY 4/28/2010 6:34:12 AM, psamanie

into WIP default and Status of Solving.

*** CASE CREATE 4/28/2010 6:34:31 AM, psamanie

Number = N032010-04-2800055-1, Created in WIP default with due date 04/29/2010 06:34:31 AM..

*** SUBCASE N032010-04-2800055-1 CREATE 4/28/2010 6:34:31 AM, psamanie, Action Type :

Created in WIP default with due date 04/29/2010 06:34:31 AM.

*** SUBCASE N032010-04-2800055-1 MODIFY 4/28/2010 6:34:35 AM, psamanie

into WIP default and Status of Solving.

*** CASE MODIFY 4/28/2010 6:35:03 AM, psamanie

into WIP default and Status of Solving.

Case History

Case ID : N032010-04-2800055

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** SUBCASE N032010-04-2800055-1 CLOSE 4/28/2010 6:35:05 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/28/2010 6:35:05 AM, psamanie

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032005-03-0201182	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/2/2005 3:16:25 PM
Case Originator :	Kimberly Dynes (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/2/2005 3:25:49 PM
Case Owner :	Kimberly Dynes (Team CC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kimberly Dynes (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	05A [REDACTED] HEADLIGHT 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 : GLENDALE, NY [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 : 35,000
In Service Date : 08/31/2001
Months In Use : 43
Engine Number : D17A21560077
Originating Dealer No. / Name : 206688 / YONKERS HONDA
Selling Dealer No. / Name : 206688 / YONKERS 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 : 206788 / HILLSIDE HONDA
Phone No. : 718-657-7810
Address : 139-07 HILLSIDE AVENUE
City / State / Zip : JAMAICA, NY 11435
Svc District / Sls District : 05A / A05
Warranty Labor Rate / Date : \$106.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207455	SOUTH SHORE 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
N032005-03-0201182-1 / [REDACTED]	C Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-03-0201182-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kimberly Dynes	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/2/2005 3:18:56 PM
Issue Owner : Kimberly Dynes	Type 2 : Eligibility	Queue :	Close Date : 3/2/2005 3:25:49 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 : Provided Information, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032005-03-0201182

Case Title : 05A, [REDACTED] - HEADLIGHT SWITCH

*** CASE CREATE 3/2/2005 3:16:25 PM, kdynes

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

*** CASE EXTENDED WARRANT LOOKUP 3/2/2005 3:16:27 PM, kdynes

WARRANTY CHECK 03/02/2005 03:16:27 PM kdynes

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/2/2005 3:16:31 PM, kdynes

CLAIM HISTORY CHECK 03/02/2005 03:16:31 PM kdynes

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/2/2005 3:18:41 PM, kdynes

CAMPAIGN CHECK 03/02/2005 03:18:41 PM kdynes

The following Campaign information was found

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

*** CASE VSC LOOKUP 3/2/2005 3:18:45 PM, kdynes

VSC CHECK 03/02/2005 03:18:45 PM kdynes

The following VSC information was found:

V001111957;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-09-04;2008-08-30;100000;5;206688;0.

00

*** CASE CUC LOOKUP 3/2/2005 3:18:45 PM, kdynes

CUC CHECK 03/02/2005 03:18:45 PM kdynes

The following CUC information was found

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:::0;0;0;:::0;:

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*** CASE CREATE 3/2/2005 3:18:56 PM, kdynes

Number = N032005-03-0201182-1, Created in WIP default with due date 03/03/2005 03:18:56 PM..

*** SUBCASE N032005-03-0201182-1 CREATE 3/2/2005 3:18:56 PM, kdynes, Action Type :

Created in WIP default with due date 03/03/2005 03:18:56 PM.

*** CASE MODIFY 3/2/2005 3:20:07 PM, kdynes

into WIP default and Status of Solving.

*** CASE MODIFY 3/2/2005 3:20:27 PM, kdynes

into WLP default and Status of Solving.

*** NOTES 3/2/2005 3:25:04 PM, kdynes, Action Type : Call from Customer

The customer called and stated that they received a recall letter regarding the headlight switch and she has already had the headlight switch fixed on 1-7-05 at an independent auto shop. The customer states that the lights again went out and would like to know what to do.

I state she would like to get her local Honda dealer information in order to have the recall completed.

I looked in CRMS and CICS and verified that the customer's vehicle is part of the headlight switch. The dealer information given to the customer is as: South Shore Honda with their number as 516-285-8036 as well as Hillside Honda with their number as 718-657-7810.

The customer states she would like to be reimbursed for the repair she paid for as well. I gave the customer the PO Box address to mail in her work invoice

Case History

Case ID : N032005-03-0201182

Case Title : 05A, [REDACTED] HEADLIGHT SWITCH

as well as her proof of payment. I stated to the customer once AHM receives all the required documents she would receive notice with in 4-6 weeks about the reimbursement.

The customer thanked me for my assistance and I thanked the customer for calling AHM their business is appreciated. I will close this case.

*** CASE MODIFY 3/2/2005 3:25:05 PM, kdynes
into WIP default and Status of Solving.

*** NOTES 3/2/2005 3:25:35 PM, kdynes, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer will be calling to have the headlight switch recall completed.

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

Thank you for your attention to this matter.

Kimberly Dynes
Automobile Customer Service

*** NOTES 3/2/2005 3:25:42 PM, kdynes, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer will be calling to have the headlight switch recall completed.

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

Thank you for your attention to this matter.

Kimberly Dynes
Automobile Customer Service

*** CASE MODIFY 3/2/2005 3:25:44 PM, kdynes
into WIP default and Status of Solving.

*** SUBCASE N032005-03-0201182-1 CLOSE 3/2/2005 3:25:49 PM, kdynes
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/2/2005 3:25:49 PM, kdynes
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-03-1201305	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/12/2010 2:09:32 PM
Case Originator :	Arlilu Padungyothee (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/5/2010 12:20:17 PM
Case Owner :	Aaron Goldberg (Team CC)	Method :	Mail	Queue :		Days Open :	24
Last Closed By :	Aaron Goldberg (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	09C - [REDACTED]	P23 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 : SCHENECTADY, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16511H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 130,488
In Service Date : 10/11/2000
Months In Use : 113
Engine Number : D17A11403673
Originating Dealer No. / Name : 206710 / MOHAWK HONDA
Selling Dealer No. / Name : 206710 / MOHAWK 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 : 206710 / MOHAWK HONDA
Phone No. : 518-370-4911
Address : 175 FREEMANS BRIDGE RO
City / State / Zip : SCOTIA, NY 12302
Svc District / Sls District : 09C / E09
Warranty Labor Rate / Date : \$91.00 /
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
N032010-03-1201305-1 / [REDACTED] CAM	Subcase Close	Campaign	Eligibility	712	Headlights
N032010-03-1201305-2 / [REDACTED] CAMPAI	Subcase Close	Campaign	Financial Assistance	728103	SAFETY RECALL: COMB

Issue Details

Issue ID : N032010-03-1201305-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/12/2010 2:17:10 PM
Issue Owner : Arlilu Padungyothee	Type 2 : Eligibility	Queue :	Close Date : 3/12/2010 2:17:42 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

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032010-03-1201305-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Goldberg	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/19/2010 12:37:16 PM
Issue Owner : Aaron Goldberg	Type 2 : Financial Assistance	Queue :	Close Date : 4/5/2010 12:20:17 PM
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 728103 / SAFETY RECALL: COMBINATION LIGHT SWITCH
Condition Code Desc : Any 7280
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

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

Check Req Info :

Check Requisition No. : 2938
Primary Amount : \$115.06
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$115.06
Approved By : rdabb
Approval Date : 4/1/2010 1:15:44
Status : PROCESSED
Check No. : 1851534
Check Date : 4/2/2010

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

Case History

Case ID : N032010-03-1201305

Case Title : 09C - [REDACTED] - P23 COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES

*** CASE CREATE 3/12/2010 2:09:32 PM, apadungy

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

*** CASE CAMPAIGN LOOKUP 3/12/2010 2:09:38 PM, apadungy

CAMPAIGN CHECK 03/12/2010 02:09:38 PM apadungy

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 03/04/10; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23

*** CASE VSC LOOKUP 3/12/2010 2:09:38 PM, apadungy

VSC-CUC CHECK 03/12/2010 02:09:38 PM apadungy

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/12/2010 2:09:43 PM, apadungy

CLAIM CHECK 03/12/2010 02:09:43 PM apadungy

The following Claim History information was found

0; 2010-03-03; 206710; 665662; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE EXTENDED WARRANTY LOOKUP 3/12/2010 2:09:44 PM, apadungy

WARRANTY CHECK 03/12/2010 02:09:44 PM apadungy

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/12/2010 2:09:52 PM, apadungy

CAMPAIGN CHECK 03/12/2010 02:09:52 PM apadungy

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 03/04/10; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23

*** CASE CAMPAIGN LOOKUP 3/12/2010 2:10:31 PM, apadungy

CAMPAIGN CHECK 03/12/2010 02:10:31 PM apadungy

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 03/04/10; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23

*** CASE MODIFY 3/12/2010 2:10:37 PM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 3/12/2010 2:13:28 PM, apadungy

into WIP default and Status of Solving.

*** NOTES 3/12/2010 2:16:12 PM, apadungy, Action Type : Call from Customer

The customer called and asked how she may submit reimbursement for the repairs on the combination light switch which she paid for. She informed she did not know

Case History

Case ID : N032010-03-1201305

Case Title : 09C - [REDACTED] - P23 COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES

there was a recall till she got the call for the q96 recall. I informed she may send in her receipts and invoices to AHM requesting reimbursement. I informed her that a CM will contact her upon reviewing her documents. She understood thanked and call ended.

*** CASE CREATE 3/12/2010 2:17:10 PM, apadungy

Number = N032010-03-1201305-1, Created in WIP default with due date 03/13/2010 02:17:10 PM..

*** SUBCASE N032010-03-1201305-1 CREATE 3/12/2010 2:17:10 PM, apadungy, Action Type :

Created in WIP default with due date 03/13/2010 02:17:10 PM.

*** SUBCASE N032010-03-1201305-1 MODIFY 3/12/2010 2:17:28 PM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 3/12/2010 2:17:40 PM, apadungy

into WIP default and Status of Solving.

*** SUBCASE N032010-03-1201305-1 CLOSE 3/12/2010 2:17:42 PM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/12/2010 2:17:42 PM, apadungy

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

*** CASE REOPEN 3/19/2010 9:07:37 AM, vsegura

with Condition of Open and Status of Solving.

*** CASE MODIFY 3/19/2010 9:09:18 AM, vsegura

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2010 9:09:40 AM, vsegura

into WIP default and Status of Solving.

*** CASE MODIFY 3/19/2010 9:09:42 AM, vsegura

into WIP default and Status of Solving.

*** NOTES 3/19/2010 9:15:58 AM, vsegura, Action Type : Letter/Fax

AHM received a letter from the customer requesting combination light switch reimbursement.

AHM received a copy of the customer's repair order from Williams Auto Service, dated 07/08/09, for the total of \$115.06.

AHM received a copy of the customer's part invoice #265662 from Mohawk Honda, dated 03/04/10, for the total of \$0.00.

No other documents were received.

*** CASE MODIFY 3/19/2010 9:16:01 AM, vsegura

into WIP default and Status of Solving.

*** CASE DISPATCH 3/19/2010 9:16:09 AM, vsegura

from WIP default to Queue Chino Team CA.

*** CASE YANKED 3/19/2010 12:27:39 PM, agoldber

Yanked by agoldber into WIPbin default.

*** CASE MODIFY 3/19/2010 12:28:28 PM, agoldber

Case History

Case ID : N032010-03-1201305

Case Title : 09C - [REDACTED] P23 COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/19/2010 12:30:13 PM, agoldber

WARRANTY CHECK 03/19/2010 12:30:13 PM agoldber

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/19/2010 12:30:27 PM, agoldber

CLAIM CHECK 03/19/2010 12:30:27 PM agoldber

The following Claim History information was found

0; 2010-03-03; 206710; 665662; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CLAIMS LOOKUP 3/19/2010 12:30:37 PM, agoldber

CLAIM CHECK 03/19/2010 12:30:37 PM agoldber

The following Claim History information was found

0; 2010-03-03; 206710; 665662; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 3/19/2010 12:30:39 PM, agoldber

CAMPAIGN CHECK 03/19/2010 12:30:39 PM agoldber

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 03/04/10; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23

*** CASE VSC LOOKUP 3/19/2010 12:30:40 PM, agoldber

VSC-CUC CHECK 03/19/2010 12:30:40 PM agoldber

No data found for VIN.

*** CASE CREATE 3/19/2010 12:37:16 PM, agoldber

Number = N032010-03-1201305-2, Created in WIP default with due date 03/20/2010 12:37:16 PM..

*** SUBCASE N032010-03-1201305-2 CREATE 3/19/2010 12:37:16 PM, agoldber, Action Type :

Created in WIP default with due date 03/20/2010 12:37:16 PM.

*** NOTES 3/19/2010 12:50:32 PM, agoldber, Action Type : Call to Customer

I called customer at daytime/evening number and reached voicemail. The voicemail message identified customer by name. I left an introductory message for Ms.

[REDACTED] advising customer that I am her case manager assigned to review a reimbursement request for a prior headlight switch replacement. I advised customer that

before I can continue with the review process, we do need a valid proof of payment. I advised customer that the Invoice from the IRF states that the customer

paid with Check [REDACTED] I advised customer that we need to see either a copy of the cancelled/processed check or copy of the bank statement with transaction

information and her name on the POP. I advised customer if she has access to a fax machine, she can fax documents to 909-664-9009 Attn: Aaron

and reference case # (provided). I welcomed a call back. I provided my contact information and office hours.

*** NOTES 3/19/2010 12:56:39 PM, agoldber, Action Type : Note-General

The following IRF information was obtained on www.yellowpages.com:

Robert Williams
960 Congress St
Schenectady, NY 12303
(518) 372-5602

Case History

Case ID : N032010-03-1201305

Case Title : 09C - [REDACTED] - P23 COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES

GENERAL AUTO REPAIR AUTO BODY REPAIR/PAINTING

Additional Phone Numbers

AKA

Williams Garage, Bob Williams Garage

In Business Since

1969

*** COMMIT 3/19/2010 12:57:07 PM, agoldber, Action Type : N/A

P23 - POP needed (2nd call attempt)

*** NOTES 3/23/2010 7:54:20 AM, agoldber, Action Type : Call to Customer

I called customer at daytime/evening number and reached voicemail. The voicemail message identified customer by name. I left a second message for [REDACTED] advising customer that I am her case manager assigned to review a reimbursement request for a prior headlight switch replacement. I advised customer that before I can continue with the review process, we do need a valid proof of payment. I advised customer that the Invoice from the IRF states that the customer paid with Check [REDACTED] I advised customer that we need to see either a copy of the cancelled/processed check or copy of the bank statement with transaction information and her name on the POP. I advised customer if she has access to a fax machine, she can fax documents to 909-664-9009 Attn: Aaron and reference case # (provided). I welcomed a call back. I provided my contact information and office hours.

*** CASE FULFILL 3/23/2010 7:54:32 AM, agoldber

Fulfilled for [REDACTED] due 03/23/2010 12:00:00 AM.

*** COMMIT 3/23/2010 7:54:33 AM, agoldber, Action Type : N/A

P23 - POP needed (3rd call attempt)

*** NOTES 3/23/2010 3:27:49 PM, agoldber, Action Type : Call from Customer

[REDACTED] West returned my call. All customer contact information was verified in CRMS.

Customer stated that she had received my prior messages. Customer stated that she contacted her bank and unfortunately the bank statements do not go that far back, however customer stated that she requested a copy of check [REDACTED] be mailed to her. Customer stated that the bank advised her that it would take 7 business days to receive check. Customer stated that she will fax the check to us at 909-664-9009 Attn: Aaron once she receives the check. Customer was provided her case number to place on any documents she faxes to us for review. Customer is seeking reimbursement for \$115.06 for the failed headlight switch. Customer stated that the check amount will be higher than the amount she is seeking reimbursement for because she had an oil change and other services performed as well. Customer stated that the check amount will be for \$223.00, however will be the same check number of [REDACTED]

I advised customer that there are no guarantees of any reimbursement however I will review any and all documents received and will contact customer in perhaps 4 business days for a status update.

*** CASE FULFILL 3/23/2010 3:27:56 PM, agoldber

Fulfilled for MELISSA WEST due 03/25/2010 12:00:00 AM.

*** COMMIT 3/23/2010 3:27:58 PM, agoldber, Action Type : N/A

P23 POP Needed (Check received from bank and faxed? - 2nd attempt)

*** NOTES 3/29/2010 7:05:11 AM, agoldber, Action Type : Letter/Fax

AHM received the following faxed documents from customer.

AHM received a faxed cover page.

AHM received a faxed copy of front/back of cleared/processed check # 360 payable to Williams Garage dated 7/10/09, in the amount of \$223.01,

Case History

Case ID : N032010-03-1201305

Case Title : 09C - [REDACTED] - P23 COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES

signed [REDACTED]

No other documents received.

*** NOTES 3/29/2010 7:11:09 AM, agoldber, Action Type : Call to Customer

I attempted to contact customer at customer's daytime/evening number and reached voicemail. The message identified customer by name. I left a detailed message for [REDACTED] advising customer that we now have all necessary documents in order to continue processing customer's reimbursement request for the prior headlight switch replacement. I advised customer that if approved, we will utilize the mailing address previously verified with customer and CRMS. I advised customer that I intend on contacting customer again once a decision has been made. I welcomed a call back should customer have any questions regarding the reimbursement. I provided my contact information and office hours.

*** NOTES 3/29/2010 7:13:17 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 recall (P23) .

\$115.06 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$60.00

Headlight switch: \$46.54

Tax: \$8.52

Total: \$115.06

*** NOTES 3/29/2010 7:16:15 AM, agoldber, Action Type : Note-Resolution

The customer is seeking reimbursement for the combination light switch repair under the P23 Recall. The invoice states the headlight switch was replaced at Williams Auto Service on 7/8/09. The customer submitted a copy of the cancelled/processed check, front/back as proof of payment. The customer has since had the recall satisfied by Mohawk Honda on 03/04/10. Based on the information provided and the campaign verification, the customer's request will be further reviewed by my team lead for \$115.06.

*** SUBCASE N032010-03-1201305-2 DISPATCH 3/29/2010 7:17:45 AM, agoldber
from WIP Subcases to Queue Check Req - H. Acosta.

*** CASE FULFILL 3/29/2010 7:18:00 AM, agoldber
Fulfilled for [REDACTED] due 03/29/2010 12:00:00 AM.

*** COMMIT 3/29/2010 7:18:01 AM, agoldber, Action Type : N/A
chk req approved?

*** SUBCASE N032010-03-1201305-2 RULE ACTION 3/30/2010 6:17:45 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N032010-03-1201305-2 RULE ACTION 3/31/2010 6:17:45 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

Case History

Case ID : N032010-03-1201305

Case Title : 09C- [REDACTED] - P23 COMBINATION LIGHT SWITCH REIMBURSEMENT REQUES

*** NOTES 4/1/2010 8:23:26 AM, hacosta, Action Type : Note-General

The check req subcase was reviewed and sent to the sup for approval.

*** SUBCASE N032010-03-1201305-2 FORWARD 4/1/2010 8:23:56 AM, hacosta
from Queue Check Req - H. Acosta to Queue Check Req - R. Dabb.

*** SUBCASE N032010-03-1201305-2 4/1/2010 1:15:44 PM, rdabb, Action Type :

Check Requisition for 115.06 \$ submitted

Check Requisition for 115.06 \$ submitted by rdabb

*** SUBCASE N032010-03-1201305-2 FORWARD 4/1/2010 1:15:59 PM, rdabb

from Queue Check Req - R. Dabb to Queue Check Approved - Sat.

*** NOTES 4/2/2010 7:08:20 AM, agoldber, Action Type : Call to Customer

I called customer at her daytime/evening number and spoke with [REDACTED] I advised customer that her reimbursement request in the amount of \$115.06 for the prior combination light switch repair has been approved and is currently in process. I advised customer that I intend on contacting customer again once the check has been mailed.

*** CASE FULFILL 4/2/2010 7:08:56 AM, agoldber

Fulfilled for [REDACTED] due 04/02/2010 12:00:00 AM.

*** COMMIT 4/2/2010 7:08:57 AM, agoldber, Action Type : N/A

Check ready to be mailed?

*** SUBCASE N032010-03-1201305-2 COMMIT 4/5/2010 8:01:24 AM, agoldber, Action Type : External Commitment

Check processed for check_req_no = 2938 on 2010-04-02-00.00.00.000000

*** SUBCASE N032010-03-1201305-2 FULFILL 4/5/2010 8:12:50 AM, agoldber

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

*** NOTES 4/5/2010 11:56:58 AM, vsegura, Action Type : Note-General

Check #1851534 totaling \$115.06 was mailed on 04/06/10.

*** SUBCASE N032010-03-1201305-2 ACCEPT 4/5/2010 11:57:04 AM, vsegura

from Queue Check Approved - Sat to WIP default.

*** SUBCASE N032010-03-1201305-2 ASSIGN 4/5/2010 11:57:12 AM, vsegura

N032010-03-1201305-2 to agoldber, WIP

*** SUBCASE N032010-03-1201305-2 RULE ACTION 4/5/2010 11:57:13 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/5/2010 12:19:56 PM, agoldber, Action Type : Call to Customer

I called customer at her daytime/evening number and spoke with [REDACTED] I advised customer that Check # [REDACTED] totaling \$115.06 for the prior combination light switch repair was mailed and to please allow adequate time for the check to arrive in the mail. I will close case.

*** SUBCASE N032010-03-1201305-2 CLOSE 4/5/2010 12:20:17 PM, agoldber

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2010 12:20:17 PM, agoldber

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032004-03-2900477	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/29/2004 9:28:58 AM
Case Originator :	Monique Rivas (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/29/2004 9:31:25 AM
Case Owner :	Monique Rivas (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Monique Rivas (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD LAMP 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 : MECHANICSBURG, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16511H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 64,000
In Service Date : 10/03/2000
Months In Use : 41
Engine Number : D17A11404764
Originating Dealer No. / Name : 206788 / HILLSIDE HONDA
Selling Dealer No. / Name : 206788 / HILLSIDE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-03-2900477-1 / [REDACTED]	CA	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032004-03-2900477-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monique Rivas	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/29/2004 9:31:10 AM
Issue Owner : Monique Rivas	Type 2 : Eligibility	Queue :	Close Date : 3/29/2004 9:31:25 AM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-03-2900477

Case Title : [REDACTED] HEAD LAMP RECALL INQUIRY

*** CASE CREATE 3/29/2004 9:28:58 AM, mrivas

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

*** NOTES 3/29/2004 9:28:59 AM, mrivas, Action Type :

The customer called and stated that she just called and spoke with someone here and she didn't get his name and they got disconnected.

The customer stated that her wiring for headlights over heated and she has a state inspection coming up and the head lamps failed on her. The customer stated that the last rep she spoke with was going to open a case for her and see if AHM could pay for the work now.

I apologized to the customer for the mis information and informed her that before AHM would do a consideration on the work she will have to take the vehicle to the dealership for a diagnostic and then contact us for goodwill assistance I informed the customer that goodwill is handled case by case and there is still no guarantee for assistance, I also informed her it will take 3-5 business days to process her request. I informed the customer that AHM is still working on the recall for the head lamps and the notices should be going out in mid April. I informed the customer that she will be able to submit her paperwork for reimbursement consideration if her vehicle falls under the recall.

The customer thanked me for the information.

*** NOTES 3/29/2004 9:29:40 AM, mrivas, Action Type : Note-General

I checked the case history a few times and found no open case for this concern. I am closing the case.

*** SUBCASE N032004-03-2900477-1 CREATE 3/29/2004 9:31:10 AM, mrivas

Created in WIP Default with Due Date 3/29/2004 9:31:10 AM.

*** CASE CLOSE 3/29/2004 9:31:25 AM, mrivas

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

*** SUBCASE N032004-03-2900477-1 CLOSE 3/29/2004 9:31:25 AM, mrivas

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N032011-03-1600003	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/16/2011 6:04:05 AM
Case Originator :	Kelly Fuller (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/16/2011 6:09:43 AM
Case Owner :	Kelly Fuller (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kelly Fuller (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH CONCERN			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES26711H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 58,500
In Service Date : 11/21/2000
Months In Use : 124
Engine Number : D17A21402785
Originating Dealer No. / Name : 207893 / COMMONWEALTH HONDA
Selling Dealer No. / Name : 207893 / COMMONWEALTH 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 / 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
N032011-03-1600003-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-03-1600003-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 3/16/2011 6:06:12 AM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 3/16/2011 6:09:42 AM
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 : N032011-03-1600003

Case Title : [REDACTED] HEADLIGHT SWITCH CONCERN

*** CASE CREATE 3/16/2011 6:04:05 AM, kfuller

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

*** CASE MODIFY 3/16/2011 6:05:29 AM, kfuller

into WIP default and Status of Solving.

*** SUBCASE N032011-03-1600003-1 CREATE 3/16/2011 6:06:12 AM, kfuller

Created in WIP Default with Due Date 3/16/2011 6:06:12 AM.

*** NOTES 3/16/2011 6:09:40 AM, kfuller. Action Type : Call from Customer

The customer called and stated he had the combination headlight switch recall completed last June. He is now having the same problem again. I updated contact information and checked campaigns. The customer stated the dealer told him that they will charge a diagnostic fee. I advised the customer that the dealer has to diagnose the problem to see if it is recall related. Therefore, a diagnostic fee will be charged. However, if the problem is recall related, and the dealer covers the repair, the diagnostic fee is generally covered as well. He will need to speak with the service manager. The customer thanked me and needed no further assistance.

*** SUBCASE N032011-03-1600003-1 CLOSE 3/16/2011 6:09:42 AM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/16/2011 6:09:43 AM, kfuller

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 : N032009-10-2100866	Division : Honda - Auto	Condition : Closed	Open Date : 10/21/2009 11:31:31
Case Originator : Ashley Humble (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 10/21/2009 11:53:49
Case Owner : Ashley Humble (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ashley Humble (Team CA)	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 : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : ALLENTOWN, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES25751H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2571JW / A
Miles / Hours : 116,000
In Service Date : 12/27/2000
Months In Use : 106
Engine Number : D17A21403061
Originating Dealer No. / Name : 206754 / HERSON'S HONDA
Selling Dealer No. / Name : 207519 / LEHIGH VALLEY HONDA
Trim : EX SSRS
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032009-10-2100866-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-10-2100866-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/21/2009 11:53:32
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 10/21/2009 11:53:49
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 : N032009-10-2100866

Case Title : [REDACTED] P23

*** CASE CREATE 10/21/2009 11:31:31 AM, ahumble

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

*** CASE MODIFY 10/21/2009 11:33:29 AM, ahumble

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/21/2009 11:33:38 AM, ahumble

WARRANTY CHECK 10/21/2009 11:33:38 AM ahumble

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/21/2009 11:33:41 AM, ahumble

CLAIM HISTORY CHECK 10/21/2009 11:33:41 AM ahumble

No data found for VIN.

*** CASE MODIFY 10/21/2009 11:33:49 AM, ahumble

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/21/2009 11:34:10 AM, ahumble

CAMPAIGN CHECK 10/21/2009 11:34:10 AM ahumble

The following Campaign information was found

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

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P2

*** CASE VSC LOOKUP 10/21/2009 11:34:11 AM, ahumble

VSC-CUC CHECK 10/21/2009 11:34:11 AM ahumble

No data found for VIN.

*** CASE MODIFY 10/21/2009 11:34:29 AM, ahumble

into WIP default and Status of Solving.

*** CASE MODIFY 10/21/2009 11:34:43 AM, ahumble

into WIP default and Status of Solving.

*** CASE MODIFY 10/21/2009 11:34:50 AM, ahumble

into WIP default and Status of Solving.

*** NOTES 10/21/2009 11:51:57 AM, ahumble, Action Type : Call from Customer

Customer's name, address, and phone number was added [REDACTED]

The customer did not have his VIN.

The customer states that he is experiencing an issue with his headlights. He states that he saw information about a recall and would like to know if it includes his vehicle. I advised him all recalls are VIN specific and we do need the VIN to view that information. He then provided the VIN. Ownership was updated.

I advised him that I do show he has the Combination Light Switch Recall, and that he can go to any Honda dealership to get the recall completed. I advised him I cannot make any guarantees that will fix his issue. He stated that he already has the vehicle at a mechanic. He states that they haven't repaired it yet and they are not sure what the issue is (but they think they know how they can repair it). I advised him that the recall is regarding the low beam headlights not working, but the high beams still working. He stated that is the issue he is having. I advised him that he would need to go to a Honda dealership to

Case History

Case ID : N032009-10-2100866

Case Title : [REDACTED] P23

get the recall completed.

The customer states that he cannot drive without headlights, and the dealership may not be able to get him for 1 or 2 weeks. I advised him since he has not had the repair done yet, he will need to go to any Honda dealer. I advised him that any Honda dealer can complete the recall. The customer understood. I asked him if he had any other questions, he did not. I thanked him for calling, we ended the call.

*** NOTES 10/21/2009 11:53:01 AM, ahumble, Action Type : Note-General

****Additional Note**

I advised the customer he also has the Driver's Airbag Inflator Recall. He was aware of this.

*** CASE CREATE 10/21/2009 11:53:32 AM, ahumble

Number = N032009-10-2100866-1, Created in WIP default with due date 10/22/2009 11:53:32 AM..

*** SUBCASE N032009-10-2100866-1 CREATE 10/21/2009 11:53:32 AM, ahumble, Action Type :

Created in WIP default with due date 10/22/2009 11:53:32 AM.

*** SUBCASE N032009-10-2100866-1 MODIFY 10/21/2009 11:53:37 AM, ahumble

into WIP default and Status of Solving.

*** CASE MODIFY 10/21/2009 11:53:47 AM, ahumble

into WIP default and Status of Solving.

*** SUBCASE N032009-10-2100866-1 CLOSE 10/21/2009 11:53:49 AM, ahumble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/21/2009 11:53:49 AM, ahumble

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 :	N032004-12-0800993	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/8/2004 1:50:04 PM
Case Originator :	Jalindah Woods (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/8/2004 1:56:00 PM
Case Owner :	Jalindah Woods (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jalindah Woods (Team CE)	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 : BOSTON, MA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES15201H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1521PW / A
Miles / Hours :
In Service Date : 10/23/2000
Months In Use : 50
Engine Number : D17A11419336
Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
Selling Dealer No. / Name : 207659 / HERB CHAMBERS 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 :
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
N032004-12-0800993-1 /	CA Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032004-12-0800993-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jalindah Woods	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/8/2004 1:53:53 PM
Issue Owner : Jalindah Woods	Type 2 : Eligibility	Queue :	Close Date : 12/8/2004 1:55:27 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 : 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 : N032004-12-0800993

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 12/8/2004 1:50:04 PM, jwoods

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

*** NOTES 12/8/2004 1:50:05 PM, jwoods, Action Type :

The customer is calling because he had the ignition switch replaced under the recall at the customer states that the low beams are still not working. Honda Barn is the dealership that performed the recalls today. The customer states that the dealership states that the bulbs on the vehicle needs to be replaced.

*** CASE MODIFY 12/8/2004 1:50:09 PM, jwoods

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/8/2004 1:50:14 PM, jwoods

WARRANTY CHECK 12/08/2004 01:50:14 PM jwoods

No data found for VIN.

*** CASE VSC LOOKUP 12/8/2004 1:50:18 PM, jwoods

VSC-CUC CHECK 12/08/2004 01:50:18 PM jwoods

No data found for VIN.

*** CASE CREATE 12/8/2004 1:53:53 PM, jwoods

Number = N032004-12-0800993-1, Created in WIP default with due date 12/09/2004 01:53:53 PM..

*** SUBCASE N032004-12-0800993-1 CREATE 12/8/2004 1:53:53 PM, jwoods, Action Type :

Created in WIP default with due date 12/09/2004 01:53:53 PM.

*** SUBCASE N032004-12-0800993-1 MODIFY 12/8/2004 1:55:21 PM, jwoods

into WIP default and Status of Solving.

*** SUBCASE N032004-12-0800993-1 CLOSE 12/8/2004 1:55:27 PM, jwoods

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 12/8/2004 1:55:41 PM, jwoods

CAMPAIGN CHECK 12/08/2004 01:55:40 PM jwoods

The following Campaign information was found

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

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-015; P23; 00-0

*** CASE CLOSE 12/8/2004 1:56:00 PM, jwoods

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 :	N032006-02-0600538	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/6/2006 7:56:00 AM
Case Originator :	Leslie Ducreux (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/6/2006 7:59:23 AM
Case Owner :	Leslie Ducreux (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Leslie Ducreux (Team CB)	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 :	PLYMOUTH, MA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 2HGES15501H [REDACTED]
Model / Year :	CIVIC / 2001
Model ID / Product Line :	ES1551PW / A
Miles / Hours :	
In Service Date :	12/12/2000
Months In Use :	62
Engine Number :	D17A11419397
Originating Dealer No. / Name :	207659 / HERB CHAMBERS HONDA
Selling Dealer No. / Name :	207659 / HERB CHAMBERS 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 :	206749 / WEYMOUTH HONDA
Phone No. :	781-337-7400
Address :	211 MAIN STREET
City / State / Zip :	WEYMOUTH, MA 02188
Svc District / Sls District :	09F / C09
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
N032006-02-0600538-I [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-02-0600538-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Leslie Ducreux	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/6/2006 7:59:08 AM
Issue Owner : Leslie Ducreux	Type 2 : Eligibility	Queue :	Close Date : 2/6/2006 7:59:23 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 : 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 : N032006-02-0600538

Case Title : [REDACTED] HEADLIGHT RECALL

*** CASE CREATE 2/6/2006 7:56:00 AM, Iducreux

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

*** NOTES 2/6/2006 7:56:01 AM, Iducreux, Action Type :

The customer called because the lights went out on the vehicle while his wife was driving.

*** CASE MODIFY 2/6/2006 7:56:30 AM, Iducreux

into WIP default and Status of Solving.

*** NOTES 2/6/2006 7:58:00 AM, Iducreux, Action Type : Call from Customer

The customer states that he would like to have his vehicle fixed. I informed the customer that he had a recall on the lights and could have the recall performed at any Honda dealership free of charge. I provided the customer with the number to Weymouth Honda. The customer thanked me and the call ended.

*** CASE MODIFY 2/6/2006 7:58:02 AM, Iducreux

into WIP default and Status of Solving.

*** CASE MODIFY 2/6/2006 7:58:07 AM, Iducreux

into WIP default and Status of Solving.

*** SUBCASE N032006-02-0600538-1 CREATE 2/6/2006 7:59:08 AM, Iducreux

Created in WIP Default with Due Date 2/6/2006 7:59:08 AM.

*** CASE MODIFY 2/6/2006 7:59:15 AM, Iducreux

into WIP default and Status of Solving.

*** SUBCASE N032006-02-0600538-1 CLOSE 2/6/2006 7:59:23 AM, Iducreux

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/6/2006 7:59:23 AM, Iducreux

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Case Detail Report

Run Date : 04/17/2012

Case Details

Case ID :	N012002-11-1400727	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/14/2002 12:44:22
Case Originator :	Tina Crabtree	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/16/2002 10:09:23
Case Owner :	Tina Purvis	Method :	Phone	Queue :		Days Open :	32
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] EMERGENCY REPAIR 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 : PICO RIVERA, CA [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES15271H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1521PW / A
Miles / Hours : 35,918
In Service Date : 11/19/2000
Months In Use : 24
Engine Number : D17A11421322
Originating Dealer No. / Name : 207767 / HONDA WORLD
Selling Dealer No. / Name : 208144 / HONDA WORLD DOWNEY
Trim : DX
No. of Doors : 4
Transmission Code : 5MT
Exterior Color : SI
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 : 208144 / HONDA WORLD DOWNEY
Phone No. : 562-929-7000
Address : 10645 STUDEBAKER ROAD
City / State / Zip : DOWNEY, CA 90241
Svc District / SIs District : 01F / A01
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind.:

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012002-11-1400727-1 / [REDACTED]	RODU	Subcase Close	Please Specify	Product	Operation	712 Lights
N012002-11-1400727-2 / [REDACTED]	- PR	Subcase Close	Please Specify	Product	Operation	725120 IGNITION SWITCH ELECTRIC

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012002-11-1400727-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Emmett Simmons	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2002 1:32:23 PM
Issue Owner : Tina Purvis	Type 2 : Operation	Queue :	Close Date : 12/16/2002 8:10:46 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 725120 / IGNITION SWITCH ELECTRICAL PORTION - REP
Condition Code Desc Any 7250
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM Partial
Component Category :
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 12129
Primary Amount : \$244.42
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$244.42
Approved By : rthomas
Approval Date : 12/12/2002
Status : PROCESSED
Check No. : 1286832
Check Date : 12/13/2002

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : PICO RIVERA, CA [REDACTED]
Campaign Template # :
Contention Code : B01
Defect Code : 032
Category : Regular
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012002-11-1400727

Case Title : [REDACTED] - EMERGENCY REPAIR REIMBURSEMENT

*** CASE CREATE 11/14/2002 12:44:22 PM, tcrabtre

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

*** CASE CAMPAIGN LOOKUP 11/14/2002 12:49:37 PM, tcrabtre

CAMPAIGN CHECK 11/14/02 12:49:36 PM tcrabtre

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-11-13; FX

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

02-004; L46; 2000

*** CASE MODIFY 11/14/2002 12:56:19 PM, tcrabtre

into WIP Default and Status of Solving.

*** NOTES 11/14/2002 1:00:07 PM, tcrabtre, Action Type : Call from Customer

Customer called because he was driving at night and his headlights went completely out. He was afraid to drive at all without them, so he brought his car to a nearby independent mechanic, who replaced a switch in his steering column that operated the lights. His car is still under warranty, so he contacted our office for reimbursement consideration. He said he would fax the repair paperwork to our office today for review. I told him I would refer his case to a Case Manager in his area, who would contact him within 3-5 working days to review his case for reimbursement consideration. Cust ok.

*** CASE MODIFY 11/14/2002 1:00:39 PM, tcrabtre

into WIP Default and Status of Solving.

*** CASE MODIFY 11/14/2002 1:00:58 PM, tcrabtre

into WIP Default and Status of Solving.

*** CASE MODIFY 11/14/2002 1:00:58 PM, tcrabtre

into WIP Default and Status of Solving.

*** CASE DISPATCH 11/14/2002 1:01:05 PM, tcrabtre

from WIP Default to Queue Team A.

*** NOTES 11/14/2002 3:00:37 PM, hmcginn, Action Type : Letter/Fax

On 11/14/02 ACS received a fax from customer regarding previous issues. Receipts are attached.

*** CASE ACCEPT 11/14/2002 4:21:45 PM, jflemate

from Queue Team A to WIP default.

*** COMMIT 11/14/2002 4:21:56 PM, jflemate, Action Type : N/A

Made to FRANK VALLE due 11/21/02 03:00:00 PM.

ASSIST CUSTOMER WITH EMERGENCY REPAIR REIMBURSEMENT

*** CASE ASSIGN 11/14/2002 4:22:15 PM, jflemate

N012002-11-1400727 to esimmons, WIP

*** CASE RULE ACTION 11/14/2002 4:22:17 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012002-11-1400727-1 CREATE 11/14/2002 4:31:51 PM, esimmons

Created in WIP Default with Due Date 11/14/2002 4:31:51 PM.

Case History

Case ID : N012002-11-1400727

Case Title : [REDACTED] EMERGENCY REPAIR REIMBURSEMENT

*** CASE MODIFY 11/14/2002 4:31:56 PM, esimmons
into WIP default and Status of Solving.

*** NOTES 11/19/2002 11:06:39 AM, sjones, Action Type : Call from Customer
Cust called for status. Provided CM name and ext. Adv CM not in today, cust will leave VM.

*** NOTES 11/20/2002 4:06:21 PM, esimmons, Action Type : Call from Customer
I spoke with [REDACTED] I advised him the faxed invoice was not legible and that a clearer copy would be needed.
[REDACTED] said that he would fax another copy to this office. I advised him that upon review, I would contact him
regarding AHM decision.

*** CASE MODIFY 11/20/2002 4:06:28 PM, esimmons
into WIP Daily Schedule and Status of Solving.

*** NOTES 11/21/2002 10:23:12 AM, esimmons, Action Type : Call to Customer
I telephoned and spoke with [REDACTED] She said that she could contact [REDACTED]
I asked her to call and advise her husband that I have not received the fax. She said that she would comply.

*** CASE MODIFY 11/21/2002 10:23:20 AM, esimmons
into WIP Daily Schedule and Status of Solving.

*** CASE FULFILL 11/21/2002 1:24:38 PM, esimmons
Fulfilled for [REDACTED] due 11/21/02 03:00:00 PM.

*** COMMIT 11/21/2002 1:24:43 PM, esimmons, Action Type : N/A

Review invoice for reimbursement

*** CASE MODIFY 11/21/2002 1:25:06 PM, esimmons
into WIP Daily Schedule and Status of Solving.

*** NOTES 11/22/2002 9:04:24 AM, esimmons, Action Type : Call to Customer
I spoke again with [REDACTED] She said that she had spoken to her husband and he stated he misplaced the invoice
and when it is located he will fax it in. I advised that I would continue to monitor.

*** CASE FULFILL 11/22/2002 9:04:32 AM, esimmons
Fulfilled for [REDACTED] due 11/22/02 12:00:00 AM.

*** COMMIT 11/22/2002 9:04:35 AM, esimmons, Action Type : N/A

Review receipt for reimbursement

*** CASE MODIFY 11/22/2002 9:04:57 AM, esimmons
into WIP Daily Schedule and Status of Solving.

*** SUBCASE N012002-11-1400727-1 CLOSE 11/22/2002 1:29:24 PM, esimmons
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012002-11-1400727-2 CREATE 11/22/2002 1:32:23 PM, esimmons
Created in WIP Default with Due Date 11/22/2002 1:32:23 PM.

*** CASE MODIFY 11/22/2002 1:45:32 PM, esimmons
into WIP Daily Schedule and Status of Solving.

*** SUBCASE N012002-11-1400727-2 DISPATCH 11/22/2002 1:46:03 PM, esimmons

Case History

Case ID : N012002-11-1400727

Case Title : [REDACTED] - EMERGENCY REPAIR REIMBURSEMENT

from WIP default to Queue Ck Req - Bertram.

*** NOTES 11/22/2002 1:48:42 PM, esimmons, Action Type : Note-General

The faxed invoice was received. Because the invoice was blurred, a call was made to the Tweedy's Auto Electric & Air Inc.
The mileage and the part was verified. A check requisition was submitted today. The customer was advised

*** CASE MODIFY 11/22/2002 1:50:40 PM, esimmons

into WIP Daily Schedule and Status of Solving.

*** SUBCASE N012002-11-1400727-2 RULE ACTION 11/23/2002 1:46:03 PM, sa

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

*** SUBCASE N012002-11-1400727-2 RULE ACTION 11/24/2002 6:40:58 PM, sa

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

*** NOTES 11/27/2002 11:11:30 AM, esimmons, Action Type : Check Requisition

The check was requisitioned and is awaiting approval of the supervisor on 12-4-02

*** CASE FULFILL 11/27/2002 11:11:36 AM, esimmons

Fulfilled for [REDACTED] due 11/29/02 12:00:00 AM.

*** COMMIT 11/27/2002 11:11:40 AM, esimmons, Action Type : N/A

Verify check mailed to customer

*** CASE MODIFY 11/27/2002 11:12:07 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** SUBCASE N012002-11-1400727-2 YANKED 12/4/2002 8:45:08 AM, esimmons

Yanked by esimmons into WIPbin default.

*** NOTES 12/6/2002 9:27:41 AM, esimmons, Action Type : Note-General

Due to illness the check request was delayed

*** CASE FULFILL 12/6/2002 9:27:52 AM, esimmons

Fulfilled for [REDACTED] due 12/06/02 12:00:00 AM.

*** COMMIT 12/6/2002 9:27:57 AM, esimmons, Action Type : N/A

Verify approval and mailing of check

*** CASE MODIFY 12/6/2002 9:28:26 AM, esimmons

into WIP Daily Schedule and Status of Solving.

*** SUBCASE N012002-11-1400727-2 ASSIGN 12/6/2002 3:11:13 PM, esimmons

N012002-11-1400727-2 to rthomas, WIP 8

*** SUBCASE N012002-11-1400727-2 RULE ACTION 12/6/2002 3:11:14 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012002-11-1400727-2 YANKED 12/9/2002 2:17:38 PM, esimmons

Yanked by esimmons into WIPbin default.

*** SUBCASE N012002-11-1400727-2 MODIFY 12/9/2002 2:18:08 PM, esimmons

into WIP default and Status of Solving.

Case History

Case ID : N012002-11-1400727

Case Title : [REDACTED] EMERGENCY REPAIR REIMBURSEMENT

*** CASE MODIFY 12/9/2002 2:18:19 PM, esimmons
into WIP Daily Schedule and Status of Solving.

*** CASE RULE ACTION 12/12/2002 12:44:22 PM, sa
Action owner - 30 days of rule Case Closure fired

*** SUBCASE N012002-11-1400727-2 12/12/2002 6:28:20 PM, rthomas, Action Type :
Check Requisition for 244.42 \$ submitted
Check Requisition for 244.42 \$ submitted by rthomas

*** SUBCASE N012002-11-1400727-2 YANKED 12/12/2002 6:29:11 PM, rthomas
Yanked by rthomas into WIPbin default.

*** SUBCASE N012002-11-1400727-2 ASSIGN 12/12/2002 6:30:05 PM, rthomas
N012002-11-1400727-2 to esimmons, WIP

*** SUBCASE N012002-11-1400727-2 RULE ACTION 12/12/2002 6:30:06 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 12/13/2002 8:26:48 AM, esimmons, Action Type : Check Requisition
The request was approved. Will mail check to customer upon receipt

*** CASE FULFILL 12/13/2002 8:26:55 AM, esimmons
Fulfilled for [REDACTED] due 12/13/02 12:00:00 AM.

*** COMMIT 12/13/2002 8:26:59 AM, esimmons, Action Type : N/A

Mail check, follow up to close file

*** CASE MODIFY 12/13/2002 8:27:20 AM, esimmons
into WIP Daily Schedule and Status of Solving.

*** NOTES 12/16/2002 7:43:05 AM, tpurvis, Action Type : Call to Customer
called to inform customer of a reimbursement check # [REDACTED] in the amount of \$244.42, will be be mailed out today 12/16/02.

*** CASE YANKED 12/16/2002 7:46:14 AM, tpurvis
Yanked by tpurvis into WIPbin default.

*** SUBCASE N012002-11-1400727-2 YANKED 12/16/2002 7:46:57 AM, tpurvis
Yanked by tpurvis into WIPbin default.

*** SUBCASE N012002-11-1400727-2 MODIFY 12/16/2002 7:47:34 AM, tpurvis
into WIP default and Status of Solving.

*** CASE MODIFY 12/16/2002 7:48:25 AM, tpurvis
into WIP default and Status of Solving.

*** SUBCASE N012002-11-1400727-2 COMMIT 12/16/2002 8:03:02 AM, tpurvis, Action Type : External Commitment
Check processed for check_req_no = 12129 on 2002-12-13-00.00.00.000000

*** SUBCASE N012002-11-1400727-2 CLOSE 12/16/2002 8:10:46 AM, tpurvis
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/16/2002 10:09:20 AM, tpurvis

Case History

Case ID : N012002-11-1400727

Case Title : [REDACTED] EMERGENCY REPAIR REIMBURSEMENT

into WIP Pending and Status of Solving.

*** CASE CLOSE 12/16/2002 10:09:23 AM, tpurvis

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

*** CASE RULE ACTION 12/26/2002 12:44:22 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

Case Details

Case ID :	N032006-06-0900523	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/9/2006 10:24:21 AM
Case Originator :	Javier Barajas (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/9/2006 10:25:40 AM
Case Owner :	Javier Barajas (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Javier Barajas (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMBINATION LIGHT SWITCH RECALL INQUIRY					No. of Attachments :	0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES15551H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 107,000
In Service Date : 03/28/2001
Months In Use : 63
Engine Number : D17A11421396
Originating Dealer No. / Name : 207139 / HONDA UNIVERSE
Selling Dealer No. / Name : 207139 / HONDA UNIVERSE
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 :
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
N032006-06-0900523-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-06-0900523-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Javier Barajas	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/9/2006 10:25:23 AM
Issue Owner : Javier Barajas	Type 2 : Eligibility	Queue :	Close Date : 6/9/2006 10:25:39 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032006-06-0900523

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 6/9/2006 10:24:21 AM, jbarajas

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

*** NOTES 6/9/2006 10:24:22 AM, jbarajas, Action Type :

The customer contacted AHM to inquire about the combination light switch recall.

I updated the customer's contact information using CRMS and verified that the customer's vehicle is affected by the combination light switch recall using CICS.
I informed the customer that his vehicle has the combination light switch recall outstanding and that he should schedule an appointment at his local dealer to have the recall performed free of charge.

The customer stated that his vehicles lights recently stopped functioning and that his local mechanic informed him that there is a recall that covers this issue.

The customer declined my offer to provide him with the phone number to his local Honda dealership.

The customer thanked me for my help and declined any further assistance.

I thanked the customer for contacting AHM and the call was ended.

*** CASE EXTENDED WARRANTY LOOKUP 6/9/2006 10:24:24 AM, jbarajas

WARRANTY CHECK 06/09/2006 10:24:24 AM jbarajas

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/9/2006 10:24:28 AM, jbarajas

CLAIM HISTORY CHECK 06/09/2006 10:24:28 AM jbarajas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/9/2006 10:24:32 AM, jbarajas

CAMPAIGN CHECK 06/09/2006 10:24:32 AM jbarajas

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-13; FX

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-015; P23; 00

*** CASE VSC LOOKUP 6/9/2006 10:24:34 AM, jbarajas

VSC-CUC CHECK 06/09/2006 10:24:34 AM jbarajas

No data found for VIN.

*** CASE CREATE 6/9/2006 10:25:23 AM, jbarajas

Number = N032006-06-0900523-1, Created in WIP default with due date 06/10/2006 10:25:23 AM..

*** SUBCASE N032006-06-0900523-1 CREATE 6/9/2006 10:25:23 AM, jbarajas, Action Type :

Created in WIP default with due date 06/10/2006 10:25:23 AM.

*** SUBCASE N032006-06-0900523-1 MODIFY 6/9/2006 10:25:32 AM, jbarajas

into WIP default and Status of Solving.

*** SUBCASE N032006-06-0900523-1 CLOSE 6/9/2006 10:25:39 AM, jbarajas

Case History

Case ID : N032006-06-0900523

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/9/2006 10:25:40 AM, jbarajas

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

Case Details

Case ID :	N012010-09-1301856	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/13/2010 8:49:04 AM
Case Originator :	Ernest Henderson (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/13/2010 8:57:38 AM
Case Owner :	Ernest Henderson (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Ernest Henderson (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	RECALL INQUIRY COMBINATION LIGHT SWITCH					No. of Attachments :	0

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES26721H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 142,000
In Service Date : 11/29/2000
Months In Use : 118
Engine Number : D17A21407864
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 : 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
N012010-09-1301856-1 /	- C Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012010-09-1301856-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ernest Henderson	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/13/2010 8:57:20 AM
Issue Owner : Ernest Henderson	Type 2 : Details	Queue :	Close Date : 9/13/2010 8:57:37 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, 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 : N012010-09-1301856

Case Title : [REDACTED] RECALL INQUIRY COMBINATION LIGHT SWITCH

*** CASE CREATE 9/13/2010 8:49:04 AM, ehenders

Contact = TARA MASTERS, Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 8:49:07 AM, ehenders

WARRANTY CHECK 09/13/2010 08:49:07 AM ehenders

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/13/2010 8:49:11 AM, ehenders

CLAIM CHECK 09/13/2010 08:49:11 AM ehenders

The following Claim History information was found

0; 2009-10-08; 208317; 042313; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 9/13/2010 8:49:13 AM, ehenders

CAMPAIGN CHECK 09/13/2010 08:49:13 AM ehenders

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 11/30/01; FX;
01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
0

*** CASE VSC LOOKUP 9/13/2010 8:49:15 AM, ehenders

VSC-CUC CHECK 09/13/2010 08:49:15 AM ehenders

No data found for VIN.

*** CASE MODIFY 9/13/2010 8:50:54 AM, ehenders

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/13/2010 8:51:56 AM, ehenders

CAMPAIGN CHECK 09/13/2010 08:51:56 AM ehenders

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 11/30/01; FX;
01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
0

*** CASE CAMPAIGN LOOKUP 9/13/2010 8:54:10 AM, ehenders

CAMPAIGN CHECK 09/13/2010 08:54:09 AM ehenders

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 11/30/01; FX;
01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
0

*** NOTES 9/13/2010 8:55:53 AM, ehenders, Action Type : Call from Customer

Updated customer's contact information.

Best contact number:6096613149

Case History

Case ID : N012010-09-1301856

Case Title : [REDACTED] RECALL INQUIRY COMBINATION LIGHT SWITCH

Probing Questions: The customer advised the headlights went out. She replaced the headlights and fuses but it did not resolve the condition. The high beams work but the low beams do not. The customer wanted to know if the vehicle was involved in any campaigns.

Inbound Customer Summary: I advised the customer the vehicle was involved in a safety recall: combination light switch. I advised the customer to take the vehicle to the dealer to have the recall performed.

Case closed. Customer required no further assistance.

*** CASE MODIFY 9/13/2010 8:56:22 AM, ehenders
into WIP default and Status of Solving.

*** SUBCASE N012010-09-1301856-1 CREATE 9/13/2010 8:57:20 AM, ehenders
Created in WIP Default with Due Date 9/13/2010 8:57:20 AM.

*** SUBCASE N012010-09-1301856-1 CLOSE 9/13/2010 8:57:37 AM, ehenders
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/13/2010 8:57:38 AM, ehenders
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032008-06-1200384	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/12/2008 8:55:51 AM
Case Originator :	Steven Felix (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/12/2008 9:01:30 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] - CAMPAIGN 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 : NORRISTOWN, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16591H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 70,000
In Service Date : 02/24/2001
Months In Use : 88
Engine Number : D17A11424758
Originating Dealer No. / Name : 206765 / BURNS HONDA
Selling Dealer No. / Name : 206765 / BURNS HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032008-06-1200384-1 [REDACTED] - CA	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-06-1200384-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Steven Felix	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/12/2008 9:01:19 AM
Issue Owner : Steven Felix	Type 2 : Eligibility	Queue :	Close Date : 6/12/2008 9:01:30 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 : N032008-06-1200384

Case Title : [REDACTED] - CAMPAIGN INQUIRY

*** CASE CREATE 6/12/2008 8:55:51 AM, sfelix

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

*** CASE MODIFY 6/12/2008 8:55:55 AM, sfelix

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 6/12/2008 8:55:59 AM, sfelix

VSC CHECK 06/12/2008 08:55:59 AM sfelix

The following VSC information was found

;;;;;;0;0;0.0

*** CASE CUC LOOKUP 6/12/2008 8:55:59 AM, sfelix

CUC CHECK 06/12/2008 08:55:59 AM sfelix

The following CUC information was found

KEITH;KAPLAN;EXPIRED;100000;7907;48000;2004-02-24;2008-02-24;;2002-02-26;2002-02-26;206765;;0;2002-03-31;2002-03-07

*** CASE EXTENDED WARRANTY LOOKUP 6/12/2008 8:56:00 AM, sfelix

WARRANTY CHECK 06/12/2008 08:56:00 AM sfelix

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/12/2008 8:56:04 AM, sfelix

CLAIM CHECK 06/12/2008 08:56:04 AM sfelix

The following Claim History information was found

0; 2007-08-27; 206765; 830516; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B# 92-012

*** CASE CAMPAIGN LOOKUP 6/12/2008 8:56:13 AM, sfelix

CAMPAIGN CHECK 06/12/2008 08:56:13 AM sfelix

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 01/15/01; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23;

*** CASE MODIFY 6/12/2008 8:56:16 AM, sfelix

into WIP default and Status of Solving.

*** CASE MODIFY 6/12/2008 8:58:40 AM, sfelix

into WIP default and Status of Solving.

*** NOTES 6/12/2008 9:00:38 AM, sfelix, Action Type : Call from Customer

Updated owner information

The customer is calling because she would like to know if the recall dealing with the combination light switch was corrected. She states that she is having a problem with the low beams and she continues to change the bulbs. She did some research on the Internet and found this recall involving the low beams.

I informed the customer that the recall for the combination light switch has already been corrected. I advised the customer to work with her local authorized

Case History

Case ID : N032008-06-1200384

Case Title : [REDACTED] - CAMPAIGN INQUIRY

dealer for further diagnosis. The customer thanked me for my assistance and the call ended.

*** CASE MODIFY 6/12/2008 9:00:41 AM, sfelix
into WIP default and Status of Solving.

*** CASE CREATE 6/12/2008 9:01:19 AM, sfelix
Number = N032008-06-1200384-1, Created in WIP default with due date 06/13/2008 09:01:19 AM..

*** SUBCASE N032008-06-1200384-1 CREATE 6/12/2008 9:01:19 AM, sfelix, Action Type :
Created in WIP default with due date 06/13/2008 09:01:19 AM.

*** SUBCASE N032008-06-1200384-1 MODIFY 6/12/2008 9:01:23 AM, sfelix
into WIP default and Status of Solving.

*** CASE MODIFY 6/12/2008 9:01:29 AM, sfelix
into WIP default and Status of Solving.

*** CASE CLOSE 6/12/2008 9:01:30 AM, sfelix
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N032008-06-1200384-1 CLOSE 6/12/2008 9:01:30 AM, sfelix
Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-10-0301455	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/3/2003 1:39:01 PM
Case Originator :	Steven Fox (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/5/2003 1:52:03 PM
Case Owner :	Rukaiyah Abdullah (Team HC)	Method :	Phone	Queue :		Days Open :	33
Last Closed By :	Rukaiyah Abdullah (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] GOODWILL ASSISTNACE - WIRING HARNESS			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 : SCOTT DEPOT, WV [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES15591H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PBW / A
Miles / Hours : 71,000
In Service Date : 05/11/2001
Months In Use : 29
Engine Number : D17A11424831
Originating Dealer No. / Name : 206898 / LESTER RAINES HONDA
Selling Dealer No. / Name : 206898 / LESTER RAINES HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206898 / LESTER RAINES HONDA
Phone No. : 304-768-1251
Address : 5102 MAC CORKLE AVE SW
City / State / Zip : SOUTH CHARLESTO, WV 25309
Svc District / SIs District : 04K / E04
Warranty Labor Rate / Date : \$80.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
[REDACTED]			

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-0301455-1 [REDACTED]	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012003-10-0301455-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rukaiyah Abdullah	Type 1 : Product	Status : Subcase Close	Open Date : 10/3/2003 4:10:52 PM
Issue Owner : Rukaiyah Abdullah	Type 2 : Operation	Queue :	Close Date : 10/14/2003 11:12:54
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
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-10-0301455

Case Title : [REDACTED] - GOODWILL ASSISTNACE - WIRING HARNESS

*** CASE CREATE 10/3/2003 1:39:01 PM, sfox

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

*** CASE CAMPAIGN LOOKUP 10/3/2003 1:39:10 PM, sfox

CAMPAIGN CHECK 10/03/2003 01:39:10 PM sfox

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-01-09; FX

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

*** NOTES 10/3/2003 1:44:37 PM, sfox, Action Type : Call from Customer

Customer called in stating that he took his 2001 Civic to LESTER RAINES HONDA last week for a problem with the low-beam headlights. Customer states that Service advisor David Right informed him that he needed a new headlight switch. Customer states that he paid \$135 for the repair. Customer states that that did not solve the problem. Customer states that he returned to LESTER RAINES HONDA on 10/1/03 and Service advisor David Right informed him that the wiring harness had overheated and needed to be replaced. Customer states he was told that it will be an additional \$325 for the wiring harness. Customer states that the dealership ordered the part and it has not yet been installed. Customer has not paid for the wiring harness. Customer states that the dealership informed him that he would be responsible for the repair since he is outside of his original 3yr/36K warranty. Customer states he purchased and regularly services his vehicle at LESTER RAINES HONDA. Customer states that this is his first Honda. Customer is requesting AHM assist in paying for the wiring harness repair.

I apologized to the customer for his inconvenience and informed him that I have documented his concern. Informed customer that he is outside of his original 3yr/36K warranty, but I will open a case and request goodwill assistance on his behalf. Informed customer that a case manager will contact him within 3-5 business days. Informed customer that goodwill is determined on a case by case basis and there is no guarantee of financial assistance. Customer said he understood, but appreciated my help.

*** CASE MODIFY 10/3/2003 1:45:00 PM, sfox

into WIP default and Status of Solving.

*** CASE MODIFY 10/3/2003 1:45:01 PM, sfox

into WIP default and Status of Solving.

*** CASE MODIFY 10/3/2003 1:45:01 PM, sfox

into WIP default and Status of Solving.

*** CASE DISPATCH 10/3/2003 1:45:03 PM, sfox

from WIP default to Queue Team C.

*** CASE ACCEPT 10/3/2003 2:37:27 PM, rabdull2

from Queue Team C to WIP Default.

*** SUBCASE N012003-10-0301455-1 CREATE 10/3/2003 4:10:52 PM, rabdull2

Created in WIP Default with Due Date 10/3/2003 4:10:52 PM.

*** CASE MODIFY 10/3/2003 4:11:19 PM, rabdull2

into WIP Default and Status of Solving.

*** CASE MODIFY 10/3/2003 4:11:28 PM, rabdull2

into WIP Default and Status of Solving.

Case History

Case ID : N012003-10-0301455

Case Title : [REDACTED] GOODWILL ASSISTNACE - WIRING HARNESS

*** COMMIT 10/6/2003 7:35:29 AM, rabdull2, Action Type : N/A

Made to [REDACTED] due 10/09/2003 07:35:33 AM.

DCS Follow-Up with dealer and close

*** NOTES 10/6/2003 7:49:30 AM, rabdull2, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/9/2003

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

Customer called in stating that he took his 2001 Civic to LESTER RAINES HONDA last week for a problem with the low-beam headlights. Customer states that Service advisor- David Right informed him that he needed a new headlight switch. Customer states that he paid \$135 for the repair. He states that it did not solve the problem. Customer states that he returned to LESTER RAINES HONDA on 10/1/03, and service advisor- David Right informed him that the wiring harness had overheated and needed to be replaced. Customer states he was told that it will be an additional \$325 for the wiring harness. Customer states that the dealership ordered the part and it has not yet been installed. Customer has not paid for the wiring harness. Customer states that the dealership informed him that he would be responsible for the repair since he is outside of his original 3yr/36K warranty. Customer states he purchased and regularly services his vehicle at LESTER RAINES HONDA. Customer states that this is his first Honda. Customer is requesting AHM assist in paying for the wiring harness repair.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Please contact me to discuss the customer's request for GWconsideration

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.

Kaia Abdullah 800-999-1009 EXT 118286

Automobile Customer Service

*** CASE MODIFY COMMITMENT 10/6/2003 7:50:41 AM, rabdull2
with RONALD AYLESTOCK due 10/07/2003 07:35:33 AM.*** CASE MODIFY 10/6/2003 7:50:46 AM, rabdull2
into WIP Default and Status of Solving.*** CASE MODIFY 10/6/2003 7:51:00 AM, rabdull2
into WIP Default and Status of Solving.*** CASE MODIFY COMMITMENT 10/8/2003 3:55:35 PM, rabdull2
with RONALD AYLESTOCK due 10/09/2003 07:35:33 AM.*** CASE MODIFY 10/8/2003 3:55:41 PM, rabdull2
into WIP Default 2 and Status of Solving.*** CASE MODIFY 10/8/2003 3:55:47 PM, rabdull2
into WIP Default 2 and Status of Solving.*** CASE MODIFY 10/10/2003 10:41:20 AM, rabdull2
into WIP Default 2 and Status of Solving.*** CASE MODIFY 10/10/2003 10:44:58 AM, rabdull2
into WIP Default 2 and Status of Solving.

Case History

Case ID : N012003-10-0301455

Case Title : [REDACTED] - GOODWILL ASSISTNACE - WIRING HARNESS

*** NOTES 10/10/2003 10:48:15 AM, rabdull2, Action Type : Call to Dealer

I spoke with Dave Right-SM who indicated that the dealer had determined later, that the customer would need to replace the wire harness for the headlight, since the initial replacement of the switch did not completely solve the problem. He indicated that the customer has a small amount of service maintenance with the dealer. I advised that AH is willing to offer 50% GW assistance towards the cost to replace the wire harness for the headlight. I will contact the customer to advise.

*** NOTES 10/10/2003 10:50:35 AM, rabdull2, Action Type : Call to Customer

I spoke with the customer to advise him of AHM's GW offer to cover 50% the cost of the repair to replace the headlight wire harness. Customer was pleased with the offer. I advised that AHM took into account that he has some service history with the dealer to offer GW assistance with the electrical repair. Customer advised to contact the SM-Dave to make arrangements for the repair. Customer thanked me again. I provided him with AHM's phone number, if he should have any further questions or concerns.

*** CASE MODIFY 10/10/2003 10:50:38 AM, rabdull2
into WIP Default 2 and Status of Solving.

*** CASE MODIFY 10/10/2003 10:50:49 AM, rabdull2
into WIP Default 2 and Status of Solving.

*** CASE MODIFY COMMITMENT 10/10/2003 10:50:59 AM, rabdull2
with RONALD AYLESTOCK due 10/13/2003 07:35:33 AM.

*** CASE MODIFY 10/10/2003 10:51:02 AM, rabdull2
into WIP Default 2 and Status of Solving.

*** CASE MODIFY 10/10/2003 10:51:29 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** SUBCASE N012003-10-0301455-1 CLOSE 10/14/2003 11:12:54 AM, rabdull2
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/14/2003 11:12:57 AM, rabdull2
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/5/2003 1:49:17 PM, rabdull2
with Condition of Open and Status of Solving.

*** NOTES 11/5/2003 1:51:51 PM, rabdull2, Action Type : Call from Dealer

I spoke with Beth in dealer's warranty dept who indicated that the amount that AHM paid for the repair is \$196.95 with R.O. # 329957.

*** CASE CLOSE 11/5/2003 1:52:03 PM, rabdull2
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-06-1101093	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/11/2009 2:40:35 PM
Case Originator :	Raymond Anguiano (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/11/2009 2:41:46 PM
Case Owner :	Raymond Anguiano (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Raymond Anguiano (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES26731H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 166,686
In Service Date : 03/29/2001
Months In Use : 99
Engine Number : D17A21409722
Originating Dealer No. / Name : 207992 / O'DONNELL HONDA
Selling Dealer No. / Name : 207992 / O'DONNELL 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 / 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
N012009-06-1101093-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012009-06-1101093-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/11/2009 2:41:34 PM
Issue Owner : Raymond Anguiano	Type 2 : Eligibility	Queue :	Close Date : 6/11/2009 2:41:45 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 : 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 : N012009-06-1101093

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 6/11/2009 2:40:35 PM, ranguiian

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

*** NOTES 6/11/2009 2:40:36 PM, ranguiian, Action Type :

The customer is calling AHM because he states that the vehicles headlights have not been working properly. The customer states that one side is very dim and the other side does not work. The customer states that he has taken the vehicle into the dealership before for this issue about 3 weeks ago. The customer states that the issue was never resolved. The customer states that he has located recall information on this vehicle and found the headlight recall which describes the symptoms that he has been experiencing. The customer states that they contacted a Honda dealership but does not know which one and they diagnosed the problem. The customer states that they advised them that there is a wiring problem and that it will cost \$250 for the repair. The customer states that he does not understand why he is being charged for the repair because this is a recall.

I then advised the customer that he recall is showing to have been performed at the Honda dealership and that it was completed on 5/13/2009. I advised the customer that this is the reason why they will no longer cover the repair because recalls are only a one time fix.

The customer then stated that they took the vehicle in that they but they do not know what they did because he didn't take the vehicle in and he does not have any of the invoices for that day. The customer then stated that he will retrieve all of that information and call back. The customer then ended the call.

Customer information verified. 301-468-1216

*** CASE CREATE 6/11/2009 2:41:34 PM, ranguiian

Number = N012009-06-1101093-1, Created in WIP default with due date 06/12/2009 02:41:34 PM..

*** SUBCASE N012009-06-1101093-1 CREATE 6/11/2009 2:41:34 PM, ranguiian, Action Type :

Created in WIP default with due date 06/12/2009 02:41:34 PM.

*** SUBCASE N012009-06-1101093-1 MODIFY 6/11/2009 2:41:41 PM, ranguiian
into WIP default and Status of Solving.*** CASE MODIFY 6/11/2009 2:41:43 PM, ranguiian
into WIP default and Status of Solving.*** SUBCASE N012009-06-1101093-1 CLOSE 6/11/2009 2:41:45 PM, ranguiian
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 6/11/2009 2:41:46 PM, ranguiian
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 :	N012003-05-2200844	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/22/2003 1:28:36 PM
Case Originator :	John Nguyen (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/6/2003 7:43:29 AM
Case Owner :	Marc Roessler (Team HD)	Method :	Phone	Queue :		Days Open :	15
Last Closed By :	Marc Roessler (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH GOODWILL REQUEST					No. of Attachments :	0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16521H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 45,000
In Service Date : 11/24/2000
Months In Use : 30
Engine Number : D17A11424552
Originating Dealer No. / Name : 207075 / HONDA NORTH
Selling Dealer No. / Name : 208186 / DOVER 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 : 207862 / HONDA BARN
Phone No. : 603-772-7300
Address : 34PORTSMOUTH AV. RT.108
City / State / Zip : STRATHAM, NH 03885
Svc District / Sls District : 09H / D09
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
N012003-05-2200844-1 [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-05-2200844-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rebecca Collins	Type 1 : Product	Status : Subcase Close	Open Date : 5/23/2003 10:25:29 AM
Issue Owner : Marc Roessler	Type 2 : Operation	Queue :	Close Date : 6/6/2003 7:43:29 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-05-2200844

Case Title : [REDACTED] HEADLIGHT SWITCH GOODWILL REQUEST

*** NOTES 5/22/2003 1:28:36 PM, jnguyen, Action Type :

The cust, [REDACTED] stated the low beam lights do not work. The cust stated his mother went to the dealer and was advised that it would cost \$165 to replace the switch. The cust has already paid for the dianosis. The cust stated Honda Barn did the diagnosis and she spoke to Gerry Rheault. The cust stated that his mother and himself have owned Hondas in the past. Teh cust stated that when she switched the lights on the high beam will come on, however, the low beam will not. The cust is seeking assistance with this repair. I advised the cust I will forward his concern to a CM who will investigate the case for possible goodwill consideration. I advised the cust since he is outside the factory warranty I cannot guarantee the outcome, however, the CM will complete a thorough review. I advised the cust the CM will contact him within 3-5 business days. The cust was satisfied and thanked me for the help. The cust stated the CM can contact his mother or him at [REDACTED]

*** CASE CREATE 5/22/2003 1:28:36 PM, jnguyen

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

*** CASE MODIFY 5/22/2003 1:29:25 PM, jnguyen

into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2003 1:29:32 PM, jnguyen

into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2003 1:29:33 PM, jnguyen

into WIP default and Status of Solving.

*** CASE MODIFY 5/22/2003 1:29:33 PM, jnguyen

into WIP default and Status of Solving.

*** CASE DISPATCH 5/22/2003 1:29:37 PM, jnguyen

from WIP default to Queue Team H.

*** CASE YANKED 5/23/2003 10:20:49 AM, rcolli01

Yanked by rcolli01 into WIPbin default.

*** SUBCASE N012003-05-2200844-1 CREATE 5/23/2003 10:25:29 AM, rcolli01

Created in WIP Default with Due Date 5/23/2003 10:25:29 AM.

*** CASE ASSIGN 5/23/2003 10:26:16 AM, rcolli01

N012003-05-2200844 to mroessle, WIP [REDACTED]

*** CASE RULE ACTION 5/23/2003 10:26:17 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-05-2200844-1 ASSIGN 5/23/2003 10:26:19 AM, rcolli01

N012003-05-2200844-1 to mroessle, WIP [REDACTED]

*** SUBCASE N012003-05-2200844-1 RULE ACTION 5/23/2003 10:26:21 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 5/23/2003 2:04:44 PM, mroessle

into WIP default and Status of Solving.

*** CASE MODIFY 5/23/2003 2:06:42 PM, mroessle

into WIP default and Status of Solving.

*** COMMIT 5/23/2003 2:06:46 PM, mroessle, Action Type :

Case History

Case ID : N012003-05-2200844

Case Title : [REDACTED] HEADLIGHT SWITCH GOODWILL REQUEST

Made to [REDACTED] due 05/26/2003 02:09:13 PM.

DCS Follow-Up

*** NOTES 5/23/2003 2:09:22 PM, mroessle. Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Customer called and req assistance with the issue of her vehicle needing a new switch for the low beams. please advise what you have found

Thank you for your attention to this matter.

Marc Roessler ext 118059
Automobile Customer Service

*** CASE MODIFY 5/23/2003 2:09:26 PM, mroessle
into WIP default and Status of Solving.

*** CASE MODIFY 5/23/2003 2:09:38 PM, mroessle
into WIP default and Status of Solving.

*** NOTES 5/27/2003 9:47:48 AM, mroessle, Action Type : Call to Dealer
left msg for the service manager to call me

*** CASE MODIFY 5/27/2003 1:04:55 PM, mroessle
into WIP TUESDAY and Status of Solving.

*** NOTES 6/3/2003 9:26:57 AM, mroessle, Action Type : Call to Dealer
called the dlr. and he has been trying to reach the customer since last wk to offer a 50/50 split on the repair but they have not returned any calls

*** CASE MODIFY 6/3/2003 9:27:01 AM, mroessle
into WIP TUESDAY and Status of Solving.

*** NOTES 6/3/2003 9:30:55 AM, mroessle, Action Type : Call to Customer
left vm for the customer to call me regarding the issue

*** CASE MODIFY 6/3/2003 9:30:58 AM, mroessle
into WIP TUESDAY and Status of Solving.

*** CASE MODIFY 6/3/2003 9:31:08 AM, mroessle
into WIP TUESDAY and Status of Solving.

*** CASE MODIFY 6/3/2003 9:31:08 AM, mroessle
into WIP TUESDAY and Status of Solving.

*** NOTES 6/3/2003 2:58:46 PM, mroessle, Action Type : Call from Customer
her son called and said he will accept the offer and call the dlr. in reg teh 50/50 spllit

*** CASE MODIFY 6/3/2003 2:58:57 PM, mroessle
into WIP FRIDAY and Status of Solving.

*** CASE MODIFY 6/6/2003 7:43:17 AM, mroessle

Case History

Case ID : N012003-05-2200844

Case Title : [REDACTED] - HEADLIGHT SWITCH GOODWILL REQUEST

into WIP FRIDAY and Status of Solving.

*** SUBCASE N012003-05-2200844-1 CLOSE 6/6/2003 7:43:29 AM, mroessle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/6/2003 7:43:29 AM, mroessle

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 :	N012004-04-0200841	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/2/2004 1:40:51 PM
Case Originator :	Victor Agustin (Team HI)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/20/2004 11:16:30 AM
Case Owner :	Jeff Swedlund (Team HH)	Method :	Mail	Queue :		Days Open :	18
Last Closed By :	Jeff Swedlund (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] DEALER SERVICE COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES16271H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1621PW / A
Miles / Hours : 65,000
In Service Date : 10/28/2000
Months In Use : 42
Engine Number : D17A11426359
Originating Dealer No. / Name : 208253 / RIVERSIDE HONDA
Selling Dealer No. / Name : 208253 / RIVERSIDE 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 : 207969 / MORENO VALLEY HONDA
Phone No. : 951-486-9366
Address : 27910 EUCALYPTUS AVE.
City / State / Zip : MORENO VALLEY, CA 92555
Svc District / SIs District : 01L / G01
Warranty Labor Rate / Date : \$73.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208303	LANCASTER HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012004-04-0200841-1 [REDACTED]	Subcase Close	Product	Operation	712123	HEADLIGHT RELAY (AN

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012004-04-0200841-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff Swedlund	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2004 8:49:21 AM
Issue Owner : Jeff Swedlund	Type 2 : Operation	Queue :	Close Date : 4/20/2004 11:16:27 AM
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
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.	Not Applicable

Check Req Info :

Check Requisition No. : 2885
Primary Amount : \$548.56
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$548.56
Approved By : dbertram
Approval Date : 4/15/2004
Status : PROCESSED
Check No. : 1401613
Check Date : 4/16/2004

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : MORENO VALLEY, CA [REDACTED]
Campaign Template # :
Contention Code : 01201
Defect Code : 03214
Category : Regular
Failed Part # : 35255-S5A-A02

Case History

Case ID : N012004-04-0200841

Case Title : 11 [REDACTED] DEALER SERVICE COMPLAINT

*** CASE CREATE 4/2/2004 1:40:51 PM, vagustin

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

*** NOTES 4/2/2004 1:40:51 PM, vagustin, Action Type :

On 4/2/04 ACS received a letter from Cust dated 3/29/04 regarding Dlr Svc complaint. Cust wrote the following:

"I would like to make a formal complain regarding the service that I received at the Moreno Valley and Lancaster Honda Svc Depts.

On 12/30/03 I took my 2001 Civic to Moreno Valley Honda due to an intermittent headlight switch and the 60K mile check up. The car was kept overnight until 12/31/03. The check up was performed along with diagnostic of the intermittent headlight problem resulting in the replacement of the headlight switch.

On 2/16/04 the driving headlights fail to work, the only way I was able to drive the car was with high beams. After repeated attempts in moving the light switch, I was able to get the driving lights to work. The next morning 2/17/04, I took the car to Lancaster Honda Svc Dept where it was determine that the wire harness leading to the light switch had a direct short to ground. I was informed by the svc dept that the short in the wire harness had damaged the new light switch that was installed on 12/31/03...

On 2/20/04 I contacted Robert Lancaster's Svc Mgr prior to going to the shop and was informed by him that the wire harness for my vehicle had been ordered twice on 2/17/04 and 2/19/04 and the incorrect part was delivered. Robert also informed me that he would be willing to have the wire harness temporarily repaired until the correct one was expected to arrive the next day...

...I was also informed by Mr John Mares the Svc Mgr that he would authorize a free rental as a result of my inconvenience. I was given a Ford Focus to use until 2/25/04 when my vehicle repair was to be completed. Since then I have not had any further problems with my vehicle's lighting system.

My problem are as follows:

1. As a result of improper troubleshooting by Moreno Valley Svc Dept and failure to identify the true cause of the light system failure...

*I was inconvenience without the use of my car for a total of 5 working days.

*I strongly feel that I should not have had to pay for the light switch twice...

2. I do not understand why it took 9 days to finally replace a bad head light switch and wire harness when the actual work only took 4 to 5 hours.

3. I do not feel that I was properly compensated for my inconvenience and troubles, especially since most of the cause of the delay was due to incompetent mechanics and error prone procurement departments on your payroll..."

*** CASE MODIFY 4/2/2004 1:42:40 PM, vagustin

into WIP default and Status of Solving.

*** CASE MODIFY 4/2/2004 1:42:41 PM, vagustin

into WIP default and Status of Solving.

*** CASE DISPATCH 4/2/2004 1:44:17 PM, vagustin

from WIP default to Queue Team A.

*** CASE ACCEPT 4/2/2004 3:45:14 PM, jswedlun

from Queue Team A to WIP default.

*** CASE CLAIMS LOOKUP 4/5/2004 8:49:06 AM, jswedlun

CLAIM CHECK 04/05/2004 08:49:06 AM jswedlun

The following Claim History information was found

0; 2001-07-17; 207969; 244081; 510; 310502 ; SAFETY RECALL: CIVIC FUEL FILL HOSE CLAMPS - USE THE

*** CASE CAMPAIGN LOOKUP 4/5/2004 8:49:12 AM, jswedlun

CAMPAIGN CHECK 04/05/2004 08:49:12 AM jswedlun

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 2001-02-16; FX

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

Case History

Case ID : N012004-04-0200841

Case Title : 1L [REDACTED] DEALER SERVICE COMPLAINT

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

*** SUBCASE N012004-04-0200841-1 CREATE 4/5/2004 8:49:21 AM, jswedlun

Created in WIP Default with Due Date 4/5/2004 8:49:21 AM.

*** NOTES 4/5/2004 8:50:28 AM, jswedlun, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

NO RESPONSE NEEDED...CUST WROTE THIS OFFICE ABOUT HEADLIGHT REPAIRS TO THEIR VEHICLE.

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

Thank you for your attention to this matter.

Jeff Swedlund

Automobile Customer Service

*** COMMIT 4/5/2004 8:50:34 AM, jswedlun, Action Type : N/A

Made to [REDACTED] due 04/07/2004 08:50:35 AM.

cl cust: find out what he is looking for

*** CASE MODIFY 4/5/2004 8:51:07 AM, jswedlun

into WIP default and Status of Solving.

*** NOTES 4/7/2004 1:04:56 PM, jswedlun, Action Type : Call to Customer

Day#: busy.

*** NOTES 4/7/2004 1:37:34 PM, jswedlun, Action Type : Call to Customer

Evening#: LM for cust to return my call, Jeff Swedlund w/ AHM at 800-999-1009 ext 118183.

*** NOTES 4/7/2004 1:39:06 PM, jswedlun, Action Type : Call to Customer

Day#: LM for cust to return my call, Jeff Swedlund w/ AHM at 800-999-1009 ext 118183.

*** NOTES 4/7/2004 1:40:55 PM, jswedlun, Action Type : Call to Customer

Cell#: LM for cust to return my call, Jeff Swedlund w/ AHM at 800-999-1009 ext 118183.

*** CASE FULFILL 4/7/2004 1:41:02 PM, jswedlun

Fulfilled for GERALD/KAREN STICH due 04/07/2004 08:50:35 AM.

*** COMMIT 4/7/2004 1:41:03 PM, jswedlun, Action Type : N/A

Made to [REDACTED] due 04/14/2004 01:41:04 PM.

cl cust BEFORE 1PM: see if he is interested in reimbursement...do it.

*** CASE MODIFY 4/7/2004 1:41:30 PM, jswedlun

into WIP 1L--Kim and Status of Solving.

*** NOTES 4/8/2004 9:23:04 AM, jswedlun, Action Type : Call to Customer

Case History

Case ID : N012004-04-0200841

Case Title : 1L [REDACTED] - DEALER SERVICE COMPLAINT

States the 1st dlr put the switch in wrong and caused the system to short based on improper grounds. States then had to incur the costs of parts and labor to put a new switch in. States he doesn't know why it took 9 days to get the part and would like to know why it didn't take that long the 2nd time.

Apologized to client for his experience. Advised client service may vary greatly from dealer to dealer based on the fact that dealerships are independently owned and operated. Advised client dealers must operate under the same local and federal laws and regulations for business operations as other private businesses. Advised client most likely the lead time is related to ordering/rec'ing parts. Advised client his inquiries of that nature would be best posed to the facility that ordered the parts, in other words the dlr.

Advised nevertheless the safety concern related to this is of concern of AHM, consequently I will reimburse him the cost of parts and labor: \$548.46. Advised it will be mailed out 4/19/2004.

Cust appreciates assistance.

*** CASE FULFILL 4/8/2004 9:23:12 AM, jswedlun

Fulfilled for [REDACTED] due 04/14/2004 01:41:04 PM.

*** COMMIT 4/8/2004 9:23:14 AM, jswedlun, Action Type : N/A

Made to [REDACTED] due 04/14/2004 09:23:15 AM.

do check req...cl to cust 7day obj

*** CASE MODIFY 4/8/2004 9:23:32 AM, jswedlun

into WIP 1L--Kim and Status of Solving.

*** CASE MODIFY 4/14/2004 1:32:19 PM, jswedlun

into WIP 1L--Kim and Status of Solving.

*** SUBCASE N012004-04-0200841-1 DISPATCH 4/14/2004 1:35:18 PM, jswedlun

from WIP Subcases to Queue Ck Req - Bertram.

*** CASE FULFILL 4/14/2004 1:35:30 PM, jswedlun

Fulfilled for [REDACTED] due 04/14/2004 09:23:15 AM.

*** COMMIT 4/14/2004 1:35:33 PM, jswedlun, Action Type : N/A

Made to [REDACTED] due 04/19/2004 01:35:34 PM.

awaiting ck req

*** CASE MODIFY 4/14/2004 1:35:46 PM, jswedlun

into WIP 1L--Kim and Status of Solving.

*** SUBCASE N012004-04-0200841-1 RULE ACTION 4/15/2004 12:35:18 PM, sa

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

*** SUBCASE N012004-04-0200841-1 4/15/2004 2:00:44 PM, dbertram, Action Type :

Check Requisition for 548.56 \$ submitted

Check Requisition for 548.56 \$ submitted by dbertram

*** SUBCASE N012004-04-0200841-1 RETURN 4/15/2004 2:00:50 PM, dbertram

from Queue Ck Req - Bertram to WIP Subcases.

*** SUBCASE N012004-04-0200841-1 COMMIT 4/19/2004 8:02:42 AM, jswedlun, Action Type : External Commitment

Case History

Case ID : N012004-04-0200841

Case Title : IL [REDACTED] - DEALER SERVICE COMPLAINT

Check processed for check_req_no = 2885 on 2004-04-16-00.00.00.000000

*** CASE MODIFY COMMITMENT 4/19/2004 4:07:21 PM, jswedlun
with [REDACTED] due 04/20/2004 01:35:34 PM.

*** NOTES 4/20/2004 10:33:10 AM, tpurvis, Action Type : Note-General

Mailed reimbursement check #1401613 in the amount of \$548.56, on 04/20/04. Unable to contact the customer.

*** SUBCASE N012004-04-0200841-1 CLOSE 4/20/2004 11:16:27 AM, jswedlun

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/20/2004 11:16:30 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 :	N032010-03-2500184	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/25/2010 7:47:01 AM
Case Originator :	Keith Applewhite (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/25/2010 8:02:12 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			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 :	SOUTH GATE, CA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 2HGES16581H [REDACTED]
Model / Year :	CIVIC / 2001
Model ID / Product Line :	ES1651PW / A
Miles / Hours :	123,000
In Service Date :	11/05/2000
Months In Use :	112
Engine Number :	D17A11434121
Originating Dealer No. / Name :	208144 / HONDA WORLD DOWNEY
Selling Dealer No. / Name :	208144 / HONDA WORLD DOWNEY
Trim :	LX
No. Of Doors :	4
Transmission Code :	4AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-03-2500184-1 / [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-03-2500184-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/25/2010 7:50:23 AM
Issue Owner : Keith Applewhite	Type 2 : Eligibility	Queue :	Close Date : 3/25/2010 8:02:12 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 : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-03-2500184

Case Title : [REDACTED] - COMBINATION SWITCH

*** CASE CREATE 3/25/2010 7:47:01 AM, kapplewh

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

*** CASE MODIFY 3/25/2010 7:47:07 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2010 7:47:10 AM, kapplewh

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 3/25/2010 7:47:12 AM, kapplewh

VSC-CUC CHECK 03/25/2010 07:47:12 AM kapplewh

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 3/25/2010 7:47:18 AM, kapplewh

WARRANTY CHECK 03/25/2010 07:47:18 AM kapplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/25/2010 7:47:22 AM, kapplewh

CLAIM CHECK 03/25/2010 07:47:22 AM kapplewh

The following Claim History information was found

0; 2007-10-26; 208286; 454831; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012 07> CR-V CHANGED TO 0.4 PER TIME STUDY.

*** CASE CAMPAIGN LOOKUP 3/25/2010 7:47:43 AM, kapplewh

CAMPAIGN CHECK 03/25/2010 07:47:43 AM kapplewh

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 09/16/02; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23

*** CASE MODIFY 3/25/2010 7:47:51 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/25/2010 7:48:40 AM, kapplewh

CAMPAIGN CHECK 03/25/2010 07:48:40 AM kapplewh

The following Campaign information was found

00-098; L09; 2001 CIVIC PCM; 09/16/02; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23

*** CASE MODIFY 3/25/2010 7:48:49 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2010 7:49:17 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2010 7:49:32 AM, kapplewh

Case History

Case ID : N032010-03-2500184

Case Title : [REDACTED] - COMBINATION SWITCH

into WIP default and Status of Solving.

*** CASE CREATE 3/25/2010 7:50:23 AM, kapplewh

Number = N032010-03-2500184-1, Created in WIP default with due date 03/26/2010 07:50:23 AM..

*** SUBCASE N032010-03-2500184-1 CREATE 3/25/2010 7:50:23 AM, kapplewh, Action Type :

Created in WIP default with due date 03/26/2010 07:50:23 AM.

*** SUBCASE N032010-03-2500184-1 MODIFY 3/25/2010 7:50:25 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2010 7:50:27 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 3/25/2010 7:59:10 AM, kapplewh, Action Type : Call from Customer

The customer contacted AHM regarding the combination switch recall. I verified customer's information. The customer states the low beam headlights went out. I verified using CRMS that the customer's vehicle is under the recall. I informed the customer of the airbag as well. I suggested the customer to schedule an appointment with the Honda dealership to have the recalls taken care of. The customer requested no further assistance.

Customers contact number: 562 310 1335

*** CASE MODIFY 3/25/2010 8:02:09 AM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE N032010-03-2500184-1 CLOSE 3/25/2010 8:02:12 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/25/2010 8:02:12 AM, kapplewh

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

AMERICAN HONDA**CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM****Case Detail Report**

Run Date : 04/18/2012

Case Details

Case ID :	N012011-05-0600390	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/6/2011 9:29:00 AM
Case Originator :	Michelina Terzoli	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/6/2011 9:44:15 AM
Case Owner :	Michelina Terzoli	Method :	Phone	Queue :		Days Open :	0
		Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT 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 : CAMBRIDGE, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16571H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 116,000
In Service Date : 11/30/2000
Months In Use : 126
Engine Number : D17A11435173
Originating Dealer No. / Name : 207478 / BERNARDI HONDA
Selling Dealer No. / Name : 207478 / BERNARDI HONDA
Trim : LX
No. of Doors : 4
Transmission Code : 4AT
Exterior Color : PR
Roadside Service Coverage :
Factory Warranty Start / End Date : /
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start/End Date : /
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date : /
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealers Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Involved Party Info :

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

Issues :

Issue ID / Title	Status	Disposition	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-05-0600390-1 / [REDACTED]	PR	Subcase Close	Complaint	Product	Operation	712 Headlights

Case Detail Report

Run Date : 04/18/2012

Issue Details

Issue ID : N012011-05-0600390-1	Disposition : Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 5/6/2011 9:43:46 AM
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 5/6/2011 9:44:15 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights

Condition Code Desc : Wiring/Connec 7122

Campaign Code / Desc : /

Temperament

Resolutions : Documented Concern, 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 : N012011-05-0600390

Case Title : [REDACTED] HEADLIGHT CONCERN

*** CASE CREATE 5/6/2011 9:29:00 AM, mterzoli

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

*** CASE MODIFY 5/6/2011 9:30:30 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 5/6/2011 9:41:17 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number [REDACTED]

Customer advised that she just purchased the vehicle 30 days ago and her headlights are not working properly. Customer advised that the headlights had just been replaced before she purchased the vehicle. Customer advised that she did research and found a headlight recall customer would like to know if this would be covered under that recall.

ACS advised that she would need to take the vehicle into the DLR to have them diagnose the issue. ACS advised that if they determine it is the same issue as the recall she can call and speak to the recall department to see if there are any options. ACS advised that because the recall was completed in 2004 there is no guarantee it would be covered a second time. ACS advised that because she is outside of warranty this would not be covered under the manufacture warranty of 3/36. Customer understood.

*** SUBCASE N012011-05-0600390-1 CREATE 5/6/2011 9:43:46 AM, mterzoli

Created in WIP Default with Due Date 5/6/2011 9:43:46 AM.

*** SUBCASE N012011-05-0600390-1 CLOSE 5/6/2011 9:44:15 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/6/2011 9:44:15 AM, mterzoli

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

Case Details

Case ID :	N032010-02-0100306	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/1/2010 7:17:55 AM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/1/2010 7:22:16 AM
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] P23 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] WHITINSVILLE, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16561H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours :
In Service Date : 11/06/2000
Months In Use : 111
Engine Number : D17A11435452
Originating Dealer No. / Name : 206749 / WEYMOUTH HONDA
Selling Dealer No. / Name : 206749 / WEYMOUTH HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-02-0100306-1 [REDACTED] - CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-02-0100306-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/1/2010 7:21:37 AM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 2/1/2010 7:22:16 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 : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-02-0100306

Case Title : [REDACTED] - P23 COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 2/1/2010 7:17:55 AM, psamanie

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

*** CASE EXTENDED WARRANTY LOOKUP 2/1/2010 7:18:12 AM, psamanie

WARRANTY CHECK 02/01/2010 07:18:12 AM psamanie

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/1/2010 7:18:16 AM, psamanie

CLAIM CHECK 02/01/2010 07:18:16 AM psamanie

The following Claim History information was found

0; 2009-09-14; 207975; 443750; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 2/1/2010 7:18:25 AM, psamanie

CAMPAIGN CHECK 02/01/2010 07:18:24 AM psamanie

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

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

*** CASE VSC LOOKUP 2/1/2010 7:18:26 AM, psamanie

VSC-CUC CHECK 02/01/2010 07:18:26 AM psamanie

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/1/2010 7:19:53 AM, psamanie

CAMPAIGN CHECK 02/01/2010 07:19:53 AM psamanie

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

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

*** NOTES 2/1/2010 7:21:21 AM, psamanie, Action Type : Call from Customer

The customer called stating that his headlights are out and he would like to know about the combination light switch recall. I advised that the recall was completed on 05/11/04. I advised to take his vehicle to a Honda dealer to find out what the cause of the failure was. There were no further questions. The customer was thanked and the call ended.

Customer phone verified: [REDACTED]

Customer did not know mileage

*** CASE CREATE 2/1/2010 7:21:37 AM, psamanie

Number = N032010-02-0100306-1, Created in WIP default with due date 02/02/2010 07:21:37 AM..

*** SUBCASE N032010-02-0100306-1 CREATE 2/1/2010 7:21:37 AM, psamanie, Action Type :

Created in WIP default with due date 02/02/2010 07:21:37 AM.

*** SUBCASE N032010-02-0100306-1 MODIFY 2/1/2010 7:21:40 AM, psamanie

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2010 7:21:53 AM, psamanie

Case History

Case ID : N032010-02-0100306

Case Title : [REDACTED] - P23 COMBINATION LIGHT SWITCH RECALL

into WIP default and Status of Solving.

*** CASE MODIFY 2/1/2010 7:22:14 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE N032010-02-0100306-1 CLOSE 2/1/2010 7:22:16 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2010 7:22:16 AM, psamanie

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-11-2903212	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/29/2010 2:01:43 PM
Case Originator :	Erica Leake (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	11/29/2010 2:28:04 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 :	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 : UNION CITY, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES26701H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 130,000
In Service Date : 11/11/2000
Months In Use : 120
Engine Number : D17A21414885
Originating Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
Selling Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
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.
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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
N032010-11-2903212-1	CAM Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-11-2903212-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Leake	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/29/2010 2:09:38 PM
Issue Owner : Erica Leake	Type 2 : Eligibility	Queue :	Close Date : 11/29/2010 2:09:51 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 : Cold
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 : N032010-11-2903212

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 11/29/2010 2:01:43 PM, eleake

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

*** CASE MODIFY 11/29/2010 2:01:57 PM, eleake

into WIP default and Status of Solving.

*** NOTES 11/29/2010 2:09:04 PM, eleake, Action Type : Call from Customer

Customer contact information verified/updated [REDACTED]

Customer contact AHM stating that his low beams has failed but the high beams are ok. Customer states he read on the internet that there is a recall on the customer wants to know how he can have the recall completed.

I informed the customer the recall shows completed as of 9/30/04. I informed the customer he can take the vehicle to a Honda dealer and have the vehicle diagnosed. I informed the customer that if the dealer determines that the recall component has failed then the recall can be completed a 2nd time. I informed the customer to refer the dealer to section 7.3 in their service operations manual if the recall component has failed. Customer understood and required no further assistance.

*** CASE CREATE 11/29/2010 2:09:38 PM, eleake

Number = N032010-11-2903212-1, Created in WIP default with due date 11/30/2010 02:09:38 PM..

*** SUBCASE N032010-11-2903212-1 CREATE 11/29/2010 2:09:38 PM, eleake, Action Type :

Created in WIP default with due date 11/30/2010 02:09:38 PM.

*** SUBCASE N032010-11-2903212-1 MODIFY 11/29/2010 2:09:49 PM, eleake

into WIP default and Status of Solving.

*** CASE CLOSE 11/29/2010 2:09:51 PM, eleake

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

*** SUBCASE N032010-11-2903212-1 CLOSE 11/29/2010 2:09:51 PM, eleake

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 11/29/2010 2:27:37 PM, ktillery

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/29/2010 2:27:55 PM, ktillery

into WIP default and Status of Solving.

*** CASE CLOSE 11/29/2010 2:28:04 PM, ktillery

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-05-0801336	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/8/2009 4:30:27 PM
Case Originator :	Hassan Khan (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/8/2009 4:33:52 PM
Case Owner :	Hassan Khan (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Hassan Khan (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - SAFETY RECALL FOR THE COMBINATION LIGHT SWI 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, ME [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16501H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PBW / A
Miles / Hours : 136,500
In Service Date : 05/11/2001
Months In Use : 96
Engine Number : D17A11437444
Originating Dealer No. / Name : 207164 / BAY RIDGE HONDA
Selling Dealer No. / Name : 207164 / BAY RIDGE HONDA
Trim : LX SSRS
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : GN
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207096 / LEE HONDA
Phone No. : 207-783-7080
Address : 809 CENTER STREET
City / State / Zip : AUBURN, ME 04210
Svc District / Sls District : 09J / D09
Warranty Labor Rate / Date : \$89.50 /
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
N012009-05-0801336-1 / [REDACTED] - P	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-05-0801336-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Hassan Khan	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2009 4:33:21 PM
Issue Owner : Hassan Khan	Type 2 : Operation	Queue :	Close Date : 5/8/2009 4:33:35 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, 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 : N012009-05-0801336

Case Title : [REDACTED] - SAFETY RECALL FOR THE COMBINATION LIGHT SWITCH

*** CASE CREATE 5/8/2009 4:30:27 PM, hkhan

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

*** CASE EXTENDED WARRANTY LOOKUP 5/8/2009 4:30:30 PM, hkhan

WARRANTY CHECK 05/08/2009 04:30:30 PM hkhan

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/8/2009 4:30:34 PM, hkhan

CLAIM CHECK 05/08/2009 04:30:34 PM hkhan

The following Claim History information was found

0; 2008-01-16; 206786; 650648; 510; 415097 ; GOODWILL PARTS ONLY (REPLACES 000007).

*** CASE CAMPAIGN LOOKUP 5/8/2009 4:30:45 PM, hkhan

CAMPAIGN CHECK 05/08/2009 04:30:45 PM hkhan

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; NR;

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

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

06-009; Q08

*** CASE CUC LOOKUP 5/8/2009 4:30:47 PM, hkhan

CUC CHECK 05/08/2009 04:30:47 PM hkhan

The following CUC information was found

;;;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 5/8/2009 4:30:47 PM, hkhan

VSC CHECK 05/08/2009 04:30:47 PM hkhan

The following VSC information was found

FERNANDO;PAGAN;V001062893;A56;(NEW) PREMIUM 5YR 60K \$50;EXPIRED;;2001-05-10;2006-05-10;60000;16;207164;50.00

*** NOTES 5/8/2009 4:32:52 PM, hkhan, Action Type : Call from Customer

ACS updated customer's contact information

Situation: Low Beam Headlights Do Not Light Up

Request: Customer would like to know if there is a recall for the defect with the Low Beam Headlights

Probing Questions: Customer says the low beams on the head lights are not working. Customer replaced the bulbs on the head lights and they still do not come on. Customer would like to know what is causing the low beam head lights to fail.

Inbound Summary: ACS informed customer that there is a Safety Recall #04-015 in regards to the Combination Light Switch. ACS informed customer to take vehicle to a Honda dealership for diagnosis and if they determine that the issue is covered under the recall, the dealership will authorize for the issue to be repaired at no cost to customer. Customer understood and needed no further assistance.

*** SUBCASE N012009-05-0801336-1 CREATE 5/8/2009 4:33:21 PM, hkhan

Created in WIP Default with Due Date 5/8/2009 4:33:21 PM.

*** SUBCASE N012009-05-0801336-1 CLOSE 5/8/2009 4:33:35 PM, hkhan

Case History

Case ID : N012009-05-0801336

Case Title : [REDACTED] - SAFETY RECALL FOR THE COMBINATION LIGHT SWITCH

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/8/2009 4:33:48 PM, hkhan
into WIP default and Status of Solving.

*** CASE CLOSE 5/8/2009 4:33:52 PM, hkhan

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032010-04-2300056	Division : Honda - Auto	Condition : Closed	Open Date : 4/23/2010 6:35:15 AM
Case Originator : Andrea Hurel (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 4/23/2010 7:28:47 AM
Case Owner : Andrea Hurel (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Andrea Hurel (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 : MODESTO, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES26751H5 [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 207,958
In Service Date : 12/31/2000
Months In Use : 112
Engine Number : D17A21415399
Originating Dealer No. / Name : 208049 / LIVERMORE HONDA
Selling Dealer No. / Name : 208049 / LIVERMORE 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 / Sls District : /
Warranty Labor Rate / Date : /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-04-2300056-1 [REDACTED] CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-04-2300056-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/23/2010 6:40:39 AM
Issue Owner : Andrea Hurel	Type 2 : Eligibility	Queue :	Close Date : 4/23/2010 7:28:45 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 : N032010-04-2300056

Case Title : [REDACTED] - P23

*** CASE CREATE 4/23/2010 6:35:15 AM, ahurel

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

*** CASE MODIFY 4/23/2010 6:35:19 AM, ahurel

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/23/2010 6:35:20 AM, ahurel

WARRANTY CHECK 04/23/2010 06:35:20 AM ahurel

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/23/2010 6:35:24 AM, ahurel

CLAIM CHECK 04/23/2010 06:35:24 AM ahurel

The following Claim History information was found

0; 2009-11-27; 207254; 153312; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** CASE CAMPAIGN LOOKUP 4/23/2010 6:35:28 AM, ahurel

CAMPAIGN CHECK 04/23/2010 06:35:28 AM ahurel

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 05/02/01; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-

*** CASE VSC LOOKUP 4/23/2010 6:35:29 AM, ahurel

VSC-CUC CHECK 04/23/2010 06:35:29 AM ahurel

No data found for VIN.

*** CASE MODIFY 4/23/2010 6:35:41 AM, ahurel

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/23/2010 6:36:19 AM, ahurel

CAMPAIGN CHECK 04/23/2010 06:36:19 AM ahurel

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 05/02/01; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-

*** CASE CLAIMS LOOKUP 4/23/2010 6:36:23 AM, ahurel

CLAIM CHECK 04/23/2010 06:36:23 AM ahurel

The following Claim History information was found

0; 2009-11-27; 207254; 153312; 510; 7521F4 ; REPLACE THE SRS DRIVER INFLATOR. S/B# 08-093

*** NOTES 4/23/2010 6:39:37 AM, ahurel, Action Type : Call from Customer

The customer is calling in regards to the low beam headlights recall. I informed the customer that he recall shows it was completed 07/05. The customer stated he is currently having a problem with his lights not working. I informed the customer to take the vehicle to his nearest Honda dealership for assistance and if the dealership does not assist, to contact AHM back. The customer thanked me and needed no further assistance. Customer's information was verified.

Case History

Case ID : N032010-04-2300056

Case Title : [REDACTED] P23

*** CASE CAMPAIGN LOOKUP 4/23/2010 6:39:43 AM, ahurel

CAMPAIGN CHECK 04/23/2010 06:39:43 AM ahurel

The following Campaign information was found

01-032; L17; 2001 CIVIC EX AUDIO UNIT; 05/02/01; FX;

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-

*** CASE MODIFY 4/23/2010 6:39:46 AM, ahurel

into WIP default and Status of Solving.

*** CASE CREATE 4/23/2010 6:40:39 AM, ahurel

Number = N032010-04-2300056-1, Created in WIP default with due date 04/24/2010 06:40:39 AM..

*** SUBCASE N032010-04-2300056-1 CREATE 4/23/2010 6:40:39 AM, ahurel, Action Type :

Created in WIP default with due date 04/24/2010 06:40:39 AM.

*** SUBCASE N032010-04-2300056-1 MODIFY 4/23/2010 6:40:41 AM, ahurel

into WIP default and Status of Solving.

*** NOTES 4/23/2010 6:51:44 AM, Iorosco, Action Type : Call from Customer

The customer called regarding combination light switch recall. I verified owner information. The customer wanted to know what dealer performed the recall. I provide him with information per Target Base: Livermore Honda, date 07/08/05. the customer wanted to know if the repair will be covered. I informed him that the vehicle would need to be diagnosed to determine the problem. I advised him to call back if the dealer does not want to assist him. I thanked him for calling and the call ended.

*** SUBCASE N032010-04-2300056-1 CLOSE 4/23/2010 7:28:45 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/23/2010 7:28:46 AM, ahurel

into WIP default and Status of Solving.

*** CASE CLOSE 4/23/2010 7:28:47 AM, ahurel

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

Case Details

Case ID :	N032007-07-1601971	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/16/2007 4:41:33 PM
Case Originator :	Gilberto Wilson (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/16/2007 4:49:03 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 :	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 : NOVATO, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES16561H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 115,000
In Service Date : 11/11/2000
Months In Use : 80
Engine Number : D17A11439388
Originating Dealer No. / Name : 208049 / LIVERMORE HONDA
Selling Dealer No. / Name : 208049 / LIVERMORE HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
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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
N032007-07-1601971-1	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032007-07-1601971-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Gilberto Wilson	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/16/2007 4:47:23 PM
Issue Owner : Gilberto Wilson	Type 2 : Eligibility	Queue :	Close Date : 7/16/2007 4:49:03 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 : N032007-07-1601971

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 7/16/2007 4:41:33 PM, gwilson

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

*** CASE EXTENDED WARRANTY LOOKUP 7/16/2007 4:41:40 PM, gwilson

WARRANTY CHECK 07/16/2007 04:41:40 PM gwilson

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/16/2007 4:41:43 PM, gwilson

CLAIM HISTORY CHECK 07/16/2007 04:41:43 PM gwilson

No data found for VIN.

*** CASE VSC LOOKUP 7/16/2007 4:41:46 PM, gwilson

VSC-CUC CHECK 07/16/2007 04:41:46 PM gwilson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/16/2007 4:42:56 PM, gwilson

CAMPAIGN CHECK 07/16/2007 04:42:56 PM gwilson

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ;

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

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

*** NOTES 7/16/2007 4:46:50 PM, gwilson, Action Type : Call from Customer

The customer called AHM in reference to a recall for the combination light switch in the vehicle. The customer was informed that the part is still eligible for a repair under the recall for the combination light switch. The customer was also informed about the recall for the fuel pump connector for the vehicle according to s/b 01-060. The customer was also informed about the recall for the fuel fill hose according to s/b 01-059. The customer declined my offer to refer him to a dealership for service. The customer thanked me for the assistance and ended the call.

I verified the customer's address and phone number.

*** CASE CREATE 7/16/2007 4:47:23 PM, gwilson

Number = N032007-07-1601971-1, Created in WIP default with due date 07/17/2007 04:47:23 PM..

*** SUBCASE N032007-07-1601971-1 CREATE 7/16/2007 4:47:23 PM, gwilson, Action Type :

Created in WIP default with due date 07/17/2007 04:47:23 PM.

*** SUBCASE N032007-07-1601971-1 MODIFY 7/16/2007 4:47:28 PM, gwilson

into WIP default and Status of Solving.

*** SUBCASE N032007-07-1601971-1 MODIFY 7/16/2007 4:47:31 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2007 4:47:33 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 7/16/2007 4:48:54 PM, gwilson

into WIP default and Status of Solving.

*** SUBCASE N032007-07-1601971-1 CLOSE 7/16/2007 4:49:03 PM, gwilson

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032007-07-1601971

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CLOSE 7/16/2007 4:49:03 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 : N012007-01-1700002	Division : Honda - Auto	Condition : Closed	Open Date : 1/17/2007 6:03:36 AM
Case Originator : Pamela Bongco (Team AC)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/29/2007 12:16:23 PM
Case Owner : Richard Wright (Team HG)	Method : Phone	Queue :	Days Open : 12
Last Closed By : Richard Wright (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : SP [REDACTED] COMBINATION 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 : INDIANA, PA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 2HGES16291H
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1621PW / A
 Miles / Hours : 43,769
 In Service Date : 11/26/2001
 Months In Use : 62
 Engine Number : D17A11443816
 Originating Dealer No. / Name : 207522 / MOON TOWNSHIP HONDA
 Selling Dealer No. / Name : 207522 / MOON TOWNSHIP 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 : 207356
 Phone No. : 724-349-3000
 Address : 626 WATER STREET
 City / State / Zip : INDIANA, PA 15701
 Svc District / Sls District : 05L / E05
 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
N012007-01-1700002-1 / [REDACTED] RODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-01-1700002-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Wright	Type 1 : Product	Status : Subcase Close	Open Date : 1/17/2007 6:53:01 AM
Issue Owner : Richard Wright	Type 2 : Operation	Queue :	Close Date : 1/29/2007 12:16:22 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 : 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
33111-S5P-A01	BULB (HB2)	Not Applicable

Check Req Info :

Check Requisition No. : 1573
Primary Amount : \$96.29
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$96.29
Approved By : aharlan
Approval Date : 1/25/2007
Status : PROCESSED
Check No. : 1635333
Check Date : 1/26/2007

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : INDIANA, PA [REDACTED]
Campaign Template # :
Contention Code : 03220
Defect Code : 03217
Category : Regular
Failed Part # : 33111-S5P-A01

Case History

Case ID : N012007-01-1700002

Case Title : 5P [REDACTED] COMBINATION HEADLIGHT RECALL

*** CASE CREATE 1/17/2007 6:03:36 AM, pbongco

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

*** NOTES 1/17/2007 6:03:37 AM, pbongco, Action Type :

***NOTES LOG 01/09/2007 02:20:38 PM vquezada

The customer contacted AHM inquiring about the recalls on his vehicle. I checked CICS and verified to the customer that there are no outstanding recalls at this time. The customer stated that his is having problems with his headlights and there was a recall on this issue. I informed the customer that the recall has been performed. I informed the customer that he can get a diagnosis from a Honda dealership and the AHM can open a case for further review by a CM. The customer understood and needed no further assistance, the call ended.

*** WARRANTY CHECK 01/09/2007 02:20:40 PM vquezada

No data found for VIN.

*** CLAIM CHECK 01/09/2007 02:20:45 PM vquezada

The following Claim History information was found

0; 2004-05-10; 207356; 116574; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CAMPAIGN CHECK 01/09/2007 02:20:48 PM vquezada

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-11; FX

*** VSC-CUC CHECK 01/09/2007 02:20:49 PM vquezada

No data found for VIN.

*** CAMPAIGN CHECK 01/09/2007 02:20:54 PM vquezada

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-11; FX

*** SUBCASE N032007-01-0901567-1 1/9/2007 2:21:06 PM vquezada

*** NOTES 01/16/2007 16:55:51 dbeltran Action Type: Call from Customer

The customer called back with the diagnosis from Delaney Honda in Indiana, PA. SA Bill informed him that both low beam bulbs are bad and need to be replaced. The customer was quoted a repair cost of \$96.29.

The customer stated that the vehicle is regularly maintained at Honda dealerships.

The customer currently owns 1 Honda vehicle.

The customer has not previously owned any Honda vehicles.

Case History

Case ID : N012007-01-1700002

Case Title : 5P [REDACTED] COMBINATION HEADLIGHT RECALL

In the interest of customer satisfaction I will forward the case for review by a Case Manager. I explained to the customer that each decision is made on a case-by-case basis and the outcome cannot be guaranteed. He understood. I advised him of the turnaround time. He thanked me and needed no further assistance at this time.

*** CASE MODIFY 1/17/2007 6:05:04 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 1/17/2007 6:05:14 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 1/17/2007 6:05:14 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 1/17/2007 6:05:15 AM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 1/17/2007 6:05:19 AM, pbongco
from WIP default to Queue Honda Team G.

*** CASE ASSIGN 1/17/2007 6:13:35 AM, ksulliva
N012007-01-1700002 to rwright, WIP □ □.°

*** CASE RULE ACTION 1/17/2007 6:13:36 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/17/2007 6:52:05 AM, rwright, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer contacted AHM inquiring about the recalls on his vehicle. I checked CICS and verified to the customer that there are no outstanding recalls at this time. The customer stated that his is having problems with his headlights and there was a recall on this issue. I informed the customer that the recall has been performed. I informed the customer that he can get a diagnosis from a Honda dealership and the AHM can open a case for further review by a CM. The customer understood and needed no further assistance, the call ended.

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

Thank you for your attention to this matter.

Richard Wright
Automobile Customer Service
1-800-999-1009

*** SUBCASE N012007-01-1700002-1 CREATE 1/17/2007 6:53:01 AM, rwright
Created in WIP Default with Due Date 1/17/2007 6:53:01 AM.

*** CASE MODIFY 1/17/2007 6:53:29 AM, rwright
into WIP default and Status of Solving.

*** NOTES 1/17/2007 8:28:54 AM, rwright, Action Type : Call to Customer

Case History

Case ID : N012007-01-1700002

Case Title : 5P [REDACTED] COMBINATION HEADLIGHT RECALL

I called the customer introducing myself as CM. I asked the customer to give me a return call. I left the customer my name, phone number and extension on VM.

*** COMMIT 1/17/2007 8:29:27 AM, rwright, Action Type : N/A

Head light concerns

*** NOTES 1/17/2007 11:50:20 AM, kgarner, Action Type : Call from Customer

The customer called and stated the CM left a message for him to call him. I reached CM's voice mail, so I advised the customer I will send an email notification, the customer said that would be great. I thanked the customer for calling AHM, call ended.

*** NOTES 1/18/2007 10:56:44 AM, nkindle, Action Type : Call from Customer

The customer contacted ACS requesting to speak with his Case Manager. I provided the CM extension and transferred the customer to Case Manager.

*** CASE CAMPAIGN LOOKUP 1/18/2007 10:57:38 AM, rwright

CAMPAIGN CHECK 01/18/2007 10:57:38 AM rwright

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-11; FX

*** CASE CAMPAIGN LOOKUP 1/18/2007 12:02:20 PM, rwright

CAMPAIGN CHECK 01/18/2007 12:02:20 PM rwright

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-11; FX

*** NOTES 1/18/2007 12:04:41 PM, rwright, Action Type : Call from Customer

I spoke with [REDACTED] who had his head light switch replaced. S/B 04/015. I informed [REDACTED] to submit his RO to be reviewed for possible reimbursement consideration. Customer had the repair performed once in 04. Customer was given the fax number to fax his information over.

*** CASE FULFILL 1/19/2007 10:29:06 AM, rwright

Fulfilled for [REDACTED] due 01/18/2007 12:00:00 AM.

*** NOTES 1/19/2007 10:29:33 AM, rwright, Action Type : Letter/Fax

Received copy of customer's RO

*** CASE CAMPAIGN LOOKUP 1/19/2007 10:33:19 AM, rwright

CAMPAIGN CHECK 01/19/2007 10:33:18 AM rwright

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-05-11; FX

*** NOTES 1/19/2007 10:35:33 AM, rwright, Action Type : Call to Customer

I called the customer and left a message on VM. I asked the customer to return my call.

*** COMMIT 1/19/2007 10:35:38 AM, rwright, Action Type : N/A

Headlight Reimbursement

Case History

Case ID : N012007-01-1700002

Case Title : 5P [REDACTED] - COMBINATION HEADLIGHT RECALL

*** NOTES 1/23/2007 2:43:14 PM, gbreda, Action Type : Call from Customer

Customer called in requesting to speak to his case manager. I verified that he had the correct extension and offered to transfer him. The customer agreed, I thanked him and ended the call.

*** NOTES 1/25/2007 9:31:55 AM, rwright, Action Type : Call from Customer

I spoke with [REDACTED] to advsied him his repair would be covered as a one time G/W gesture in the interest of customer satisfaction. Customer's address was updated. Customer was satisfied with the offer since there was a S/B 04-015 concern.

*** SUBCASE N012007-01-1700002-1 DISPATCH 1/25/2007 9:41:46 AM, rwright
from WIP Subcases to Queue CkReq - Harlan.

*** CASE MODIFY 1/25/2007 9:52:19 AM, rwright
into WIP 5P-Delaney and Status of Solving.

*** CASE MODIFY 1/25/2007 10:23:05 AM, rwright
into WIP Chec req and Status of Solving.

*** CASE FULFILL 1/25/2007 10:38:00 AM, rwright
Fulfilled for [REDACTED] due 01/24/2007 12:00:00 AM.

*** COMMIT 1/25/2007 10:38:06 AM, rwright, Action Type : N/A
Check Req

*** CASE MODIFY 1/25/2007 1:17:03 PM, rwright
into WIP Chec req and Status of Solving.

*** CASE DISPATCH 1/25/2007 1:17:11 PM, rwright
from WIP Chec req to Queue CkReq - Harlan.

*** CASE YANKED 1/25/2007 1:19:19 PM, rwright
Yanked by rwright into WIPbin default.

*** SUBCASE N012007-01-1700002-1 YANKED 1/25/2007 1:20:09 PM, rwright
Yanked by rwright into WIPbin default.

*** SUBCASE N012007-01-1700002-1 DISPATCH 1/25/2007 1:20:31 PM, rwright
from WIP default to Queue CkReq - Harlan.

*** SUBCASE N012007-01-1700002-1 1/25/2007 2:08:41 PM, aharlan, Action Type :
Check Requisition for 96.29 \$ submitted
Check Requisition for 96.29 \$ submitted by aharlan

*** SUBCASE N012007-01-1700002-1 RETURN 1/25/2007 2:08:46 PM, aharlan
from Queue CkReq - Harlan to WIP Subcases.

*** SUBCASE N012007-01-1700002-1 COMMIT 1/29/2007 8:06:48 AM, rwright, Action Type : External Commitment
Check processed for check_req_no = 1573 on 2007-01-26-00.00.00.000000

*** NOTES 1/29/2007 10:53:36 AM, jharris, Action Type : Call from Customer
check mailed

*** SUBCASE N012007-01-1700002-1 CLOSE 1/29/2007 12:16:22 PM, rwright
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012007-01-1700002

Case Title : 5P [REDACTED] COMBINATION HEADLIGHT RECALL

*** CASE CLOSE 1/29/2007 12:16:23 PM, rwright

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 :	N012004-09-2200656	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/22/2004 10:38:29 AM
Case Originator :	Armen Yergatian (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/6/2004 7:33:07 AM
Case Owner :	Christina Andaya (Team CC)	Method :	Phone	Queue :		Days Open :	14
Last Closed By :	Christina Andaya (Team CC)	Point of Origin :	Customer	Wipbin :			
Case Title :	5K [REDACTED] - RECALL 04-015/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 : HOWELL, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES15521H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 54,000
In Service Date : 03/15/2001
Months In Use : 42
Engine Number : D17A11446165
Originating Dealer No. / Name : 207949 / DAVID MICHAEL HONDA OF FREE
Selling Dealer No. / Name : 207949 / DAVID MICHAEL HONDA OF FREEH
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208347 / HONDA OF FREEHOLD
Phone No. : 732-462-5300
Address : 4244 U.S. HIGHWAY 9
City / State / Zip : FREEHOLD, NJ 07728
Svc District / Sls District : 05K / G05
Warranty Labor Rate / Date : \$102.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable
Party 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
N012004-09-2200656-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-09-2200656-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Armen Yergatian	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/22/2004 11:09:34 AM
Issue Owner : Armen Yergatian	Type 2 : Eligibility	Queue :	Close Date : 9/22/2004 11:09:43 AM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-09-2200656

Case Title : 5K [REDACTED] - RECALL 04-015/REIMBURSEMENT

*** CASE CREATE 9/22/2004 10:38:29 AM, ayergati

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

*** CASE CAMPAIGN LOOKUP 9/22/2004 10:39:29 AM, ayergati

CAMPAIGN CHECK 09/22/2004 10:39:29 AM ayergati

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-07-23; FX

*** CASE EXTENDED WARRANTY LOOKUP 9/22/2004 10:39:31 AM, ayergati

WARRANTY CHECK 09/22/2004 10:39:31 AM ayergati

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/22/2004 10:40:02 AM, ayergati

CLAIM CHECK 09/22/2004 10:40:02 AM ayergati

The following Claim History information was found

0; 2004-07-23; 208347; 750201; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN T

*** CASE CLAIMS LOOKUP 9/22/2004 10:42:54 AM, ayergati

CLAIM CHECK 09/22/2004 10:42:54 AM ayergati

The following Claim History information was found

0; 2004-07-23; 208347; 750201; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN T

*** CASE MODIFY 9/22/2004 10:43:57 AM, ayergati

into WIP default and Status of Solving.

*** NOTES 9/22/2004 10:58:22 AM, ayergati, Action Type : Call from Customer

Cust called & states she had the combination Headlight Switch replaced back in 3/11/04 & at the time there was no recall & the customer paid \$517.12.

Cust states she received Recall notification # 04-015 & she needs to take the vehicle in & have the Headlight Switch Replaced even though it was replaced.

Cust asked the Service Manger if she can be reimbursed regarding the 1st repair on the Headlight Switch....Service Manager advised cust that the claim will be processed for a refund & expect a refund Check by 6-8 weeks. It has been 2 months & no refund check.

Customer called the dealer & was advised that the Service Department is busy.

Customer feels she is being cheated by this dealer.

Invoice for 3/11/04 is C58449 -\$517.12.

Invoice for 7/23/04 is W75020 - no charge

Dealer - David Michael Honda

Advised the cust that the case will be forwarded to a case manager for review. Expect a callback with in 3-5 business days.

Cust understood & thanked ACS rep.

*** CASE MODIFY 9/22/2004 10:58:38 AM, ayergati

into WIP default and Status of Solving.

*** NOTES 9/22/2004 11:08:26 AM, ayergati, Action Type : Call from Customer

ACS rep called back & advised she can fax invoices to AHM for review.

Cust stated she just received a callback from the dealer & the service department manager Bill will send a check to the customer by end of this week.

Case History

Case ID : N012004-09-2200656

Case Title : 5K- [REDACTED] RECALL 04-015/REIMBURSEMENT

*** SUBCASE N012004-09-2200656-1 CREATE 9/22/2004 11:09:34 AM, ayergati
Created in WIP Default with Due Date 9/22/2004 11:09:34 AM.

*** SUBCASE N012004-09-2200656-1 CLOSE 9/22/2004 11:09:43 AM, ayergati
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/22/2004 11:09:45 AM, ayergati
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/6/2004 7:32:16 AM, candaya
with Condition of Open and Status of Solving.

*** NOTES 10/6/2004 7:32:30 AM, candaya, Action Type : Call from Customer
The customer called back to find out the status of he reimbursement.

I advised the customer that we did not process any reimbursement for her since when the CM called her back to request the information to be faxed to us, she advised the CM that the dealer was going to cut her a check that following week so our CM closed the case at that moment.

The customer says that the dealer still has not issued her a check.

I advised the customer that if she would like for AHM to take this matter going forward then she could fax us service invoice and proof of payment to us and we would reopen case at that moment. I advised the customer that it could take 4-6 weeks for reimbursement consideration to be determined and I gave her the fax number.

The customer says that she will call the dealer and find out from them if they cannot cut her a check today then to cancel any process they may have cause she will be going through out process for the reimbursement.

I told the customer that the case would only be reopen at the moment we receive her fax.

The customer understood and was satisfied.

*** CASE MODIFY 10/6/2004 7:32:35 AM, candaya
into WIP default and Status of Solving.

*** CASE CLOSE 10/6/2004 7:33:07 AM, candaya
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 :	N012006-08-3000078	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/30/2006 6:53:21 AM
Case Originator :	Katrina Williams (Team CB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/30/2006 7:01:48 AM
Case Owner :	Katrina Williams (Team CB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Katrina Williams (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	10F- [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 : OREM, UT [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES267X1H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 73,000
In Service Date : 11/21/2000
Months In Use : 69
Engine Number : D17A21421748
Originating Dealer No. / Name : 207983 / METRO HONDA
Selling Dealer No. / Name : 207983 / METRO 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 : 207970 / KEN GARFF HONDA OF OREM
Phone No. : 801-714-2200
Address : 115 E.UNIVERSITY PKWY.
City / State / Zip : OREM, UT 84058
Svc District / Sls District : 10F / E10
Warranty Labor Rate / Date : \$97.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-08-3000078-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012006-08-3000078-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Williams	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/30/2006 6:56:53 AM
Issue Owner : Katrina Williams	Type 2 : Eligibility	Queue :	Close Date : 8/30/2006 7:01:48 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, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-08-3000078

Case Title : 10F- [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 8/30/2006 6:53:21 AM, kwillia2

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

*** CASE EXTENDED WARRANTY LOOKUP 8/30/2006 6:53:24 AM, kwillia2

WARRANTY CHECK 08/30/2006 06:53:23 AM kwillia2

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/30/2006 6:53:26 AM, kwillia2

CLAIM HISTORY CHECK 08/30/2006 06:53:26 AM kwillia2

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/30/2006 6:53:39 AM, kwillia2

CAMPAIGN CHECK 08/30/2006 06:53:39 AM kwillia2

The following Campaign information was found

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

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-01

*** CASE VSC LOOKUP 8/30/2006 6:53:41 AM, kwillia2

VSC CHECK 08/30/2006 06:53:41 AM kwillia2

The following VSC information was found

SAMUEL;GREEN;V001917803;H70;HONDA CERTIFIED 7/100 VSC UPSELL;CANCELLED;2005-01-17;2004-03-03;2007-11-20;100000;
;34360;207983;0.00

*** CASE CUC LOOKUP 8/30/2006 6:53:41 AM, kwillia2

CUC CHECK 08/30/2006 06:53:41 AM kwillia2

The following CUC information was found

SAMUEL;GREEN;ACTIVE;100000;34360;48000;2004-03-03;2007-11-21;;2004-03-03;2004-03-03;207983;;0;2004-03-31;2004-
03-18

*** CASE CAMPAIGN LOOKUP 8/30/2006 6:55:43 AM, kwillia2

CAMPAIGN CHECK 08/30/2006 06:55:43 AM kwillia2

The following Campaign information was found

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

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX

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

04-01

*** CASE CREATE 8/30/2006 6:56:53 AM, kwillia2

Number = N012006-08-3000078-1, Created in WIP default with due date 08/31/2006 06:56:53 AM..

*** SUBCASE N012006-08-3000078-1 CREATE 8/30/2006 6:56:53 AM, kwillia2, Action Type :

Created in WIP default with due date 08/31/2006 06:56:53 AM.

*** SUBCASE N012006-08-3000078-1 MODIFY 8/30/2006 6:56:58 AM, kwillia2

into WIP default and Status of Solving.

*** SUBCASE N012006-08-3000078-1 MODIFY 8/30/2006 6:57:03 AM, kwillia2

Case History

Case ID : N012006-08-3000078

Case Title : 10F- [REDACTED] - COMBINATION LIGHT SWITCH RECALL

into WIP default and Status of Solving.

*** CASE MODIFY 8/30/2006 6:58:05 AM, kwillia2

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 8/30/2006 6:58:20 AM, kwillia2

VSC CHECK 08/30/2006 06:58:20 AM kwillia2

The following VSC information was found

SAMUEL;GREEN;V001917803;H70;HONDA CERTIFIED 7/100 VSC UPSELL;CANCELLED;2005-01-17;2004-03-03;2007-11-20;100000
;34360;207983;0.00

*** CASE CUC LOOKUP 8/30/2006 6:58:20 AM, kwillia2

CUC CHECK 08/30/2006 06:58:20 AM kwillia2

The following CUC information was found

SAMUEL;GREEN;ACTIVE;100000;34360;48000;2004-03-03;2007-11-21;;2004-03-03;2004-03-03;207983;;0;2004-03-31;2004-
03-18

*** CASE CLAIMS LOOKUP 8/30/2006 6:58:22 AM, kwillia2

CLAIM HISTORY CHECK 08/30/2006 06:58:22 AM kwillia2

No data found for VIN.

*** NOTES 8/30/2006 6:59:54 AM, kwillia2, Action Type : Call from Customer

The customer called to inquire about the combination light switch recall. The customer stated that the vehicles low beam lights were inoperable. I informed the customer that there is a safety recall on the vehicle. I advised the customer to contact her nearest dealer to schedule an appointment. I provided the customer the customer with the phone number to Ken Garff Honda of Orem.

I updated owner information. No further assistance was needed.

*** NOTES 8/30/2006 7:01:10 AM, kwillia2, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer may contact you for an appointment to have the combination light switch recall performed.

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

Thank you for your attention to this matter.

Katrina Williams

Automobile Customer Service

*** CASE MODIFY 8/30/2006 7:01:12 AM, kwillia2

into WIP default and Status of Solving.

*** CASE MODIFY 8/30/2006 7:01:25 AM, kwillia2

into WIP default and Status of Solving.

*** CASE MODIFY 8/30/2006 7:01:41 AM, kwillia2

Case History

Case ID : N012006-08-3000078

Case Title : 10F-[REDACTED] - COMBINATION LIGHT SWITCH RECALL

into WIP default and Status of Solving.

*** CASE CLOSE 8/30/2006 7:01:48 AM, kwillia2

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

*** SUBCASE N012006-08-3000078-1 CLOSE 8/30/2006 7:01:48 AM, kwillia2

Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032004-05-0400251	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/4/2004 8:01:23 AM
Case Originator :	Nika Trantham (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/4/2004 8:24:58 AM
Case Owner :	Nika Trantham (Team CG)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Nika Trantham (Team CG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHT RECALL/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 : TWENTYNINE PALMS, CA [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES15571H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 72,000
In Service Date : 01/03/2001
Months In Use : 40
Engine Number : D17A11450454
Originating Dealer No. / Name : 207523 / SPREEN HONDA
Selling Dealer No. / Name : 207523 / SPREEN HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : TI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208264 / FAMILY HONDA
Phone No. : 949-713-2000
Address : 29961 SANTA MARG. PKWY
City / State / Zip : RANCHO SANTA MA, CA 92688
Svc District / SIs District : 01G / C01
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
N032004-05-0400251-1 / [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-05-0400251-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/4/2004 8:12:42 AM
Issue Owner : Nika Trantham	Type 2 : Eligibility	Queue :	Close Date : 5/4/2004 8:24:57 AM
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

Case History

Case ID : N032004-05-0400251

Case Title : [REDACTED] - HEADLIGHT RECALL/REIMBURSEMENT REQUEST

*** CASE CREATE 5/4/2004 8:01:23 AM, ntrantha

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

*** NOTES 5/4/2004 8:01:23 AM, ntrantha, Action Type :

The customer called regarding the failure of his headlights.

*** CASE CAMPAIGN LOOKUP 5/4/2004 8:01:31 AM, ntrantha

CAMPAIGN CHECK 05/04/2004 08:01:31 AM ntrantha

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; SO

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

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

*** CASE CAMPAIGN LOOKUP 5/4/2004 8:07:08 AM, ntrantha

CAMPAIGN CHECK 05/04/2004 08:07:08 AM ntrantha

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; SO

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

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

*** CASE CAMPAIGN LOOKUP 5/4/2004 8:10:04 AM, ntrantha

CAMPAIGN CHECK 05/04/2004 08:10:04 AM ntrantha

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; SO

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

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

*** CASE CREATE 5/4/2004 8:12:42 AM, ntrantha

Number = N032004-05-0400251-1, Created in WIP default with due date 05/05/2004 08:12:42 AM..

*** SUBCASE N032004-05-0400251-1 CREATE 5/4/2004 8:12:42 AM, ntrantha, Action Type :

Created in WIP default with due date 05/05/2004 08:12:42 AM.

*** SUBCASE N032004-05-0400251-1 MODIFY 5/4/2004 8:12:50 AM, ntrantha

into WIP default and Status of Solving.

*** NOTES 5/4/2004 8:24:24 AM, ntrantha, Action Type : Call from Customer

The customer stated his headlights went out last night. The customer says he has had this problem twice before and both times he paid for the parts to repair it. The customer says he was not aware of the recall either of those times and has not received a notice. The customer says he took his vehicle to Family Honda to have his clutch looked at. He states that at that time he showed the service technician a notice about the headlights that he pulled off the internet. The customer stated that the technician told him he had to call American Honda regarding getting it fixed. I asked the customer if he informed the technician that he had had the problem repaired twice before at an independent location. The customer said he might have shared that information with them. I advised the customer that if a vehicle has been worked on by an independent prior to a Honda dealership being able to inspect or repair a recalled component, it is at the dealerships discretion whether or not to perform the repair. I advised the customer I could submit a case for him. The customer declined that offer. The customer stated he wanted to be reimbursed for the previous repairs. I advised the customer he would need to provide repair orders showing diagnosis and what was repaired/replaced, as well as proof of payment. I asked the customer where the independent work was done. The customer said he did not remember and he probably could not find the invoices for the repair but he did have the receipts for the parts purchase. I advised the customer to fax in the receipts he had, proof of payment and advised him to try to find the repair invoices. I provided the customer with the fax number and case number. I informed the customer that

Case History

Case ID : N032004-05-0400251

Case Title : [REDACTED] HEADLIGHT RECALL/REIMBURSEMENT REQUEST

if reimbursement is approved, it takes approximately 4-6 weeks upon receipt of the requested documents. The customer understood. The customer stated he was going to call Family Honda again regarding getting the recall repair work done. The customer was satisfied. I am closing the case.

*** CASE MODIFY 5/4/2004 8:24:48 AM, ntrantha
into WIP default and Status of Solving.

*** SUBCASE N032004-05-0400251-1 CLOSE 5/4/2004 8:24:57 AM, ntrantha
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/4/2004 8:24:58 AM, ntrantha
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-01-2100136	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/21/2010 7:14:56 AM
Case Originator :	Michael Hancock (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/21/2010 7:23:44 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 : ALEXANDRIA, TN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES155X1H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1551PW / A
Miles / Hours : 190,000
In Service Date : 10/01/2001
Months In Use : 99
Engine Number : D17A11450506
Originating Dealer No. / Name : 208086 / CREST HONDA WORLD
Selling Dealer No. / Name : 208086 / CREST HONDA WORLD
Trim : LX
No. Of Doors : 4
Transmission Code : 5MT
Exterior Color : WH
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-01-2100136-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-01-2100136-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/21/2010 7:23:32 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 1/21/2010 7:23:39 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 : Medium
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-01-2100136

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 1/21/2010 7:14:56 AM, mhancock

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

*** CASE EXTENDED WARRANTY LOOKUP 1/21/2010 7:14:57 AM, mhancock

WARRANTY CHECK 01/21/2010 07:14:57 AM mhancock

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/21/2010 7:15:00 AM, mhancock

CLAIM HISTORY CHECK 01/21/2010 07:15:00 AM mhancock

No data found for VIN.

*** CASE VSC LOOKUP 1/21/2010 7:15:05 AM, mhancock

VSC CHECK 01/21/2010 07:15:05 AM mhancock

The following VSC information was found

[REDACTED] V001215104;A46;PREMIUM 4YR 60K \$50 DED;EXPIRED;;2001-10-15;2005-09-30;60000;390;208086;50.00

*** CASE CUC LOOKUP 1/21/2010 7:15:05 AM, mhancock

CUC CHECK 01/21/2010 07:15:05 AM mhancock

The following CUC information was found

;;;0;0;0;0;0;0;0;0;

*** CASE CAMPAIGN LOOKUP 1/21/2010 7:15:07 AM, mhancock

CAMPAIGN CHECK 01/21/2010 07:15:07 AM mhancock

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;
01-059; L28; 2001 CIVIC FUEL HOSE CLAMPS; ; JX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/02/04; FX;

*** CASE MODIFY 1/21/2010 7:18:42 AM, mhancock

into WIP default and Status of Solving.

*** NOTES 1/21/2010 7:22:57 AM, mhancock, Action Type : Call from Customer

I updated the customer's information

The customer called AHM to inquire about the recall. The customer stated that his combination light switch recall. The customer stated that first combination light switch went out after the warranty expired. The customer stated that he took the vehicle to an IRF to have the light switch replaced. The customer stated that the light switch was later recalled by AHM therefore the customer had to have the Honda dealership install a new switch per recall bulletin. The customer stated that he was later reimbursed for the repairs but stated that the light switch went out again. The customer asked if AHM can cover the repairs again under the recall. I informed the customer that he would need to have the vehicle diagnosed by a Honda dealership confirming that his issue is recall related. I informed the customer that once the vehicle is diagnosed confirming that the issue is recall related. I informed the customer that AHM can then review his request for possible assistance. In addition I informed the customer that he will need to incur the diagnoses fees. The customer declined stating that he will just have his IRF repair his vehicle. I informed the customer about the airbag recall. The customer thanked me and the call ended.

*** CASE MODIFY 1/21/2010 7:23:08 AM, mhancock

into WIP default and Status of Solving.

*** CASE CREATE 1/21/2010 7:23:32 AM, mhancock

Number = N032010-01-2100136-1, Created in WIP default with due date 01/22/2010 07:23:32 AM..

Case History

Case ID : N032010-01-2100136

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** SUBCASE N032010-01-2100136-1 CREATE 1/21/2010 7:23:32 AM, mhancock, Action Type :

Created in WIP default with due date 01/22/2010 07:23:32 AM.

*** SUBCASE N032010-01-2100136-1 MODIFY 1/21/2010 7:23:37 AM, mhancock
into WIP default and Status of Solving.*** SUBCASE N032010-01-2100136-1 CLOSE 1/21/2010 7:23:39 AM, mhancock
Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 1/21/2010 7:23:40 AM, mhancock

CAMPAIGN CHECK 01/21/2010 07:23:40 AM mhancock

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

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

*** CASE CLOSE 1/21/2010 7:23:44 AM, mhancock

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

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

Run Date : 03/06/2012

Case Details

Case ID :	N012002-11-1800919	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/18/2002 12:43:43
Case Originator :	Joleen Zeleznicky (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/27/2002 8:08:37 AM
Case Owner :	Elston Gentle (Team HG)	Method :	Phone	Queue :		Days Open :	9
Last Closed By :	Elston Gentle (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - GW 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 : LA PLATA, MD
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HGES26761H
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 44,000
In Service Date : 11/29/2000
Months In Use : 24
Engine Number : D17A21424418
Originating Dealer No. / Name : 206754 / HERSON'S HONDA
Selling Dealer No. / Name : 206754 / HERSON'S 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 : 206871 / KEN DIXON HONDA
Phone No. : 301-843-8700
Address : 2294 CRAIN HIGHWAY
City / State / Zip : WALDORF, MD 20601
Svc District / Sls District : 06B / A06
Warranty Labor Rate / Date : \$100.40 /
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
N012002-11-1800919-1 / [REDACTED]	Subcase Close	Product	Operation	712	Lights

Issue Details

Issue ID : N012002-11-1800919-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Elston Gentle	Type 1 : Product	Status : Subcase Close	Open Date : 11/27/2002 8:08:26 AM
Issue Owner : Elston Gentle	Type 2 : Operation	Queue :	Close Date : 11/27/2002 8:08:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Lights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : Referred to Dealer
Component Category :
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012002-11-1800919

Case Title : [REDACTED] - GW HEADLIGHTS

*** CASE CREATE 11/18/2002 12:43:43 PM, jzelezni

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

*** NOTES 11/18/2002 12:43:43 PM, jzelezni, Action Type :

She states that headlights - low beams are not working. The vehicle is at the dealer and they stated that headlight switch is burned out and needs to be replaced.

The dealer is ordering the part and the customer is looking for assistance on the repair which is almost 300.

Dealer is Ken Dixon Honda.

Customer states that she normally goes to Herson's Honda for maintenance.

Explained to customer that case would be opened to be reviewed for possible goodwill assistance. Explained that turnaround is 5 business days but if part is to come in sooner to contact back. Customer understood.

*** CASE MODIFY 11/18/2002 12:44:07 PM, jzelezni

into WIP default and Status of Solving.

*** CASE DISPATCH 11/18/2002 12:44:12 PM, jzelezni

from WIP default to Queue Team G.

*** CASE YANKED 11/18/2002 2:24:34 PM, egentle

Yanked by egentle into WIPbin new cases.

*** NOTES 11/21/2002 8:33:29 AM, egentle, Action Type : Call to Dealer

left message with John in service.

*** NOTES 11/25/2002 8:03:43 AM, egentle, Action Type : Call from Customer

left message with John

*** NOTES 11/25/2002 9:38:05 AM, egentle, Action Type : Call to Dealer

per John the lever to change from high to low beams was replaced.nothing related to a manufacturer.general wear and tear item.

per John the part was replaced 11/18.customer paid \$181 for repair.

*** NOTES 11/27/2002 8:07:59 AM, egentle, Action Type : Call to Customer

advised customer ahm intends to promote a better rapport with the dealership and its customers.advised customer to request the reimbursement for her repair directly with the dealership.gave customer the direct line to the dealership and instructed customer to speak with SM regarding her request.

*** SUBCASE N012002-11-1800919-1 CREATE 11/27/2002 8:08:26 AM, egentle

Created in WIP Default with Due Date 11/27/2002 8:08:26 AM.

*** SUBCASE N012002-11-1800919-1 CLOSE 11/27/2002 8:08:34 AM, egentle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/27/2002 8:08:37 AM, egentle

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

*** CASE RULE ACTION 12/16/2002 12:43:43 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE RULE ACTION 12/30/2002 12:43:43 PM, sa

Action owners supvsr - 45 days of rule Case Closure fired

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012003-08-2101553	Division : Honda - Auto	Condition : Closed	Open Date : 8/21/2003 3:29:56 PM
Case Originator : Euland Williams (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/3/2003 4:18:36 PM
Case Owner : Marisa Martinez (Team HC)	Method : Phone	Queue :	Days Open : 43
Last Closed By : Marisa Martinez (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] MELTED HEADLIGHT SWITCH AT PIN CONNECTOR		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 : LODI, WI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES15561H [REDACTED]
 Model / Year : CIVIC / 2001
 Model ID / Product Line : ES1551PBW / A
 Miles / Hours : 103,029
 In Service Date : 12/27/2000
 Months In Use : 32
 Engine Number : D17A11453719
 Originating Dealer No. / Name : 206863 / WILDE HONDA
 Selling Dealer No. / Name : 206863 / WILDE 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 : 206862 / ZIMBRICK HONDA
 Phone No. : 608-273-2555
 Address : 1601 WEST BELTLINE HWY
 City / State / Zip : MADISON, WI 53713
 Svc District / Sls District : 08C / D08
 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
N012003-08-2101553-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-08-2101553-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marisa Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 8/22/2003 4:19:04 PM
Issue Owner : Marisa Martinez	Type 2 : Operation	Queue :	Close Date : 10/3/2003 4:18:34 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 : Documented Concern, 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 : N012003-08-2101553

Case Title : [REDACTED] - MELTED HEADLIGHT SWITCH AT PIN CONNECTOR

*** CASE CREATE 8/21/2003 3:29:56 PM, ewilliam

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

*** NOTES 8/21/2003 3:29:56 PM, ewilliam, Action Type :

Customer is calling stating that her headlights will always flick on and off. Customer states when she drives they come on and off constantly. Beams were out and customer takes vehicle into dealership Zimbrick Honda #206862. Dealership diagnose vehicle as having a melted headlight switch at the pin connector. Customer stated that Dean Sunderlage informed her that he will call someone higher to see if they could give customer some and advise but because consumer had too many miles on the vehicle they couldn't help her. Customer was very dissatisfied with the treatment of even hearing that because she had too many miles that they couldn't help her. Customer is requesting assistance with this bill. She stated that the dealership is very helpful and she want us to be aware that she is not complaining about the dealership but she wants some type of compensation. Dealership did repair vehicle and they charge customer \$322.60 for the pin connector and the headlight switch. The cust stated she feels this is a problem in the manufacturing. The cust is requesting assistance with this repair. I advised the cust that I would forward her case to a CM for a review of goodwill. I advised the cust that I cannot guarantee the outcome, however, the CM will complete a thorough investigation. I advised she would receive a call within 3-5 business days. The cust understood and thanked me for the help. Customer wanted to reiterate that the dealership was very helpful. Customer just feels that because of her mileage on her vehicle she feels that they could have provided her with a little extra help.

*** CASE MODIFY 8/21/2003 3:31:30 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 8/21/2003 3:31:41 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 8/21/2003 3:31:49 PM, ewilliam
into WIP default and Status of Solving.*** CASE MODIFY 8/21/2003 3:31:49 PM, ewilliam
into WIP default and Status of Solving.*** CASE DISPATCH 8/21/2003 3:31:58 PM, ewilliam
from WIP default to Queue Team C.*** CASE ACCEPT 8/22/2003 10:57:09 AM, mmartine
from Queue Team C to WIP MAIN.

*** COMMIT 8/22/2003 4:16:26 PM, mmartine, Action Type :

Made to [REDACTED] due 08/26/2003 04:16:40 PM.

DCS Follow-Up

*** NOTES 8/22/2003 4:18:42 PM, mmartine, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/26/2003

Hi Chuck - this customer called:

Customer is calling stating that her headlights will always flick on and off. Customer states when she drives they come on and off constantly. Beams were out and customer takes vehicle into dealership Zimbrick Honda #206862. Dealership diagnose vehicle as having a melted headlight switch at the pin connector. Customer stated that Dean Sunderlage informed her that he will call someone higher to see if they could give customer some and advise but because consumer had too many miles on the vehicle they couldn't help her. Customer was very dissatisfied with the treatment of even hearing that because she had too many miles that they couldn't help her. Customer is requesting assistance with this bill. She stated that the dealership is very helpful and she want us to be aware that she is not complaining

Case History

Case ID : N012003-08-2101553

Case Title : [REDACTED] - MELTED HEADLIGHT SWITCH AT PIN CONNECTOR

about the dealership but she wants some type of compensation. Dealership did repair vehicle and they charge customer \$322.60 for the pin connector and the headlight switch. The cust stated she feels this is a problem in the manufacturing.

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

Please provide service history and diagnosis.

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. 118147

*** SUBCASE N012003-08-2101553-1 CREATE 8/22/2003 4:19:04 PM, mmartine

Created in WIP Default with Due Date 8/22/2003 4:19:04 PM.

*** CASE MODIFY 8/22/2003 4:19:30 PM, mmartine

into WIP MAIN and Status of Solving.

*** CASE MODIFY 8/22/2003 4:19:31 PM, mmartine

into WIP MAIN and Status of Solving.

*** CASE MODIFY 8/22/2003 4:19:46 PM, mmartine

into WIP MAIN and Status of Solving.

*** CASE MODIFY 8/22/2003 4:19:51 PM, mmartine

into WIP MAIN and Status of Solving.

*** CASE MODIFY 8/25/2003 10:23:25 AM, mmartine

into WIP commitments and Status of Solving.

*** NOTES 8/25/2003 10:42:18 AM, mmartine, Action Type : Call from Dealer

Call from Charlie Cupp - director at service center 800-520-3723. He says that she requested the part to keep for herself. He says Tech Line was contacted and wanted to see the part but it was already gone. The switch and pin connectors were melted - they'd seen it once before. Customer has an aftermarket radio and he doesn't know how that was wired in. Tech line suggested replacing whole wiring harness but they replaced replaced connector, switch and rewired at the switch - it was customer pay and wire harness replacement would have been another \$300-\$400. No warranty since it was a repair and not a replacement of the part. Customer did all majors at the dealership. \$322.60, part is \$40. Repaired on 8.21.03. I told him I'd offer her half and call him back.

*** CASE RULE ACTION 9/18/2003 2:29:56 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/30/2003 2:59:34 PM, mmartine, Action Type : Call from Customer

Called customer - phone busy.

*** NOTES 9/30/2003 3:19:29 PM, mmartine, Action Type : Call to Customer

Left message for customer to call me.

*** NOTES 10/1/2003 3:36:59 PM, mmartine, Action Type : Call from Customer

Customer called back. She says the service center was really wonderful and she has been very happy with the service the dealership has provided to her. She

Case History

Case ID : N012003-08-2101553

Case Title : [REDACTED] - MELTED HEADLIGHT SWITCH AT PIN CONNECTOR

feels the problem was a faulty switch. I told her I could appreciate her concern and we normally do not assist with repairs at this mileage, but would reimburse 50% since it's an unusual repair. Customer thanked. I told her the dealer would be sending a check.

*** NOTES 10/2/2003 1:57:38 PM, mmartine, Action Type : Call to Dealer

Left message for Charlie. Ok to reimburse 50%.

*** CASE MODIFY 10/3/2003 8:42:00 AM, mmartine

into WIP check reqs./refund and Status of Solving.

*** SUBCASE N012003-08-2101553-1 CLOSE 10/3/2003 4:18:34 PM, mmartine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/3/2003 4:18:36 PM, 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 : N032009-03-3001877	Division : Honda - Auto	Condition : Closed	Open Date : 3/30/2009 4:57:40 PM
Case Originator : Andrew Ndungu (Team MA)	Sub Division : Satellite Center	Status : Closed	Close Date : 3/30/2009 5:02:36 PM
Case Owner : Andrew Ndungu (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Andrew Ndungu (Team MA)	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 : CAROLINA BEACH, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES267X1H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671MW / A
Miles / Hours : 143,134
In Service Date : 05/04/2001
Months In Use : 94
Engine Number : D17A21425457
Originating Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY
Selling Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY
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 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
N032009-03-3001877-1 / [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-03-3001877-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/30/2009 4:59:53 PM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 3/30/2009 5:02:35 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-03-3001877

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 3/30/2009 4:57:40 PM, andungu

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

*** CASE CREATE 3/30/2009 4:59:53 PM, andungu

Number = N032009-03-3001877-1, Created in WIP Default with due date 03/31/2009 04:59:53 PM..

*** SUBCASE N032009-03-3001877-1 CREATE 3/30/2009 4:59:53 PM, andungu, Action Type :

Created in WIP Default with due date 03/31/2009 04:59:53 PM.

*** SUBCASE N032009-03-3001877-1 MODIFY 3/30/2009 4:59:58 PM, andungu

into WIP Default and Status of Solving.

*** NOTES 3/30/2009 5:02:17 PM, andungu, Action Type : Call from Customer

Customer called in to inquire whether there any recalls on her vehicle since her uncle had advised her that she might be affected by one since her low beams were not working.

I advised the customer that she was affected by Combination light switch recall. I read the customer letter as listed in the SB: 04-015.

The customer understood this information and ended the call after declining further assistance.

I verified and updated the customer's information.

*** CASE MODIFY 3/30/2009 5:02:20 PM, andungu

into WIP Default and Status of Solving.

*** CASE MODIFY 3/30/2009 5:02:33 PM, andungu

into WIP Default and Status of Solving.

*** SUBCASE N032009-03-3001877-1 CLOSE 3/30/2009 5:02:35 PM, andungu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/30/2009 5:02:36 PM, andungu

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 :	N012009-03-1000054	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/10/2009 6:28:10 AM
Case Originator :	Cynthia Castanon (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/10/2009 6:32:36 AM
Case Owner :	Cynthia Castanon (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Cynthia Castanon (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM 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 : TROY, MI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES16531H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES1651PW / A
Miles / Hours : 105,000
In Service Date : 11/25/2000
Months In Use : 100
Engine Number : D17A11454519
Originating Dealer No. / Name : 206687 / TAMAROFF HONDA
Selling Dealer No. / Name : 206687 / TAMAROFF HONDA
Trim : LX
No. Of Doors : 4
Transmission Code : 4AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-03-1000054-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-03-1000054-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 3/10/2009 6:32:20 AM
Issue Owner : Cynthia Castanon	Type 2 : Operation	Queue :	Close Date : 3/10/2009 6:32:32 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

Case History

Case ID : N012009-03-1000054

Case Title : [REDACTED] - LOW BEAM HEAD LIGHTS

*** CASE CREATE 3/10/2009 6:28:10 AM, ccastano

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

*** CASE CAMPAIGN LOOKUP 3/10/2009 6:28:19 AM, ccastano

CAMPAIGN CHECK 03/10/2009 06:28:19 AM ccastano

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/13/04; FX;

*** CASE VSC LOOKUP 3/10/2009 6:28:22 AM, ccastano

VSC CHECK 03/10/2009 06:28:22 AM ccastano

The following VSC information was found

;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 3/10/2009 6:28:22 AM, ccastano

CUC CHECK 03/10/2009 06:28:22 AM ccastano

The following CUC information was found

JOHN;SHAMOUN;EXPIRED;100000;11378;48000;2003-12-26;2007-11-25;;2003-12-26;2003-12-26;206687;;0;2004-01-31;2004-01-03

*** CASE CLAIMS LOOKUP 3/10/2009 6:28:32 AM, ccastano

CLAIM HISTORY CHECK 03/10/2009 06:28:32 AM ccastano

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 3/10/2009 6:28:44 AM, ccastano

WARRANTY CHECK 03/10/2009 06:28:44 AM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/10/2009 6:31:14 AM, ccastano

CAMPAIGN CHECK 03/10/2009 06:31:13 AM ccastano

The following Campaign information was found

01-060; L27; 2001 CIVIC FUEL PUMP CONNECTOR; ; JX;

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

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/13/04; FX;

*** NOTES 3/10/2009 6:31:53 AM, ccastano, Action Type : Call from Customer

Verified Customer contact information.

Situation: Customer indicated that his low beams do not work

Request: Customer wants to know if there is a recall

Probing questions: Customer indicated that his low beams do not work. He wants to know if the recall he saw online applies to his vehicle.

Inbound Conclusion: ACS informed the customer that there were no recalls for his vehicle. ACS advised the customer to take the vehicle to a Honda dealership to have a diagnosis made. No further assistance is needed.

Case History

Case ID : N012009-03-1000054

Case Title : [REDACTED] LOW BEAM HEAD LIGHTS

*** SUBCASE N012009-03-1000054-1 CREATE 3/10/2009 6:32:20 AM, ccastano

Created in WIP Default with Due Date 3/10/2009 6:32:20 AM.

*** SUBCASE N012009-03-1000054-1 CLOSE 3/10/2009 6:32:32 AM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/10/2009 6:32:36 AM, ccastano

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

Case Details

Case ID :	N012010-06-1000825	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/10/2010 10:55:21 AM
Case Originator :	Brian Perez (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/10/2010 11:01:44 AM
Case Owner :	Brian Perez (Team HH)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Brian Perez (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HONDA OF - 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 : MARYSVILLE, OH [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HGES26791H [REDACTED]
Model / Year : CIVIC / 2001
Model ID / Product Line : ES2671JW / A
Miles / Hours :
In Service Date : 12/30/2000
Months In Use : 114
Engine Number : D17A21426439
Originating Dealer No. / Name : 809954 / HONDA OF AMERICA MFG INC
Selling Dealer No. / Name : 809954 / HONDA OF AMERICA MFG INC
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 / 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
N012010-06-1000825-1 [REDACTED]	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012010-06-1000825-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/10/2010 10:58:35 AM
Issue Owner : Brian Perez	Type 2 : Details	Queue :	Close Date : 6/10/2010 10:58:53 AM
Issue Title : [REDACTED]	CAMPAIGN - DETAILS		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason