

Case History

Case ID : N012010-11-1501770

Case Title : [REDACTED] LOW BEAM LIGHTS

*** CASE CREATE 11/15/2010 9:33:28 AM, mwells

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

*** CASE MODIFY 11/15/2010 9:33:44 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 11/15/2010 9:33:49 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 11/15/2010 9:34:02 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 11/15/2010 9:35:55 AM, mwells

into WIP default and Status of Solving.

*** NOTES 11/15/2010 9:39:50 AM, mwells, Action Type : Call from Customer

ACS spoke to [REDACTED]

ACS verified customer information

Situation: headlight harness terminal issue

Customer states he had not driven his vehicle for a year because of an illness. He states the low beam headlights are out. He has not had the issue diagnosed by a Honda dealership. He has gone to a IRF that told him it was the headlight wire harness and referred him to calling Honda about it. ACS advised his vehicle does not have any open campaigns. He was advised his vehicle would have to be formally diagnosed by the Honda dealership. He thanked ACS and had no further requests

*** CASE MODIFY 11/15/2010 9:39:55 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE N012010-11-1501770-1 CREATE 11/15/2010 9:40:01 AM, mwells

Created in WIP Default with Due Date 11/15/2010 9:40:01 AM.

*** CASE MODIFY 11/15/2010 9:40:52 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE N012010-11-1501770-1 CLOSE 11/15/2010 9:40:55 AM, mwells

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/15/2010 9:40:56 AM, mwells

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

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-03-1200805	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/12/2004 1:17:12 PM
Case Originator :	Michael Bogan (Team AA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/12/2004 1:19:04 PM
Case Owner :	Michael Bogan (Team AA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Bogan (Team AA)	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 : EDISON, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1378YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 95,000
In Service Date : 09/16/2000
Months In Use : 42
Engine Number : ECA1 1001591
Originating Dealer No. / Name : 208066 / COAST HONDA
Selling Dealer No. / Name : 208066 / COAST HONDA
Trim : AUTO-AC
No. Of Doors : 3
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.
[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
N012004-03-1200805-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-03-1200805-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Michael Bogan	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/12/2004 1:18:36 PM
Issue Owner : Michael Bogan	Type 2 : Eligibility	Queue :	Close Date : 3/12/2004 1:19:00 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 : N012004-03-1200805

Case Title : [REDACTED] HEADLIGHT RECALL

*** CASE CREATE 3/12/2004 1:17:12 PM, mbogan

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

*** NOTES 3/12/2004 1:17:12 PM, mbogan, Action Type :

Call from service advisor Bill Wilson. He was calling at the request of his service manager and the DPSM. He states that the customer has had multiple headlight failures as describe in the coming recall. This would be the third repair. He is attempting to get the updated part released early to address the customer's concern.

I advised him that the updated parts are not yet available. I explained that he should be able to contact his parts analysis to release the original part for a temporary fix, but that the customer would have to return for a permanent fix when the recall is in place.

*** SUBCASE N012004-03-1200805-1 CREATE 3/12/2004 1:18:36 PM, mbogan

Created in WIP Default with Due Date 3/12/2004 1:18:36 PM.

*** SUBCASE N012004-03-1200805-1 CLOSE 3/12/2004 1:19:00 PM, mbogan

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/12/2004 1:19:01 PM, mbogan

into WIP default and Status of Solving.

*** CASE CLOSE 3/12/2004 1:19:04 PM, mbogan

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032011-11-0401842	Division : Honda - Auto	Condition : Closed	Open Date : 11/4/2011 3:46:01 PM
Case Originator : Jean Dirks (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 11/4/2011 3:55:22 PM
Case Owner : Jean Dirks (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jean Dirks (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] P23		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 : CAMAS, WA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / JHMZE1355YT
 Model / Year : INSIGHT / 2000
 Model ID / Product Line : ZE135YEW / A
 Miles / Hours : 164,000
 In Service Date : 05/13/2000
 Months In Use : 138
 Engine Number : ECA1 1001607
 Originating Dealer No. / Name : 206528 / BEAVERTON HONDA
 Selling Dealer No. / Name : 206528 / BEAVERTON HONDA
 Trim : BASE
 No. Of Doors : 3
 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
N032011-11-0401842-1	CAMP	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032011-11-0401842-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jean Dirks	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/4/2011 3:55:13 PM
Issue Owner : Jean Dirks	Type 2 : Eligibility	Queue :	Close Date : 11/4/2011 3:55:22 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 : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-11-0401842

Case Title : [REDACTED] P23

*** CASE CREATE 11/4/2011 3:46:01 PM, jdirks

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

*** CASE MODIFY 11/4/2011 3:46:05 PM, jdirks

into WIP default and Status of Solving.

*** CASE MODIFY 11/4/2011 3:50:17 PM, jdirks

into WIP default and Status of Solving.

*** NOTES 11/4/2011 3:54:33 PM, jdirks, Action Type : Call from Customer

I have verified the contact information.

The customer stated that the low beam headlights are not functioning. The customer was aware of the recall SB 04-015; P23; 00-02 INSIGHT/01-02 CIVIC; which was completed on 05/18/04.

The customer wanted to know if the repair can be completed under the recall. I informed the customer that he should take the vehicle to the dealership for diagnoses to determine if the low beam headlight failure is tied to the recall. If the failure does apply to the recall the dealership should be able to complete the repair under the recall once the SM speaks to the DPSM.

The customer understood and will contact the dealership for diagnoses, no further assistance was needed. I thanked the customer for calling AHM and call ended.

*** CASE CREATE 11/4/2011 3:55:13 PM, jdirks

Number = N032011-11-0401842-1, Created in WIP default with due date 11/05/2011 03:55:13 PM..

*** SUBCASE N032011-11-0401842-1 CREATE 11/4/2011 3:55:13 PM, jdirks, Action Type :

Created in WIP default with due date 11/05/2011 03:55:13 PM.

*** SUBCASE N032011-11-0401842-1 MODIFY 11/4/2011 3:55:18 PM, jdirks

into WIP default and Status of Solving.

*** SUBCASE N032011-11-0401842-1 CLOSE 11/4/2011 3:55:22 PM, jdirks

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/4/2011 3:55:22 PM, jdirks

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012010-02-2500857	Division : Honda - Auto	Condition : Closed	Open Date : 2/25/2010 11:22:10 AM
Case Originator : Cynthia Sudario (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/25/2010 11:36:16 AM
Case Owner : Cynthia Sudario (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cynthia Sudario (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] CHECKING RECALL ON HEADLIGHTS -	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMZE1358YT [REDACTED]
 Model / Year : INSIGHT / 2000
 Model ID / Product Line : ZE135YEW / A
 Miles / Hours :
 In Service Date : 08/02/2000
 Months In Use : 114
 Engine Number : ECA1 1001856
 Originating Dealer No. / Name : 208174 / HARRY'S HONDA
 Selling Dealer No. / Name : 208097 / CAMBRIDGE HONDA
 Trim : BASE
 No. Of Doors : 3
 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
N012010-02-2500857-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N012010-02-2500857-2 / [REDACTED]	INTER Subcase Close	Internet	Ownerlink - Registra		

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012010-02-2500857-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Sudario	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/25/2010 11:32:33 AM
Issue Owner : Cynthia Sudario	Type 2 : Eligibility	Queue :	Close Date : 2/25/2010 11:36:11 AM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-02-2500857-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Cynthia Sudario	Type 1 : Internet	Status : Subcase Close	Open Date : 2/25/2010 11:33:07 AM
Issue Owner : Cynthia Sudario	Type 2 : Ownerlink - Registra	Queue :	Close Date : 2/25/2010 11:33:25 AM
Issue Title : [REDACTED] - INTERNET - OWNERLINK - REGISTRA			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-02-2500857

Case Title : [REDACTED] CHECKING RECALL ON HEADLIGHTS -

*** CASE CREATE 2/25/2010 11:22:10 AM, csudario

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

*** CASE MODIFY 2/25/2010 11:22:18 AM, csudario

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/25/2010 11:22:22 AM, csudario

WARRANTY CHECK 02/25/2010 11:22:22 AM csudario

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/25/2010 11:22:28 AM, csudario

CLAIM CHECK 02/25/2010 11:22:28 AM csudario

The following Claim History information was found

0; 2009-06-10; 206788; 330244; 510; 1181H5 ; IMA BATTERY ASSEMBLY - REPLACE. S/B# 00-070 S/B# 06-027 S/B# 06-057

*** CASE CAMPAIGN LOOKUP 2/25/2010 11:25:53 AM, csudario

CAMPAIGN CHECK 02/25/2010 11:25:53 AM csudario

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 02/13/03; FX;
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 07/09/03; FX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/02/04;

*** CASE MODIFY 2/25/2010 11:26:06 AM, csudario

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/25/2010 11:28:03 AM, csudario

CAMPAIGN CHECK 02/25/2010 11:28:03 AM csudario

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 02/13/03; FX;
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 07/09/03; FX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/02/04;

*** CASE CAMPAIGN LOOKUP 2/25/2010 11:30:15 AM, csudario

CAMPAIGN CHECK 02/25/2010 11:30:14 AM csudario

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 02/13/03; FX;
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 07/09/03; FX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/02/04;

*** NOTES 2/25/2010 11:30:52 AM, csudario, Action Type : Call from Customer

ACS verified spelling of name and contact information.

Customer says that he searched on line and found out that there was a recall on the headlights, however believes that it was taken care of. 04-015-Safety Recall Combination Light Switch. Customer shows that this was taken care of 07/02/04. Customer says that his vehicle is going through the same concerns again. ACS transferred customer to Recall dept. (option 4). ACS suggests that customer register vehicle through Ownerlink to check future recall information. www.ahm-ownerlink.com

Case History

Case ID : N012010-02-2500857

Case Title : [REDACTED] - CHECKING RECALL ON HEADLIGHTS -

*** NOTES 2/25/2010 11:31:30 AM, csudario, Action Type : Call from Customer

ACS transferred customer to 1.800.999.1009-opt. 4.

*** SUBCASE N012010-02-2500857-1 CREATE 2/25/2010 11:32:33 AM, csudario

Created in WIP Default with Due Date 2/25/2010 11:32:33 AM.

*** SUBCASE N012010-02-2500857-2 CREATE 2/25/2010 11:33:07 AM, csudario

Created in WIP Default with Due Date 2/25/2010 11:33:07 AM.

*** SUBCASE N012010-02-2500857-2 CLOSE 2/25/2010 11:33:25 AM, csudario

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-02-2500857-1 CLOSE 2/25/2010 11:36:11 AM, csudario

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/25/2010 11:36:16 AM, csudario

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 :	N032006-09-0700014	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/7/2006 6:09:24 AM
Case Originator :	Elaine Holton (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/7/2006 7:00:03 AM
Case Owner :	Elaine Holton (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Elaine Holton (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL INQUIRY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1355YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 78,000
In Service Date : 08/17/2000
Months In Use : 73
Engine Number : ECA1 1002311
Originating Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY
Selling Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : RE
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.
----------	-------------	------------	-----------

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-09-0700014-1 / [REDACTED] CA	Subcase Close	Campaign	Eligibility	712	Headlights

3rd Party Info :

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

Issue Details

Issue ID : N032006-09-0700014-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Elaine Holton	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/7/2006 6:30:49 AM
Issue Owner : Elaine Holton	Type 2 : Eligibility	Queue :	Close Date : 9/7/2006 7:00:02 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 : N032006-09-0700014

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 9/7/2006 6:09:24 AM, eholtan

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

*** CASE EXTENDED WARRANTY LOOKUP 9/7/2006 6:09:28 AM, eholtan

WARRANTY CHECK 09/07/2006 06:09:28 AM eholtan

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/7/2006 6:09:34 AM, eholtan

CLAIM CHECK 09/07/2006 06:09:34 AM eholtan

The following Claim History information was found

0; 2004-02-25; 207984; 103939; 510; 412108 ; PRODUCT UPDATE: INSIGHT PARKING BRAKE LEVER. S/B# 03-030

*** CASE VSC LOOKUP 9/7/2006 6:09:35 AM, eholtan

VSC-CUC CHECK 09/07/2006 06:09:35 AM eholtan

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/7/2006 6:12:06 AM, eholtan

CAMPAIGN CHECK 09/07/2006 06:12:06 AM eholtan

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-03-13; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-02-25; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-11-24;

*** CASE CAMPAIGN LOOKUP 9/7/2006 6:16:22 AM, eholtan

CAMPAIGN CHECK 09/07/2006 06:16:22 AM eholtan

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-03-13; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-02-25; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-11-24;

*** NOTES 9/7/2006 6:29:14 AM, eholtan, Action Type : Call from Customer

Customer contacted AHM in regards to a safety recall that he had performed 11/04. Customer stated that there was nothing wrong with his headlights when he took his vehicle in for the safety recall. The customer stated that his headlights have now failed. I informed the customer that all safety recalls are only performed once. I verified the customer's information through CRMS /CICS and advised the customer that his vehicle is currently not a part of any recalls, warranty extensions, or product updates. I also advised the customer that unfortunately because he's outside the manufacturer's warranty, AHM would be unable to assist him at this time. The customer thanked me for the information and the call ended. No further assistance was needed.

*** CASE CREATE 9/7/2006 6:30:49 AM, eholtan

Number = N032006-09-0700014-1, Created in WIP default with due date 09/08/2006 06:30:49 AM..

*** SUBCASE N032006-09-0700014-1 CREATE 9/7/2006 6:30:49 AM, eholtan, Action Type :

Created in WIP default with due date 09/08/2006 06:30:49 AM.

*** SUBCASE N032006-09-0700014-1 MODIFY 9/7/2006 6:31:01 AM, eholtan

into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2006 6:31:20 AM, eholtan

into WIP default and Status of Solving.

Case History

Case ID : N032006-09-0700014

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE ASSIGN 9/7/2006 6:31:30 AM, eholt
N032006-09-0700014 to scervant, WIP

*** CASE RULE ACTION 9/7/2006 6:31:32 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/7/2006 6:31:35 AM, eholt
into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2006 6:58:31 AM, scervant
into WIP default and Status of Solving.

*** CASE ASSIGN 9/7/2006 6:58:42 AM, scervant
N032006-09-0700014 to eholt, WIP

*** CASE RULE ACTION 9/7/2006 6:58:43 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032006-09-0700014-1 CLOSE 9/7/2006 7:00:02 AM, eholt
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/7/2006 7:00:03 AM, eholt
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032009-09-2801432	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/28/2009 12:59:33 PM
Case Originator :	Roxanne Gandara (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/28/2009 1:33:52 PM
Case Owner :	Roxanne Gandara (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Roxanne Gandara (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	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 : OCALA, FL
E Mail :
Svc District / SIs District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE1358YT
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 69,460
In Service Date : 10/31/2000
Months In Use : 107
Engine Number : ECA1 1002335
Originating Dealer No. / Name : 207999 / HONDA OF OCALA
Selling Dealer No. / Name : 207999 / HONDA OF OCALA
Trim : BASE
No. Of Doors : 3
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 / 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
N032009-09-2801432-1	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-09-2801432-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Roxanne Gandara	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/28/2009 1:33:44 PM
Issue Owner : Roxanne Gandara	Type 2 : Eligibility	Queue :	Close Date : 9/28/2009 1:33:52 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-09-2801432

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 9/28/2009 12:59:33 PM, rlopez

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

*** CASE EXTENDED WARRANTY LOOKUP 9/28/2009 12:59:35 PM, rlopez

WARRANTY CHECK 09/28/2009 12:59:35 PM rlopez

No data found for VIN.

*** CASE MODIFY 9/28/2009 12:59:40 PM, rlopez

into WIP in box and Status of Solving.

*** CASE CLAIMS LOOKUP 9/28/2009 12:59:43 PM, rlopez

CLAIM CHECK 09/28/2009 12:59:43 PM rlopez

The following Claim History information was found

0; 2009-04-20; 208427; 273802; 510; 118121 ; REPLACE THE BATTERY CONDITION MONITOR (BCM) MODULE AND THE MOTOR CONTROL MODULE (MCM). S/B# 01-102 S/B

*** CASE CAMPAIGN LOOKUP 9/28/2009 12:59:45 PM, rlopez

CAMPAIGN CHECK 09/28/2009 12:59:45 PM rlopez

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 02/11/03; FX;
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 06/09/03; FX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/18/04; FX

*** CASE VSC LOOKUP 9/28/2009 12:59:46 PM, rlopez

VSC-CUC CHECK 09/28/2009 12:59:46 PM rlopez

No data found for VIN.

*** CASE MODIFY 9/28/2009 12:59:49 PM, rlopez

into WIP in box and Status of Solving.

*** NOTES 9/28/2009 1:04:38 PM, rlopez, Action Type : Call from Customer

Updated ownership [REDACTED]

The customer stated he is having problems with the light switch on his vehicle. The customer stated it is bad again and was advised because the recall for the combination light switch can not be completed again.

I advised him that is correct, it was already completed on 6/18/04 and I advised recalls are a one time fix not an on going fix. I did advised the following may be performed to his vehicle at this time:

07-038; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ; ;

The customer thanked AHM, asked if there was anything else I may assist with. The customer said no and I thanked the customer for calling AHM.

*** CASE MODIFY 9/28/2009 1:04:46 PM, rlopez

into WIP in box and Status of Solving.

*** CASE CREATE 9/28/2009 1:33:44 PM, rlopez

Number = N032009-09-2801432-1, Created in WIP in box with due date 09/29/2009 01:33:44 PM..

*** SUBCASE N032009-09-2801432-1 CREATE 9/28/2009 1:33:44 PM, rlopez, Action Type :

Case History

Case ID : N032009-09-2801432

Case Title :

- COMBINATION LIGHT SWITCH RECALL

Created in WIP in box with due date 09/29/2009 01:33:44 PM.

*** SUBCASE N032009-09-2801432-1 MODIFY 9/28/2009 1:33:49 PM, rlopez
into WIP in box and Status of Solving.

*** CASE MODIFY 9/28/2009 1:33:51 PM, rlopez
into WIP in box and Status of Solving.

*** SUBCASE N032009-09-2801432-1 CLOSE 9/28/2009 1:33:52 PM, rlopez
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/28/2009 1:33:52 PM, rlopez
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032005-02-2800410	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/28/2005 7:27:22 AM
Case Originator :	Brigette Walker (Team AC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/28/2005 7:57:29 AM
Case Owner :	Brigette Walker (Team AC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Brigette Walker (Team AC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - LOW BEAMS FAILED			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 : BOISE, ID [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1377YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 29,000
In Service Date : 08/24/2000
Months In Use : 54
Engine Number : ECA1 1002493
Originating Dealer No. / Name : 208148 / HONDA OF GREELEY
Selling Dealer No. / Name : 207651 / FRONTIER HONDA LTD.
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : YE
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 : 208095 / LARRY MILLER HONDA
Phone No. : 208-947-6650
Address : 7710 GRATZ DRIVE
City / State / Zip : BOISE, ID 83709
Svc District / Sls District : 02H / E02
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-02-2800410-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032005-02-2800410-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brigitte Walker	Type 1 : Product	Status : Subcase Close	Open Date : 2/28/2005 7:55:45 AM
Issue Owner : Brigitte Walker	Type 2 : Operation	Queue :	Close Date : 2/28/2005 7:56:27 AM
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
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 : N032005-02-2800410

Case Title : [REDACTED] LOW BEAMS FAILED

*** CASE CREATE 2/28/2005 7:27:22 AM, bwalker

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

*** CASE EXTENDED WARRANTY LOOKUP 2/28/2005 7:27:24 AM, bwalker

WARRANTY CHECK 02/28/2005 07:27:24 AM bwalker

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/28/2005 7:27:31 AM, bwalker

CLAIM CHECK 02/28/2005 07:27:30 AM bwalker

The following Claim History information was found

0; 2005-02-23; 208095; 078685; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE CAMPAIGN LOOKUP 2/28/2005 7:27:35 AM, bwalker

CAMPAIGN CHECK 02/28/2005 07:27:35 AM bwalker

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-03-25; FX

02-081; L78; 00-01 INSIGHT ECM; 2003-05-20; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2005-0

*** CASE VSC LOOKUP 2/28/2005 7:27:36 AM, bwalker

VSC-CUC CHECK 02/28/2005 07:27:36 AM bwalker

No data found for VIN.

*** NOTES 2/28/2005 7:35:54 AM, bwalker, Action Type : Call from Customer

The customer just purchased the vehicle Feb. 19,2005 from a private seller. He took the vehicle into Larry Miller Honda to have the vehicle serviced and to have any outstanding recall repair work preformed on the vehicle on Feb. 23,2005. When he tried to operate the low beams on the Feb. 25, 2005 they would not work. The customer states that he low beam lights worked fine when he purchased the vehicle and they were also diagnosed as being in perfect order when the inspection was done on the Feb. 23,2005. The customer wants to take the vehicle into Larry Miller Honda to have them check their work. He did contact them and spoke with the assistant service manager and was told to take the vehicle in to be diagnosed. If the diagnosis determines that it is the fault of the dealership, the dealership will pay for the cost of the repair. In the event that it is not the fault of the dealership then the customer will pay for the cost of the repair. The customer wanted to make AHM aware of the situation and he will continue to work with the dealership and will contact AHM if any further assistance is needed.

*** CASE MODIFY 2/28/2005 7:37:18 AM, bwalker

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2005 7:48:56 AM, bwalker

into WIP default and Status of Solving.

*** SUBCASE N032005-02-2800410-1 CREATE 2/28/2005 7:55:45 AM, bwalker

Created in WIP Default with Due Date 2/28/2005 7:55:45 AM.

*** SUBCASE N032005-02-2800410-1 CLOSE 2/28/2005 7:56:27 AM, bwalker

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/28/2005 7:57:19 AM, bwalker, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : N032005-02-2800410

Case Title : [REDACTED] - LOW BEAMS FAILED

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

The customer may contact you concerning the Low Beam Headlights on his vehicle.

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

Thank you for your attention to this matter.

Brigette Walker
Automobile Customer Service

*** CASE MODIFY 2/28/2005 7:57:23 AM, bwalker
into WIP default and Status of Solving.

*** CASE CLOSE 2/28/2005 7:57:29 AM, bwalker
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-04-2900020	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/29/2009 6:11:43 AM
Case Originator :	Nicole Lawrence (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/29/2009 6:59:17 AM
Case Owner :	Nicole Lawrence (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Nicole Lawrence (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEAD LIGHTS			No. of Attachments :	0		

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : FLOYDS KNOBS, IN [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1370YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 100,000
In Service Date : 03/03/2001
Months In Use : 97
Engine Number : ECA1 1002491
Originating Dealer No. / Name : 207525 / NEIL HUFFMAN HONDA
Selling Dealer No. / Name : 207525 / NEIL HUFFMAN HONDA
Trim : AUTO-AC
No. Of Doors : 3
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 : 207525 / NEIL HUFFMAN HONDA
Phone No. : 812-284-3003
Address : 1607 GREENTREE BLVD.
City / State / Zip : CLARKSVILLE, IN 47129
Svc District / SIs District : 04L / E04
Warranty Labor Rate / Date : \$84.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-2900020-1 / [REDACTED] - P	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-04-2900020-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nicole Lawrence	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2009 6:59:01 AM
Issue Owner : Nicole Lawrence	Type 2 : Operation	Queue :	Close Date : 4/29/2009 6:59:16 AM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N012009-04-2900020

*** CASE CREATE 4/29/2009 6:11:43 AM, nlawrenc

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

*** CASE EXTENDED WARRANTY LOOKUP 4/29/2009 6:11:47 AM, nlawrenc

WARRANTY CHECK 04/29/2009 06:11:47 AM nlawrenc

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/29/2009 6:12:10 AM, nlawrenc

CLAIM CHECK 04/29/2009 06:12:10 AM nlawrenc

The following Claim History information was found

0; 2005-12-12; 809937; 155617; 510; 118091 ;

*** CASE CAMPAIGN LOOKUP 4/29/2009 6:12:36 AM, nlawrenc

CAMPAIGN CHECK 04/29/2009 06:12:35 AM nlawrenc

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 01/28/03; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 06/26/03; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/14/04;

*** CASE CUC LOOKUP 4/29/2009 6:12:40 AM, nlawrenc

CUC CHECK 04/29/2009 06:12:40 AM nlawrenc

The following CUC information was found

```

:::0;0;0;.....0;;

```

*** CASE VSC LOOKUP 4/29/2009 6:12:40 AM, nlawrenc

VSC CHECK 04/29/2009 06:12:40 AM nlawrenc

The following VSC information was found

GRIGORY;SPAINHOUR;B000003572;R60;DIRECT MARKETING 6/100 PLAN;EXPIRED;;2002-07-09;2007-03-02;100000;24163;20752
5:0.00

*** CASE MODIFY 4/29/2009 6:20:24 AM, nlawrenc

into WIP default and Status of Solving.

*** NOTES 4/29/2009 6:20:34 AM, nlawrenc, Action Type : Call from Customer

The customer contact information was verified and updated. ACS received a call from a customer who low beam lights went out.

The customer best contact number

Situation: The customer was driving and his low beam head lights stop working the high beam lights are still functioning.

Request: The customer would like to know if there are any TSB or Recalls for his vehicle in regards to his lights.

Inbound Summary: I advised that there is TSB 04-015 and that he should take his vehicle to NEIL HUFFMAN HONDA and that there may be a small diagnosis fee.

The customer understood thanked me and we ended the call.

*** CASE MODIFY 4/29/2009 6:20:38 AM. nlawrenc

Case History

Case ID : N012009-04-2900020

Case Title : [REDACTED] - HEAD LIGHTS

into WIP default and Status of Solving.

*** CASE MODIFY 4/29/2009 6:58:22 AM, nlawrenc

into WIP default and Status of Solving.

*** SUBCASE N012009-04-2900020-1 CREATE 4/29/2009 6:59:01 AM, nlawrenc

Created in WIP Default with Due Date 4/29/2009 6:59:01 AM.

*** SUBCASE N012009-04-2900020-1 CLOSE 4/29/2009 6:59:16 AM, nlawrenc

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/29/2009 6:59:17 AM, nlawrenc

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

Case Details

Case ID :	N032006-05-1100418	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/11/2006 8:43:12 AM
Case Originator :	Amber Brown (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/11/2006 9:06:40 AM
Case Owner :	Amber Brown (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Amber Brown (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] RECALL INQUIRY/ HEADLIGHT low beams not working				No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1350YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 96,300
In Service Date : 07/06/2001
Months In Use : 58
Engine Number : ECA1 1002641
Originating Dealer No. / Name : 207112 / MOTOR INN HONDA
Selling Dealer No. / Name : 207130 / HONDA MOTORWERKS
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

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

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-05-1100418-1 [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-05-1100418-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amber Brown	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/11/2006 8:47:35 AM
Issue Owner : Amber Brown	Type 2 : Eligibility	Queue :	Close Date : 5/11/2006 8:50:05 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 : Please Specify
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 : N032006-05-1100418

Case Title : [REDACTED] - RECALL INQUIRY/ HEADLIGHT low beams not working

*** CASE CREATE 5/11/2006 8:43:12 AM, abrown1

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

*** CASE EXTENDED WARRANTY LOOKUP 5/11/2006 8:43:30 AM, abrown1

WARRANTY CHECK 05/11/2006 08:43:30 AM abrown1

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/11/2006 8:43:41 AM, abrown1

CLAIM CHECK 05/11/2006 08:43:41 AM abrown1

The following Claim History information was found

0; 2005-08-19; 207211; 235520; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE CAMPAIGN LOOKUP 5/11/2006 8:44:00 AM, abrown1

CAMPAIGN CHECK 05/11/2006 08:44:00 AM abrown1

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-01-17; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-26; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-19;

*** CASE VSC LOOKUP 5/11/2006 8:44:03 AM, abrown1

VSC CHECK 05/11/2006 08:44:03 AM abrown1

The following VSC information was found

[REDACTED] V001077129;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-07-20;2008-07-05;100000;369;207130;0.
00

*** CASE CUC LOOKUP 5/11/2006 8:44:04 AM, abrown1

CUC CHECK 05/11/2006 08:44:03 AM abrown1

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;

*** CASE CAMPAIGN LOOKUP 5/11/2006 8:44:14 AM, abrown1

CAMPAIGN CHECK 05/11/2006 08:44:13 AM abrown1

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-01-17; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-26; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-19;

*** CASE CAMPAIGN LOOKUP 5/11/2006 8:44:25 AM, abrown1

CAMPAIGN CHECK 05/11/2006 08:44:24 AM abrown1

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-01-17; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-26; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-08-19;

*** CASE CREATE 5/11/2006 8:47:35 AM, abrown1

Number = N032006-05-1100418-1, Created in WIP default with due date 05/12/2006 08:47:35 AM..

Case History

Case ID : N032006-05-1100418

Case Title : [REDACTED] RECALL INQUIRY/ HEADLIGHT low beams not working

*** SUBCASE N032006-05-1100418-1 CREATE 5/11/2006 8:47:35 AM, abrownl, Action Type :

Created in WIP default with due date 05/12/2006 08:47:35 AM.

*** SUBCASE N032006-05-1100418-1 MODIFY 5/11/2006 8:49:49 AM, abrownl

into WIP default and Status of Solving.

*** SUBCASE N032006-05-1100418-1 CLOSE 5/11/2006 8:50:05 AM, abrownl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/11/2006 8:50:06 AM, abrownl

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

*** CASE REOPEN 5/11/2006 8:50:42 AM, abrownl

with Condition of Open and Status of Solving.

*** NOTES 5/11/2006 9:06:22 AM, abrownl, Action Type : Call from Customer

The customer called in regards to his low beam headlights going out. He stated that he had the recall done before but feels that if he has the same issue it should be covered.

I advised the customer that recalls are only done one time. I advised him to contact his local dealer for a diagnosis and if he would like to request assistance with this issue he is more than welcome to call AH back and do so.

The customer understood and required no further assistance at this time.

*** CASE CLOSE 5/11/2006 9:06:40 AM, abrownl

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

Case Details

Case ID :	N032004-03-2900930	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/29/2004 12:28:21 PM
Case Originator :	LaVerne Clark (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/29/2004 12:50:25 PM
Case Owner :	LaVerne Clark (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	LaVerne Clark (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - INSIGHT SAFETY RECALL					No. of Attachments :	0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1371YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 73,000
In Service Date : 05/31/2001
Months In Use : 34
Engine Number : ECA1 1002614
Originating Dealer No. / Name : 207704 / CHEZIK-BELL HONDA
Selling Dealer No. / Name : 207704 / CHEZIK-BELL HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : RE
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 : 206837 / HOLMES HONDA
Phone No. : 515-253-3010
Address : 11206 HICKMAN ROAD
City / State / Zip : CLIVE, IA 50325
Svc District / Sls District : 08L / F08
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
N032004-03-2900930-1 [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032004-03-2900930-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : LaVerne Clark	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/29/2004 12:49:49 PM
Issue Owner : LaVerne Clark	Type 2 : Eligibility	Queue :	Close Date : 3/29/2004 12:50:02 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 : NA - Please Specify
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032004-03-2900930

Case Title : [REDACTED] - INSIGHT SAFETY RECALL

*** CASE CREATE 3/29/2004 12:28:21 PM, lclark

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

*** CASE CREATE 3/29/2004 12:49:49 PM, lclark

Number = N032004-03-2900930-1, Created in WIP default with due date 03/30/2004 12:49:49 PM..

*** SUBCASE N032004-03-2900930-1 CREATE 3/29/2004 12:49:49 PM, lclark. Action Type :

Created in WIP default with due date 03/30/2004 12:49:49 PM.

*** SUBCASE N032004-03-2900930-1 MODIFY 3/29/2004 12:49:57 PM, lclark

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/29/2004 12:50:02 PM, lclark

CAMPAIGN CHECK 03/29/2004 12:50:02 PM lclark

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-02-08; FX

02-081; L78; 00-01 INSIGHT ECM; 2003-02-05; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-06

*** SUBCASE N032004-03-2900930-1 CLOSE 3/29/2004 12:50:02 PM, lclark

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/29/2004 12:50:20 PM, lclark. Action Type : Call from Customer

The customer called in stated that her headlights are out. The customer stated that her vehicle is at Holmes Honda. The customer stated that she was told to called do to the fact Holmes, is willing to pair her vehicle at her expanse or try to get Honda to approve the work since her headlights are out, the customer stated that she still can use her high beams. The customer stated that she was told the kits for the recalls are not in. I explain to the customer that she can pay for the headlights and submit all invoice for reimbursement. And reimbursement goes by case-by case-. The customer stated that was not expectable the customer wanted to speak to a suvp. I explained they Honda is trying to get all vehicles repair at no cost to the owners, but the kits are not at all dealerships. I apologized to the customer for any in convince. I the customer thanked for the information. I thanked the customer and apologized again. I am closing this case.

*** CASE CLOSE 3/29/2004 12:50:25 PM, lclark

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

Case Details

Case ID :	N032006-02-2700443	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/27/2006 8:28:30 AM
Case Originator :	Jason Kenan (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/27/2006 8:32:48 AM
Case Owner :	Jason Kenan (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jason Kenan (Team CE)	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 : OBERLIN, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1352YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 88,000
In Service Date : 08/30/2000
Months In Use : 66
Engine Number : ECA1 1002687
Originating Dealer No. / Name : 208034 / GANLEY HONDA
Selling Dealer No. / Name : 208034 / GANLEY HONDA
Trim : BASE
No. Of Doors : 3
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 : 208034 / GANLEY HONDA
Phone No. : 440-777-9400
Address : 25870 LORAIN ROAD
City / State / Zip : NORTH OLMSTED, OH 44070
Svc District / Sls District : 04H / C04
Warranty Labor Rate / Date : \$112.00 /
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
N032006-02-2700443-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032006-02-2700443-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jason Kenan	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/27/2006 8:32:12 AM
Issue Owner : Jason Kenan	Type 2 : Eligibility	Queue :	Close Date : 2/27/2006 8:32:48 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 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 : N032006-02-2700443

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 2/27/2006 8:28:30 AM, jkenan

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

*** CASE MODIFY 2/27/2006 8:30:02 AM, jkenan

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/27/2006 8:30:10 AM, jkenan

CAMPAIGN CHECK 02/27/2006 08:30:10 AM jkenan

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-21; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-11-08; FX

*** CASE EXTENDED WARRANTY LOOKUP 2/27/2006 8:30:13 AM, jkenan

WARRANTY CHECK 02/27/2006 08:30:13 AM jkenan

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/27/2006 8:30:18 AM, jkenan

CLAIM CHECK 02/27/2006 08:30:18 AM jkenan

The following Claim History information was found

0; 2005-11-08; 208034; 318560; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE
COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE IN

*** CASE VSC LOOKUP 2/27/2006 8:30:19 AM, jkenan

VSC-CUC CHECK 02/27/2006 08:30:19 AM jkenan

No data found for VIN.

*** NOTES 2/27/2006 8:32:04 AM, jkenan, Action Type : Call from Customer

The customer contacted ACS regarding the headlights as both the low and high beam have gone out. The customer inquired if there is an outstanding recall for such. I informed the customer per CRMS the recall for such was already fixed in November of 2005. I provided the customer with the phone number to her local dealer and advised her to have the vehicle inspected. I informed the customer recalls are a one-time fix. The customer understood. The call ended.

I updated the customer's contact information.

*** SUBCASE N032006-02-2700443-1 CREATE 2/27/2006 8:32:12 AM, jkenan

Created in WIP Default with Due Date 2/27/2006 8:32:12 AM.

*** CASE MODIFY 2/27/2006 8:32:40 AM, jkenan

into WIP default and Status of Solving.

*** SUBCASE N032006-02-2700443-1 CLOSE 2/27/2006 8:32:48 AM, jkenan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/27/2006 8:32:48 AM, jkenan

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-08-2101609	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/21/2009 4:37:03 PM
Case Originator :	Ashley Humble (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/21/2009 4:52:58 PM
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] - P23, Q16			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 : VAN BUREN, AR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1350Y1 [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 138,000
In Service Date : 04/28/2001
Months In Use : 100
Engine Number : ECA1 1003071
Originating Dealer No. / Name : 207157 / APOSTOLAKIS HONDA
Selling Dealer No. / Name : 207157 / APOSTOLAKIS HONDA
Trim : BASE
No. Of Doors : 3
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 : 207101 / FLOYD TRAYLOR HONDA
Phone No. : 479-434-5975
Address : 3200 S. ZERO ST.
City / State / Zip : FT. SMITH, AR 72908
Svc District / Sls District : 10A / B10
Warranty Labor Rate / Date : \$70.00 /
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
N032009-08-2101609-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights
N032009-08-2101609-2 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	710	Battery

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-08-2101609-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/21/2009 4:49:51 PM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 8/21/2009 4:52:58 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032009-08-2101609-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/21/2009 4:50:15 PM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 8/21/2009 4:52:58 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 710 / Battery
Condition Code Desc : IMA Batt Assy 7102
Campaign Code / Desc : Q16 / 00-04 43 STATE WARRA
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N032009-08-2101609

Case Title : [REDACTED] P23, Q16

*** CASE CREATE 8/21/2009 4:37:03 PM, ahumble

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

*** CASE EXTENDED WARRANTY LOOKUP 8/21/2009 4:37:20 PM, ahumble

WARRANTY CHECK 08/21/2009 04:37:20 PM ahumble

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/21/2009 4:37:24 PM, ahumble

CLAIM CHECK 08/21/2009 04:37:24 PM ahumble

The following Claim History information was found

0; 2006-11-27; 208289; 786881; 510; 000005 ; BATTERY - DEALER-INSTALLED REPLACEMENT. S/B# 88-023

REPLACEMENT BATTERY; ALSO SEE ELECTRICAL

*** CASE VSC LOOKUP 8/21/2009 4:37:25 PM. ahumble

VSC CHECK 08/21/2009 04:37:25 PM ahumble

The following VSC information was found

DAVID;ZIMMERMAN;V001009671;B70;(NEW) PREMIUM 7YR 100K 0 DED;CANCELLED;2002-06-18;2001-04-28;2008-04-27;100000;
60;207157;0.00

*** CASE CUC LOOKUP 8/21/2009 4:37:25 PM, ahumble

CUC CHECK 08/21/2009 04:37:25 PM ahumble

The following CUC information was found

```

:::0:0:0:.....0::

```

*** NOTES 8/21/2009 4:49:17 PM, ahumble, Action Type : Call from Customer

Customer's name, address, and phone number was updated [REDACTED] Ownership updated. I was speaking to the owner's boyfriend [REDACTED] which was calling on behalf of her.

The customer states that the low beam headlights are not working, and the IMA battery has gone out. He is inquiring about a recall on the low beam headlights, and inquiring about a warranty extension on the IMA battery.

I advised the customer that his vehicle was affected by the combination light switch recall but it was serviced on 07/29/04. He stated that it was never serviced, as it has gone out. He states that he wouldn't have that issue if it was fixed. I advised him it has been 5 years, it is possible that it can go out within that time frame. He stated that the high beam headlights are still working. I advised him (per team lead) that the repair was done at Floyd Traylor Honda in Fort Smith, AR. I recommended that he contact them so that they can refer to their records.

I advised him that I am showing that his vehicle is affected by a warranty extension which extends the warranty on the IMA battery module to 10 years or 150,000 miles whichever comes first. I recommended that he visit a Honda dealer for diagnosis. I provided the phone number for Floyd Traylor Honda: 4796467344.

I advised the customer that his vehicle is affected by the Insight MIL product update and I explained details from service bulletin #07-038. I advised him that the Honda dealer can service this product update, free of charge. He understood. I thanked him for calling, we ended the call.

*** CASE CREATE 8/21/2009 4:49:51 PM, ahumble

Number = N032009-08-2101609-1, Created in WIP default with due date 08/22/2009 04:49:51 PM.,

*** SUBCASE N032009-08-2101609-1 CREATE 8/21/2009 4:49:51 PM, ahumble, Action Type :

Created in WIP default with due date 08/22/2009 04:49:51 PM.

Case History

Case ID : N032009-08-2101609

Case Title : [REDACTED] P23, Q16

*** SUBCASE N032009-08-2101609-1 MODIFY 8/21/2009 4:49:54 PM, ahumble
into WIP default and Status of Solving.

*** CASE CREATE 8/21/2009 4:50:15 PM, ahumble
Number = N032009-08-2101609-2, Created in WIP default with due date 08/22/2009 04:50:15 PM..

*** SUBCASE N032009-08-2101609-2 CREATE 8/21/2009 4:50:15 PM, ahumble, Action Type :
Created in WIP default with due date 08/22/2009 04:50:15 PM.

*** SUBCASE N032009-08-2101609-2 MODIFY 8/21/2009 4:50:22 PM, ahumble
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 4:50:57 PM, ahumble
into WIP default and Status of Solving.

*** NOTES 8/21/2009 4:52:48 PM, ahumble, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

The customer may be contacting your dealership to schedule an appointment for diagnosis, they advised that they are experiencing an issue with the IMA battery.

The customer may be requesting records for completion of the combination light switch recall (service bulletin #04-015).

The customer may also be requesting to have the Insight MIL product update completed (service bulletin #07-038).

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

Thank you for your attention to this matter.

Ashley Humble
Automobile Customer Service

*** CASE MODIFY 8/21/2009 4:52:56 PM, ahumble
into WIP default and Status of Solving.

*** SUBCASE N032009-08-2101609-1 CLOSE 8/21/2009 4:52:58 PM, ahumble
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032009-08-2101609-2 CLOSE 8/21/2009 4:52:58 PM, ahumble
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/21/2009 4:52:58 PM, ahumble
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032005-07-0800664	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/8/2005 11:02:09 AM
Case Originator :	LeMeitra Atkins (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/20/2005 11:23:17 AM
Case Owner :	Ted Barber (Team HF)	Method :	Phone	Queue :		Days Open :	43
Last Closed By :	Ted Barber (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] GW REQ / IMA BATTERY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1358YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 110,000
In Service Date : 12/18/2000
Months In Use : 55
Engine Number : ECA1 1003117
Originating Dealer No. / Name : 208069 / SAM BOSWELL HONDA
Selling Dealer No. / Name : 208069 / SAM BOSWELL HONDA
Trim : BASE
No. Of Doors : 3
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 : 207614 / HUGHES HONDA
Phone No. : 478-923-3500
Address : 2260 MOODY ROAD
City / State / Zip : WARNER ROBINS, GA 31088
Svc District / Sls District : 07F / D07
Warranty Labor Rate / Date : \$78.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-07-0800664-1 / [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032005-07-0800664-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ted Barber	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2005 3:30:05 PM
Issue Owner : Ted Barber	Type 2 : Operation	Queue :	Close Date : 8/20/2005 11:23:16 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 : 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
1D010-PHM-999RM	BATTERY MODULE	Not Applicable

Case History

Case ID : N032005-07-0800664

Case Title : [REDACTED] - GW REQ / IMA BATTERY

*** CASE CREATE 7/8/2005 11:02:09 AM, latkins

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

*** CASE CAMPAIGN LOOKUP 7/8/2005 11:02:21 AM, latkins

CAMPAIGN CHECK 07/08/2005 11:02:21 AM latkins

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-23; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-05-12; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-27;

*** CASE CLAIMS LOOKUP 7/8/2005 11:02:25 AM, latkins

CLAIM CHECK 07/08/2005 11:02:25 AM latkins

The following Claim History information was found

0; 2003-01-23; 207783; 301518; 510; 122124 ; EMISSIONS RECALL: INSIGHT ECM - REPLACE THE ECM. AFTER
YOU REPLACE THE ECM, REINITIALIZE THE IMMOBILIZER SY

*** CASE EXTENDED WARRANTY LOOKUP 7/8/2005 11:02:26 AM, latkins

WARRANTY CHECK 07/08/2005 11:02:26 AM latkins

No data found for VIN.

*** CASE VSC LOOKUP 7/8/2005 11:02:29 AM, latkins

VSC-CUC CHECK 07/08/2005 11:02:29 AM latkins

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/8/2005 11:04:36 AM, latkins

CAMPAIGN CHECK 07/08/2005 11:04:35 AM latkins

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-23; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-05-12; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-27;

*** CASE CLAIMS LOOKUP 7/8/2005 11:04:50 AM, latkins

CLAIM CHECK 07/08/2005 11:04:50 AM latkins

The following Claim History information was found

0; 2003-01-23; 207783; 301518; 510; 122124 ; EMISSIONS RECALL: INSIGHT ECM - REPLACE THE ECM. AFTER
YOU REPLACE THE ECM, REINITIALIZE THE IMMOBILIZER SY

*** CASE CAMPAIGN LOOKUP 7/8/2005 11:05:59 AM, latkins

CAMPAIGN CHECK 07/08/2005 11:05:58 AM latkins

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-23; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-05-12; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-27;

*** CASE EXTENDED WARRANTY LOOKUP 7/8/2005 11:06:14 AM, latkins

WARRANTY CHECK 07/08/2005 11:06:14 AM latkins

No data found for VIN.

Case History

Case ID : N032005-07-0800664

Case Title [REDACTED] - GW REQ / IMA BATTERY

*** CASE VSC LOOKUP 7/8/2005 11:06:17 AM, latkins

VSC-CUC CHECK 07/08/2005 11:06:17 AM latkins

No data found for VIN.

*** NOTES 7/8/2005 11:16:50 AM, latkins, Action Type : Call from Customer

The customer called in regarding his headlights on his vehicle. The vehicle has had the recall completed on the combination light switch in 2004. The customer states that he has been taking his vehicle to the dealer for the past year and a half for a problem with the battery. The customer is upset because he feels that the dealer is not properly diagnosing his vehicle. They keep saying that the issue cannot be duplicated. The dealer is Carl Gregory Honda and he is very dissatisfied with their performance. The customer has owned a Civic for years and has not had any problems with the vehicle. He wants to purchase the accord hybrid but he is afraid that the same problem will persist. The customer is requesting for AH to assist with the repair of his headlights. The customer states that since Carl Gregory has changed the computer chip, the vehicle gets bad gas mileage, it has not been the same ever since. I provided the customer with the case number and informed him that there is no guarantee that the vehicle will be repaired by AH. I advised the customer that once the case has been reviewed that a case manager will call him. The customer understood and the call was ended.

*** CASE MODIFY 7/8/2005 11:17:26 AM, latkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/8/2005 11:18:08 AM, latkins

into WIP default and Status of Solving.

*** CASE MODIFY 7/8/2005 11:19:46 AM, latkins

into WIP default and Status of Solving.

*** NOTES 7/8/2005 11:24:18 AM, latkins, Action Type : Call from Customer

Hughes Honda diagnosed the vehicle as having Battery management system.

*** CASE MODIFY 7/8/2005 11:24:50 AM, latkins

into WIP default and Status of Solving.

*** CASE ASSIGN 7/8/2005 11:25:15 AM, latkins

N032005-07-0800664 to wnazaret, WIP

*** CASE RULE ACTION 7/8/2005 11:25:17 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/8/2005 12:53:21 PM, wnazaret

into WIP default and Status of Solving.

*** CASE DISPATCH 7/8/2005 12:53:49 PM, wnazaret

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 7/8/2005 3:02:07 PM, tharber

from Queue Honda Team F to WIP default.

*** CASE MODIFY 7/8/2005 3:28:30 PM, tharber

into WIP default and Status of Solving.

*** SUBCASE N032005-07-0800664-1 CREATE 7/8/2005 3:30:05 PM, tharber

Created in WIP Default with Due Date 7/8/2005 3:30:05 PM.

*** CASE MODIFY 7/8/2005 3:30:07 PM, tharber

Case History

Case ID : N032005-07-0800664

Case Title : [REDACTED] GW REQ / IMA BATTERY

into WIP default and Status of Solving.

*** CASE MODIFY 7/8/2005 3:39:09 PM, tbarber

into WIP default and Status of Solving.

*** COMMIT 7/8/2005 3:39:13 PM, tbarber, Action Type : N/A

Made to [REDACTED] due 07/11/2005 03:39:15 PM.

DCS Follow-Up - CARL GREGORY

*** NOTES 7/8/2005 3:39:41 PM, tbarber, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/11/2005

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

Headlight switch, VIN JHMZE1358YT [REDACTED]

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:

Has this issue been diagnosed? If so, what is the diagnosis? Service history? Please advise. 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.

Ted Barber

Automobile Customer Service

(800) 999-1009 x118195

*** CASE MODIFY COMMITMENT 7/8/2005 3:40:00 PM, tbarber

with [REDACTED] due 07/11/2005 05:39:15 PM.

*** NOTES 7/8/2005 3:40:27 PM, tbarber, Action Type : Call to Customer

I called the customer and left a VM introducing myself as the CM assigned to this case and I left my contact information and the case number. I asked him to return my call so we can discuss this issue.

*** CASE MODIFY 7/8/2005 3:40:54 PM, tbarber

into WIP default and Status of Solving.

*** NOTES 7/12/2005 2:15:47 PM, tbarber, Action Type : Call to Customer

I spoke with SA Marcus and he stated that this vehicle has only been at their dealership once and that was on 6/6/05 regarding a low battery. They found the 12V battery to be low and advised him to replace it before additional testing is performed. Customer declined replacing the battery and they have not heard from him since.

*** NOTES 7/12/2005 2:18:07 PM, tbarber, Action Type : Call to Customer

I called the customer at the evening number and left a message with Shari asking him to return my call so we can discuss this issue. I left my contact information and the case number and thanked her for her assistance. Call ended.

*** NOTES 7/12/2005 2:24:57 PM, tbarber, Action Type : Letter/Fax

The following 10-day letter was generated, approved, and mailed to the customer:

July 12, 2005

Case History

Case ID : N032005-07-0800664

Case Title : 7D - [REDACTED] GW REQ / IMA BATTERY

[REDACTED]
Columbus, GA [REDACTED]

Dear [REDACTED]

Thank you for your recent contact to American Honda Motor Co., Inc. regarding your 2000 Honda Insight, VIN JHMZE1358YT [REDACTED]

We have been unable to reach you at the number provided and we wish to speak with you to further discuss your case, as we understand you may have concerns the issue with the headlight on your vehicle.

Please contact me at (800) 999-1009, x118185 between the hours of 7:30 a.m. - 4:00 p.m. Monday - Friday, Pacific Standard Time, to discuss the matter.

If we do not hear back from you within 10 days from the date of the letter, we will assume the matter is settled and close your file until future contact.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Ted Barber
Automobile Customer Services
File # N012005-07-0800664

*** CASE FULFILL 7/12/2005 2:25:30 PM, tbarber

Fulfilled for [REDACTED] due 07/11/2005 05:39:15 PM.

*** COMMIT 7/12/2005 2:26:30 PM, tbarber, Action Type : N/A

extend 10-day deadline 2 7/22

*** CASE MODIFY 7/12/2005 2:27:03 PM, tbarber

into WIP 7 D and Status of Solving.

*** CASE MODIFY 7/12/2005 2:29:57 PM, tbarber

into WIP 7 D and Status of Solving.

*** CASE FULFILL 7/18/2005 3:16:15 PM, tbarber

Fulfilled for [REDACTED] due 07/18/2005 05:00:00 PM.

*** COMMIT 7/18/2005 3:16:22 PM, tbarber, Action Type : N/A

no rps 2 10-day ltr, close case

*** CASE MODIFY 7/18/2005 3:16:42 PM, tbarber

into WIP 7 D and Status of Solving.

*** NOTES 7/22/2005 9:47:11 AM, cpeiffer, Action Type : Call from Customer

The customer contacted AHM regarding this case. I tried to contact the CM. I got the VM. I provided the customer with the name and extension to his CM. I transferred the customer to the CM's VM. The customer was satisfied.

Case History

Case ID : N032005-07-0800664

Case Title : [REDACTED] - GW REQ / IMA BATTERY

*** NOTES 7/25/2005 10:10:04 AM, ecorpuz. Action Type : Call to Customer

Contacted [REDACTED] to f/u on vehicle concerns. The customer stated it is a great vehicle but has been having vehicle concerns before the warranty expired. The customer stated he feels his current concerns are related to a recall. The customer stated he recently used Hughes Honda (207614) because he has been having difficulty with Carl Gregory Honda. The IMA and the check engine light came on at the end of June. The customer stated after a business trip (two weeks sitting at the airport). Hughes Honda (very nice) over \$5000. of computer work. What upsets him is that at around 34K they had been having problems with their Oxygen sensors. They put in a new computer management system and lost about 10mpg. The customer stated his computer is gone and has no headlights on his vehicle. The customer stated he is an advocate of this vehicle. The customer does not feel it is fair that he has to put the worth of it back into the car. What really upsets him that the recall for the headlights supposedly had a recall, but the customer was never informed or no recollection that it was ever performed. I advised the customer to bring his vehicle in for a current, formal diagnosis from a Honda dealership. Once a diagnosis is performed [REDACTED] or the dealership may contact me with the results for review and GW consideration. The customer understood and stated he will bring his vehicle in for a diagnosis then contact me directly. I provided my direct extension and his case number for reference. No further assistance was requested at this time.

*** NOTES 7/26/2005 11:02:55 AM, pburkhar. Action Type : Letter/Fax

On 7/26/05, ACS received a fax from customer in regards to previous issue.

*** CASE RULE ACTION 8/5/2005 10:02:09 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 8/5/2005 10:28:17 AM, tbarber

into WIP 7 D and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/5/2005 10:37:24 AM, tbarber

CAMPAIGN CHECK 08/05/2005 10:37:24 AM tbarber

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-23; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-05-12; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-27;

*** CASE CLAIMS LOOKUP 8/5/2005 10:47:20 AM, tbarber

CLAIM CHECK 08/05/2005 10:47:20 AM tbarber

The following Claim History information was found

0; 2003-01-23; 207783; 301518; 510; 122124 ; EMISSIONS RECALL: INSIGHT ECM - REPLACE THE ECM. AFTER YOU REPLACE THE ECM, REINITIALIZE THE IMMOBILIZER SY

*** CASE CAMPAIGN LOOKUP 8/5/2005 10:49:10 AM, tbarber

CAMPAIGN CHECK 08/05/2005 10:49:10 AM tbarber

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-23; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-05-12; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-04-27;

*** NOTES 8/5/2005 10:49:44 AM, tbarber, Action Type : Call to Customer

I called the customer and introduced myself as the CM assigned to this case and I provided him with my contact information.

He states that since he purchased this vehicle, 2002 with between 20 - 22k miles, the battery cycles, discharges the battery automatically, and if the vehicle is at a stop light and the battery discharges it is extremely difficult for the vehicle to move. He took the vehicle to Mike Patton Honda (207783)

Case History

Case ID : N032005-07-0800664

Case Title : [REDACTED] - GW REQ / IMA BATTERY

and they found an issue with the O2 sensors and the computer chip and they replaced those. He states that since that repair the vehicle lost approximately 20 mpg.

He took the vehicle to Carl Gregory Honda because the battery was still cycling and losing power. He states that they changed the oil, rotated the tires and wanted to charge him \$420 to replace the O2 sensors. He states that shortly after taking the vehicle here the IMA and MIL came on. He took the vehicle to [REDACTED] Honda (207614) and they told him that they need 3 things in order to fix the vehicle. He was quoted \$4500 for this repair.

Customer states that his vehicle does not have headlights, low beams, safety recall #04-015, completed by Carl Gregory (208052) on 4/27/04 with 74,941k miles.

I asked him to allow me to gather some additional information and that I will be in contact with him shortly. He agreed and we ended the call.

*** CASE MODIFY 8/5/2005 10:50:06 AM, tbarber
into WIP 7 D and Status of Solving.

*** NOTES 8/5/2005 11:49:49 AM, tbarber, Action Type : Call to Dealer

I called [REDACTED] Honda and spoke with SM Gene and he confirmed that they retrieved code P1447 (battery module failure). He also confirmed that the low beams are not working and this falls under the combination safety recall, 04-015.

I informed him that customers took a chance with our new technology and we have to stand behind them for doing so. I informed him that I will contact the customer to see if they are willing to contribute \$500 to this repair and AHM will take care of the rest.

I placed him on hold and called [REDACTED] I made the offer to him and he graciously accepted. I told him that I will give the dealer the authorization to proceed with this repair and they will be in contact with him shortly with the details. He thanked us for the assistance and we ended the call.

I returned to SM Gene and informed him that I have made the offer to the customer and they have accepted. I provided him with my authorization number and told him that once the vehicle is repaired I will need the RO & part #s and the warranty price for my records. He understood and we ended the call.

*** SUBCASE N032005-07-0800664-1 MODIFY 8/5/2005 12:08:12 PM, tbarber
into WIP Sub-cases and Status of Solving.

*** CASE FULFILL 8/5/2005 12:08:29 PM, tbarber
Fulfilled for [REDACTED] due 07/21/2005 04:00:00 PM.

*** COMMIT 8/5/2005 12:08:34 PM, tbarber, Action Type : N/A
f/u w/ dlr re: battery rpr - [REDACTED]

*** CASE MODIFY 8/5/2005 12:08:58 PM, tbarber
into WIP 7 D and Status of Solving.

*** CASE MODIFY 8/8/2005 1:43:31 PM, tbarber
into WIP 7 D and Status of Solving.

*** NOTES 8/20/2005 11:22:11 AM, tbarber, Action Type : Call to Dealer

I spoke with SA Steve who stated this repair was completed on 8/12 and provided me with the RO #133095, part #1d010-phm-999rm, and total warranty price of \$4844.53

*** NOTES 8/20/2005 11:22:46 AM, tbarber, Action Type : Call to Customer

Case History

Case ID : N032005-07-0800664

Case Title : 7D [REDACTED] - GW REQ / IMA BATTERY

I called the customer and left a VM informing them that I called to follow up on the IMA battery repair and that I hope it was completed to their satisfaction.
I asked them to call us if they have any further concerns and I left the telephone number and office hours for ACS. Message ended. Case closed.

*** CASE MODIFY 8/20/2005 11:23:11 AM, tbarber
into WIP 7 D and Status of Solving.

*** SUBCASE N032005-07-0800664-1 CLOSE 8/20/2005 11:23:16 AM, tbarber
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/20/2005 11:23:17 AM, tbarber
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012004-06-0801523	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/8/2004 3:36:01 PM
Case Originator :	Samantha Jones (Team SA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/8/2004 3:48:11 PM
Case Owner :	Samantha Jones (Team SA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Samantha Jones (Team SA)	Point of Origin :	Customer	Wipbin :			
Case Title :				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 : SPRING VALLEY, CA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE1358Y
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours :
In Service Date : 03/23/2001
Months In Use : 39
Engine Number : ECA1 1003161
Originating Dealer No. / Name : 207325 / DCH GARDENA HONDA
Selling Dealer No. / Name : 207539 / PACIFIC HONDA
Trim : BASE
No. Of Doors : 3
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
N012004-06-0801523-1 /	CAM Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-06-0801523-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Samantha Jones	Type 1 : Campaign	Status : Subcase Close	Open Date : 6/8/2004 3:47:10 PM
Issue Owner : Samantha Jones	Type 2 : Eligibility	Queue :	Close Date : 6/8/2004 3:48:07 PM
Issue Title : [REDACTED] - CAMPAIGN - INFO/ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : 04-015 /
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 : N012004-06-0801523

Case Title : [REDACTED]

*** CASE CREATE 6/8/2004 3:36:01 PM, sjones

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

*** CASE CLAIMS LOOKUP 6/8/2004 3:36:07 PM, sjones

CLAIM CHECK 06/08/2004 03:36:07 PM sjones

The following Claim History information was found

0; 2003-07-18; 207539; 514936; 510; 412108 ; PRODUCT UPDATE: INSIGHT PARKING BRAKE LEVER. S/B# 03-030

*** CASE VSC LOOKUP 6/8/2004 3:36:09 PM, sjones

VSC-CUC CHECK 06/08/2004 03:36:09 PM sjones

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/8/2004 3:36:24 PM, sjones

CAMPAIGN CHECK 06/08/2004 03:36:24 PM sjones

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-03; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-07-19; FX

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

*** NOTES 6/8/2004 3:47:06 PM, sjones, Action Type : Call from Customer

Customer called me directly--had previous case on a different Honda. Customer is requesting consideration for reimbursement under insight recall 04-015, stating that her headlights had same problem, that her ext warranty/insurance took care of before she sold the car. Customer is seeking reimb. for \$50 deductible she paid for this repair. Customer to fax all docs for review to SCC.

*** SUBCASE N012004-06-0801523-1 CREATE 6/8/2004 3:47:10 PM, sjones

Created in WIP Default with Due Date 6/8/2004 3:47:10 PM.

*** SUBCASE N012004-06-0801523-1 CLOSE 6/8/2004 3:48:07 PM, sjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/8/2004 3:48:08 PM, sjones

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 6/8/2004 3:48:11 PM, sjones

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-04-0600444	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/6/2011 9:57:38 AM
Case Originator :	Dinesha Chavez (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/6/2011 10:20:47 AM
Case Owner :	Dinesha Chavez (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Dinesha Chavez (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 : DENVER, CO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE1373YT
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 145,000
In Service Date : 07/27/2001
Months In Use : 117
Engine Number : ECA1 1003645
Originating Dealer No. / Name : 207978 / JIM SKINNER HONDA
Selling Dealer No. / Name : 208199 / ALBANY HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : RE
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
N032011-04-0600444-1	CAMPAIGN -	Subcase Close	Campaign	Eligibility	712 Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-04-0600444-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Dinesha Chavez	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/6/2011 10:20:22 AM
Issue Owner : Dinesha Chavez	Type 2 : Eligibility	Queue :	Close Date : 4/6/2011 10:20:47 AM
Issue Title : XXXXXXXXXX CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Cold
Resolutions : Referred to Dealer
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 : N032011-04-0600444

Case Title : [REDACTED]

*** CASE CREATE 4/6/2011 9:57:38 AM, dchavez

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

*** CASE MODIFY 4/6/2011 10:05:27 AM, dchavez

into WIP Default and Status of Solving.

*** CASE MODIFY 4/6/2011 10:08:10 AM, dchavez

into WIP Default and Status of Solving.

*** NOTES 4/6/2011 10:18:47 AM, dchavez, Action Type : Call from Customer

Customer called in and I verified the contact information

He states that he is having an issue with the low beams and high beams on his vehicle's headlights.

I verified that he was part of the combination light switch recall, but that there was a repair done back in June of 2004

He states that he would like to know if he is still under warranty for the repair or if it has been repaired, does that mean the dealership will not assist him.

I explained that we cannot assume that the problem he is having is campaign related. He needs to take the vehicle to the Honda dealership to have it diagnosed.

I explained that I am not a technician and that I can only read what the SB states.

I then stated that once the diagnosis is done, and if the parts that are in the recall need to be replaced, then he would be eligible for a second repair.

Any other parts or issues would be at his own cost for repair.

He understood and thanked me for the information

He declined the dealer information stating that he already has that and will contact them to schedule an appointment

Nothing further was needed

*** CASE MODIFY 4/6/2011 10:18:52 AM, dchavez

into WIP Default and Status of Solving.

*** CASE CREATE 4/6/2011 10:20:22 AM, dchavez

Number = N032011-04-0600444-1, Created in WIP Default with due date 04/07/2011 10:20:22 AM..

*** SUBCASE N032011-04-0600444-1 CREATE 4/6/2011 10:20:22 AM, dchavez, Action Type :

Created in WIP Default with due date 04/07/2011 10:20:22 AM.

*** SUBCASE N032011-04-0600444-1 MODIFY 4/6/2011 10:20:43 AM, dchavez

into WIP Default and Status of Solving.

*** CASE MODIFY 4/6/2011 10:20:46 AM, dchavez

into WIP Default and Status of Solving.

*** SUBCASE N032011-04-0600444-1 CLOSE 4/6/2011 10:20:47 AM, dchavez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/6/2011 10:20:47 AM, dchavez

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

Case Details

Case ID :	N012003-09-0400556	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/4/2003 9:11:10 AM
Case Originator :	Rebecca Collins (Team AB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/4/2003 9:17:55 AM
Case Owner :	Rebecca Collins (Team AB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Rebecca Collins (Team AB)	Point of Origin :	Customer	Wipbin :			
Case Title :	MULTIFUNCTION 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 : HOUSTON, TX
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE137XYT
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 115,000
In Service Date : 09/12/2000
Months In Use : 36
Engine Number : ECA1 1004121
Originating Dealer No. / Name : 206603 / RUSSELL & SMITH HONDA
Selling Dealer No. / Name : 206603 / RUSSELL & SMITH HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-09-0400556-1 - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-09-0400556-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rebecca Collins	Type 1 : Product	Status : Subcase Close	Open Date : 9/4/2003 9:16:59 AM
Issue Owner : Rebecca Collins	Type 2 : Operation	Queue :	Close Date : 9/4/2003 9:17:51 AM
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
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 : N012003-09-0400556

Case Title : [REDACTED] - MULTIFUNCTION SWITCH

*** CASE CREATE 9/4/2003 9:11:10 AM, rcolli01

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

*** CASE MODIFY 9/4/2003 9:11:25 AM, rcolli01

into WIP default and Status of Solving.

*** NOTES 9/4/2003 9:16:44 AM, rcolli01, Action Type : Call from Customer

[REDACTED] from Twin 2/2003 the customer's headlights were not working. The multifunction switch was replaced. It cost the customer about \$60. Since then the customer has put 28,000 miles on the vehicle. The part has failed again. He wanted to know if the customer can get goodwill. He said he is a very good customer at the dealer.

[REDACTED] tired to get Mark Martin, the DPSM, but has not called back.

Just at that moment, Mark walked into the dealership. He said that he would take care of the customer. No further assistance needed.

*** CASE MODIFY 9/4/2003 9:16:53 AM, rcolli01

into WIP default and Status of Solving.

*** SUBCASE N012003-09-0400556-1 CREATE 9/4/2003 9:16:59 AM, rcolli01

Created in WIP Default with Due Date 9/4/2003 9:16:59 AM.

*** SUBCASE N012003-09-0400556-1 CLOSE 9/4/2003 9:17:51 AM, rcolli01

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/4/2003 9:17:55 AM, rcolli01

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-06-0101162	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/1/2011 12:38:22 PM
Case Originator :	Erin Quintero (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/1/2011 12:47:53 PM
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 NOT WORKING				No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1378Y1 [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 86,000
In Service Date : 09/12/2000
Months In Use : 129
Engine Number : ECA1 1004102
Originating Dealer No. / Name : 207676 / AUTOWEST HONDA-ROSEVILLE
Selling Dealer No. / Name : 207676 / AUTOWEST HONDA-ROSEVILLE
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-0101162-1 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-06-0101162-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erin Quintero	Type 1 : Product	Status : Subcase Close	Open Date : 6/1/2011 12:44:37 PM
Issue Owner : Erin Quintero	Type 2 : Operation	Queue :	Close Date : 6/1/2011 12:45:14 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 : Assist Denied, Documented Concern, Referred to Website, Referred
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-06-0101162

Case Title : [REDACTED] - HEADLIGHTS NOT WORKING

*** CASE CREATE 6/1/2011 12:38:22 PM, emataali

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

*** CASE MODIFY 6/1/2011 12:40:46 PM, emataali

into WIP default and Status of Solving.

*** CASE MODIFY 6/1/2011 12:43:47 PM, emataali

into WIP default and Status of Solving.

*** SUBCASE N012011-06-0101162-1 CREATE 6/1/2011 12:44:37 PM, emataali

Created in WIP Default with Due Date 6/1/2011 12:44:37 PM.

*** SUBCASE N012011-06-0101162-1 CLOSE 6/1/2011 12:45:14 PM, emataali

Status = Solving, Resolution Code = Instruction Given

*** NOTES 6/1/2011 12:47:35 PM, emataali, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Customer went today to turn on his headlights and it wouldn't turn on. Customer states he did some research and found there may have been a recall. Customer states this just started today and it has been driving fine since he has owned the vehicle for about 6 months. Customer would like to know if the recall for the wire harness that can affect his headlights applies to his vehicle.

ACS placed the customer on hold with his permission to research the information he was requesting. Customer states he called his local Honda dealership and told him that everything that was issued for the recall was done and he was the one that told the customer about that problem with the wire harness, but the dealership had not seen the vehicle yet. ACS advised the customer if he needs to repair the vehicle, AHM would not be in the position to provide that assistance since he is way outside of the manufacturer's warranty. ACS referred the customer to his local Honda dealership or an IRF to inspect to see what's wrong with his headlights. ACS referred the customer to www.ahm-ownerlink.com <<http://www.ahm-ownerlink.com>> for more information on what recalls his vehicle was a part of and he didn't need me to walk him through the process.

Customer was thanked and didn't need further assistance.

*** CASE MODIFY 6/1/2011 12:47:49 PM, emataali

into WIP default and Status of Solving.

*** CASE CLOSE 6/1/2011 12:47:53 PM, emataali

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-08-3000829	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/30/2011 11:02:08 AM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/30/2011 11:10:21 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 :				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. :
Model / Year :
Model ID / Product Line :
Miles / Hours :
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
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 : 208360 / MARIN HONDA
Phone No. : 415-924-8990
Address : 2 SHORELINE PKWY
City / State / Zip : SAN RAFAEL, CA 94901
Svc District / Sls District : 12B / A12
Warranty Labor Rate / Date : \$134.00 /
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
N032011-08-3000829-1 /	CAMPAIGN	Subcase Close	Campaign	Eligibility	712 Headlights

Issue Details

Issue ID : N032011-08-3000829-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/30/2011 11:09:57 AM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 8/30/2011 11:10:21 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-08-3000829

Case Title : [REDACTED] P23

*** CASE CREATE 8/30/2011 11:02:08 AM, psamanie

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

*** CASE MODIFY 8/30/2011 11:02:38 AM, psamanie

into WIP default and Status of Solving.

*** NOTES 8/30/2011 11:09:41 AM, psamanie, Action Type : Call from Customer

The customer called stating that his low beam headlights are not working. The customer stated that he took the vehicle to Marin Honda for diagnosis and it was confirmed that he has the same problem as P23. The customer advised that he was explained at the dealer that since the recall was already completed it can not be covered again. The customer asked for assistance. I advised that as long as the Honda dealer confirmed that the vehicle has the same exact defect and cause the repair can be covered a second time. I provided the case number and advised to speak to the sm at the dealer. I advised if he is not able to assist to call AHM back. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

*** CASE MODIFY 8/30/2011 11:09:46 AM, psamanie

into WIP default and Status of Solving.

*** CASE CREATE 8/30/2011 11:09:57 AM, psamanie

Number = N032011-08-3000829-1, Created in WIP default with due date 08/31/2011 11:09:57 AM..

*** SUBCASE N032011-08-3000829-1 CREATE 8/30/2011 11:09:57 AM, psamanie, Action Type :

Created in WIP default with due date 08/31/2011 11:09:57 AM.

*** CASE MODIFY 8/30/2011 11:10:19 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE N032011-08-3000829-1 CLOSE 8/30/2011 11:10:21 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/30/2011 11:10:21 AM, psamanie

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

Case Details

Case ID : N012003-06-2501176 Division : Honda - Auto Condition : Closed Open Date : 6/25/2003 2:30:31 PM
Case Originator : Stephanie Durham (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 6/25/2003 2:32:07 PM
Case Owner : Stephanie Durham (Team HE) Method : Phone Queue : Days Open : 0
Last Closed By : Stephanie Durham (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] TECHNICAL ? 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 : WARRINGTON, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1353YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 78,000
In Service Date : 05/17/2001
Months In Use : 25
Engine Number : ECA1 1004362
Originating Dealer No. / Name : 207793 / KEENAN HONDA
Selling Dealer No. / Name : 207793 / KEENAN HONDA
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-06-2501176-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-06-2501176-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Stephanie Durham	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2003 2:31:52 PM
Issue Owner : Stephanie Durham	Type 2 : Operation	Queue :	Close Date : 6/25/2003 2:32:07 PM
Issue Title : [REDACTED] - PRODUCT INFORMATION - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : 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 : N012003-06-2501176

Case Title : [REDACTED] TECHNICAL ?

*** CASE CREATE 6/25/2003 2:30:31 PM, sdurham

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

*** NOTES 6/25/2003 2:30:31 PM, sdurham, Action Type :

The customer states the low beam lights went out at the same time, he replaced the bulbs and they still weren't working. I advised him to contact the dealer he states " he' d rather drive his car in to the river" before that. He stated he's doing his own minor repairs etc. I provided him the number to Helm to purchase a shop manual, the thanked me for the info.

*** SUBCASE N012003-06-2501176-1 CREATE 6/25/2003 2:31:52 PM, sdurham

Created in WIP Default with Due Date 6/25/2003 2:31:52 PM.

*** CASE MODIFY 6/25/2003 2:32:02 PM, sdurham

into WIP default and Status of Solving.

*** SUBCASE N012003-06-2501176-1 CLOSE 6/25/2003 2:32:07 PM, sdurham

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2003 2:32:07 PM, sdurham

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032006-02-1000433	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/10/2006 9:36:59 AM
Case Originator :	Caryn Peiffer (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/16/2006 1:32:36 PM
Case Owner :	Jig Patel (Team MA)	Method :	Phone	Queue :		Days Open :	6
Last Closed By :	Jig Patel (Team MA)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH GOOD 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 : LAKE MILTON, OH
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE1351Y1
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 114,000
In Service Date : 03/17/2001
Months In Use : 59
Engine Number : ECA1 1004358
Originating Dealer No. / Name : 207128 / PARK HONDA
Selling Dealer No. / Name : 207128 / PARK HONDA
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : RE
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 : 208313 / CLASSIC HONDA
Phone No. : 330-422-7000
Address : 900 CLASSIC DRIVE
City / State / Zip : STREETSBORO, OH 44241
Svc District / Sls District : 04G / C04
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
N032006-02-1000433-1 - PR	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032006-02-1000433-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jig Patel	Type 1 : Product	Status : Subcase Close	Open Date : 2/14/2006 6:32:37 AM
Issue Owner : Jig Patel	Type 2 : Operation	Queue :	Close Date : 2/16/2006 1:32:36 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 : 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 : N032006-02-1000433

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH GOODWILL RE

*** CASE CREATE 2/10/2006 9:36:59 AM, cpeiffer

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

*** CASE EXTENDED WARRANTY LOOKUP 2/10/2006 9:37:02 AM, cpeiffer

WARRANTY CHECK 02/10/2006 09:37:02 AM cpeiffer

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/10/2006 9:37:07 AM, cpeiffer

CLAIM CHECK 02/10/2006 09:37:07 AM cpeiffer

The following Claim History information was found

0; 2004-02-02; 208313; 264421; 510; 122124 ; EMISSIONS RECALL: INSIGHT ECM - REPLACE THE ECM. AFTER
YOU REPLACE THE ECM, REINITIALIZE THE IMMOBILIZER S

*** CASE CAMPAIGN LOOKUP 2/10/2006 9:37:11 AM, cpeiffer

CAMPAIGN CHECK 02/10/2006 09:37:11 AM cpeiffer

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-01-07; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-02; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-

*** CASE VSC LOOKUP 2/10/2006 9:37:13 AM, cpeiffer

VSC-CUC CHECK 02/10/2006 09:37:13 AM cpeiffer

No data found for VIN.

*** CASE MODIFY 2/10/2006 9:37:24 AM, cpeiffer

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/10/2006 9:37:47 AM, cpeiffer

CAMPAIGN CHECK 02/10/2006 09:37:47 AM cpeiffer

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-01-07; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-02; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-

*** CASE CLAIMS LOOKUP 2/10/2006 9:37:58 AM, cpeiffer

CLAIM CHECK 02/10/2006 09:37:58 AM cpeiffer

The following Claim History information was found

0; 2004-02-02; 208313; 264421; 510; 122124 ; EMISSIONS RECALL: INSIGHT ECM - REPLACE THE ECM. AFTER
YOU REPLACE THE ECM, REINITIALIZE THE IMMOBILIZER S

*** CASE CAMPAIGN LOOKUP 2/10/2006 9:38:02 AM, cpeiffer

CAMPAIGN CHECK 02/10/2006 09:38:02 AM cpeiffer

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2002-01-07; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-02; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2004-

*** CASE MODIFY 2/10/2006 9:38:44 AM, cpeiffer

Case History

Case ID : N032006-02-1000433

Case Title :

COMBINATION LIGHT SWITCH GOODWILL RE

into WIP default and Status of Solving.

*** NOTES 2/10/2006 9:42:13 AM, cpeiffer, Action Type : Call from Customer

The customer contacted AHM because he feels that the vehicle is having the same problems as the combination light switch recall outlines. The customer understands that we show it as repaired.

The customer will take the vehicle to Classic Honda. The customer is asking that AHM review the repair for goodwill assistance because he feels that the recall work was never done and that if they had done it, it would not have failed.

The customer has owned 2 Hondas.

The customer services this own vehicle but has taken it to Park Honda.

The vehicle is now with the customer.

I explained to the customer that I would forward this case to a CM, and they would make the decision on a case-by-case basis. I gave the customer the case number.

I thanked the customer for calling; the customer needed no further assistance. The customer was satisfied

*** CASE MODIFY 2/10/2006 9:42:15 AM, cpeiffer

into WIP default and Status of Solving.

*** CASE ASSIGN 2/10/2006 9:42:21 AM, cpeiffer

N032006-02-1000433 to mrivas, WIP

*** CASE RULE ACTION 2/10/2006 9:42:22 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 2/10/2006 10:07:47 AM, mrivas

from WIP default to Queue Honda Team B.

*** CASE ACCEPT 2/10/2006 10:41:54 AM, jpatel

from Queue Honda Team B to WIP Default.

*** CASE MODIFY 2/10/2006 10:42:16 AM, jpatel

into WIP Default and Status of Solving.

*** SUBCASE N032006-02-1000433-1 CREATE 2/14/2006 6:32:37 AM, jpatel

Created in WIP Default with Due Date 2/14/2006 6:32:37 AM.

*** CASE MODIFY 2/14/2006 6:32:50 AM, jpatel

into WIP Default and Status of Solving.

*** CASE MODIFY 2/14/2006 6:32:56 AM, jpatel

into WIP Default and Status of Solving.

*** COMMIT 2/14/2006 6:32:58 AM, jpatel, Action Type : N/A

Classic**headlight switch

*** CASE MODIFY 2/16/2006 10:56:53 AM, jpatel

into WIP District 4F and Status of Solving.

*** NOTES 2/16/2006 1:31:45 PM, jpatel, Action Type : Call to Dealer

Case History

Case ID : N032006-02-1000433

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH GOODWILL RE

Made follow up call with dealership and spoke with Joe-SM. He advised me that the made the repairs under DPSM GW and the customer has picked up the vehicle.

*** NOTES 2/16/2006 1:31:58 PM, jpatel, Action Type : Call to Customer

Made follow up call with customer and left message. I advised customer that I was following up the recent repairs that were made to their vehicle. I advised customer to contact me if they had any further questions/comments/concerns. I provided my contact info.

*** CASE MODIFY 2/16/2006 1:32:21 PM, jpatel

into WIP District 4F and Status of Solving.

*** SUBCASE N032006-02-1000433-1 CLOSE 2/16/2006 1:32:36 PM, jpatel

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2006 1:32:36 PM, jpatel

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032011-03-2300087	Division : Honda - Auto	Condition : Closed	Open Date : 3/23/2011 6:50:28 AM
Case Originator : Andrea Hurel (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 3/23/2011 7:12:05 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]		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 : WAYNESBORO, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1351YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 120,000
In Service Date : 04/28/2001
Months In Use : 119
Engine Number : ECA1 1004584
Originating Dealer No. / Name : 207478 / BERNARDI HONDA
Selling Dealer No. / Name : 207478 / BERNARDI HONDA
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-03-2300087-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-03-2300087-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrea Hurel	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/23/2011 6:57:03 AM
Issue Owner : Andrea Hurel	Type 2 : Eligibility	Queue :	Close Date : 3/23/2011 7:12:04 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 : N032011-03-2300087

Case Title : [REDACTED] R23

*** CASE CREATE 3/23/2011 6:50:28 AM, ahurel

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

*** CASE MODIFY 3/23/2011 6:51:53 AM, ahurel

into WIP default and Status of Solving.

*** NOTES 3/23/2011 6:56:40 AM, ahurel, Action Type : Call from Customer

The customer is calling in regards to the combination light switch recall. The customer stated he may have the same issue again. The customer would like to know if his vehicle has a recall for the ignition switch. I informed the customer that he recall shows it was completed in 2006. I informed the customer to take the vehicle to his nearest Honda dealership for a diagnosis. I informed the customer if it is the same issue the dealership will complete the recall again. The customer thanked me and needed no further assistance. Customer's information was verified.

*** CASE CREATE 3/23/2011 6:57:03 AM, ahurel

Number = N032011-03-2300087-1, Created in WIP default with due date 03/24/2011 06:57:03 AM..

*** SUBCASE N032011-03-2300087-1 CREATE 3/23/2011 6:57:03 AM, ahurel, Action Type :

Created in WIP default with due date 03/24/2011 06:57:03 AM.

*** CASE MODIFY 3/23/2011 6:57:22 AM, ahurel

into WIP default and Status of Solving.

*** SUBCASE N032011-03-2300087-1 CLOSE 3/23/2011 7:12:04 AM, ahurel

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/23/2011 7:12:05 AM, ahurel

into WIP default and Status of Solving.

*** CASE CLOSE 3/23/2011 7:12:05 AM, ahurel

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-07-0100124	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/1/2011 6:59:33 AM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	7/1/2011 7:07:16 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 :				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 : GRAND RAPIDS, MI
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE1358YT
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours :
In Service Date : 04/13/2001
Months In Use : 123
Engine Number : ECA1 1004799
Originating Dealer No. / Name : 207981 / CROWN HONDA
Selling Dealer No. / Name : 207981 / CROWN HONDA
Trim : BASE
No. Of Doors : 3
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
N032011-07-0100124-1 /	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-07-0100124-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/1/2011 7:06:49 AM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 7/1/2011 7:07:16 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 : N032011-07-0100124

Case Title : [REDACTED] - P23

*** CASE CREATE 7/1/2011 6:59:33 AM, psamanie

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

*** NOTES 7/1/2011 7:06:26 AM, psamanie, Action Type : Call from Customer

The customer called stating that his low beam headlights are out. The customer stated that last year they went out but eventually started working again. The customer stated that he was advised at a Honda dealer that P23 was already completed. The customer stated that he believes it is the same issue. I advised to take the vehicle for a diagnosis at a Honda dealer. I advised if the dealer finds the same exact defect as the recall the repair may be covered. L07,Q50. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

*** CASE CREATE 7/1/2011 7:06:49 AM, psamanie

Number = N032011-07-0100124-1, Created in WIP default with due date 07/02/2011 07:06:49 AM..

*** SUBCASE N032011-07-0100124-1 CREATE 7/1/2011 7:06:49 AM, psamanie, Action Type :

Created in WIP default with due date 07/02/2011 07:06:49 AM.

*** CASE MODIFY 7/1/2011 7:07:14 AM, psamanie

into WIP default and Status of Solving.

*** SUBCASE N032011-07-0100124-1 CLOSE 7/1/2011 7:07:16 AM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/1/2011 7:07:16 AM, psamanie

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

Case Details

Case ID : N032011-11-1701597	Division : Honda - Auto	Condition : Closed	Open Date : 11/17/2011 2:02:34 PM
Case Originator : Laura Aldrich (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 11/17/2011 2:17:54 PM
Case Owner : Laura Aldrich (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Laura Aldrich (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] 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 : DELRAY BEACH, FL [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1350YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours :
In Service Date : 11/06/2000
Months In Use : 132
Engine Number : ECA1 1004855
Originating Dealer No. / Name : 208197 / SCHAEFER & STROHMINGER HOND
Selling Dealer No. / Name : 208197 / SCHAEFER & STROHMINGER HOND
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-11-1701597-1 / [REDACTED] - CA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-11-1701597-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/17/2011 2:11:37 PM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 11/17/2011 2:11:45 PM
Issue Title : [REDACTED]	- CAMPAIGN - ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-11-1701597

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH

*** CASE CREATE 11/17/2011 2:02:34 PM, laldrich

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

*** CASE CREATE 11/17/2011 2:11:37 PM, laldrich

Number = N032011-11-1701597-1, Created in WIP default with due date 11/18/2011 02:11:37 PM..

*** SUBCASE N032011-11-1701597-1 CREATE 11/17/2011 2:11:37 PM, laldrich, Action Type :

Created in WIP default with due date 11/18/2011 02:11:37 PM.

*** SUBCASE N032011-11-1701597-1 MODIFY 11/17/2011 2:11:43 PM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032011-11-1701597-1 CLOSE 11/17/2011 2:11:45 PM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/17/2011 2:12:20 PM, laldrich

into WIP default and Status of Solving.

*** NOTES 11/17/2011 2:17:44 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 combination switch. His low beams have gone out.

He called the dealership, they stated they didn't see the recall.

Per CRMS, I verified the vehicle was included in the recall and has been completed. I suggested he have the vehicle diagnosed at a dealership and then if it is determined the issue is related to the recall he can speak with the SM and they will contact AHM for assistance.

*** CASE MODIFY 11/17/2011 2:17:49 PM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 11/17/2011 2:17:54 PM, laldrich

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-12-0800166	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/8/2010 7:16:16 AM
Case Originator :	Amanda Esquivel (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/8/2010 7:24:23 AM
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 : STATEN ISLAND, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1371YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours :
In Service Date : 01/31/2002
Months In Use : 107
Engine Number : ECA1 1004933
Originating Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND
Selling Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : RE
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
N032010-12-0800166-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-12-0800166-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/8/2010 7:22:28 AM
Issue Owner : Amanda Esquivel	Type 2 : Eligibility	Queue :	Close Date : 12/8/2010 7:24:23 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 : N032010-12-0800166

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 12/8/2010 7:16:16 AM, aesquive

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

*** CASE MODIFY 12/8/2010 7:16:34 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 12/8/2010 7:17:34 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 12/8/2010 7:18:13 AM, aesquive, Action Type : Call from Customer

Client states his headlights went out and he smelled burning wires. He located a recall online for his VIN. I confirmed his vehicle was included in combination light switch recall but it shows as performed in 2005. I explained that if they feel this is the same issue they can have the vehicle diagnosed at an authorized Honda dealership and if they can confirm it, they will take care of the recall again. If it is not related they will be responsible for the diagnosis fee.

verified information

*** CASE MODIFY 12/8/2010 7:18:15 AM, aesquive

into WIP default and Status of Solving.

*** CASE CREATE 12/8/2010 7:22:28 AM, aesquive

Number = N032010-12-0800166-1, Created in WIP default with due date 12/09/2010 07:22:28 AM..

*** SUBCASE N032010-12-0800166-1 CREATE 12/8/2010 7:22:28 AM, aesquive, Action Type :

Created in WIP default with due date 12/09/2010 07:22:28 AM.

*** CASE MODIFY 12/8/2010 7:24:21 AM, aesquive

into WIP default and Status of Solving.

*** SUBCASE N032010-12-0800166-1 CLOSE 12/8/2010 7:24:23 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/8/2010 7:24:23 AM, aesquive

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012003-11-2600087	Division : Honda - Auto	Condition : Closed	Open Date : 11/26/2003 7:08:10 AM
Case Originator : Holly Muhammad (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/29/2003 8:57:30 AM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 33
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - DEALER SERVICE PRICING		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1354YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 148,000
In Service Date : 01/24/2001
Months In Use : 34
Engine Number : ECA1 1005010
Originating Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY
Selling Dealer No. / Name : 207669 / HONDA CARS OF MCKINNEY
Trim : BASE
No. Of Doors : 3
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 : 207669 / HONDA CARS OF MCKINNEY
Phone No. : 972-529-9600
Address : 601 S. CENTRAL EXPWY
City / State / Zip : MCKINNEY, TX 75070
Svc District / Sls District : 03F / A03
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-11-2600087-1 [REDACTED] - PRO	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012003-11-2600087-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 11/26/2003 9:14:31 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 12/29/2003 8:57:17 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-11-2600087

Case Title : [REDACTED] - DEALER SERVICE PRICING

*** CASE CREATE 11/26/2003 7:08:10 AM, hmuhamma

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

*** NOTES 11/26/2003 7:08:10 AM, hmuhamma, Action Type :

Customer stated that it is going to cost him \$2,000.00 to replace a \$5.00 part. Customer stated that he was driving at night, and the lights went totally black. Customer stated he took his vehicle to Honda Cars of McKinney, 207669. The dealer found a connector, plastic pin, on the harness, which melted. Customer stated that it is going to cost over \$2,000.00 to repair his vehicle. Customer is requesting AHM reduce the cost of the repair.

Customer is requesting AHM contact the dealer, and provide him with an explanation as to why he will be charged over \$2,000.00 for the repair. Customer is requesting AHM reduce the cost of the repair.

I provided the customer with his case number, and explained a RCM will contact him in 3-5 business days.

*** CASE MODIFY 11/26/2003 7:08:27 AM, hmuhamma

into WIP NEW CASES and Status of Solving.

*** CASE DISPATCH 11/26/2003 7:08:46 AM, hmuhamma

from WIP NEW CASES to Queue Team B.

*** CASE MODIFY 11/26/2003 7:09:45 AM, hmuhamma

into WIP NEW CASES and Status of Solving.

*** CASE ASSIGN 11/26/2003 7:33:04 AM, tyamatsu

N012003-11-2600087 to kogawa, WIP □

*** CASE RULE ACTION 11/26/2003 7:33:05 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 11/26/2003 9:12:38 AM, kogawa, Action Type : Call to Dealer

Left message on Jeff's (SM 207669) for call back to review nature of failure and nature of customer's request.

*** CASE MODIFY 11/26/2003 9:12:45 AM, kogawa

into WIP Default and Status of Solving.

*** COMMIT 11/26/2003 9:13:06 AM, kogawa, Action Type :

Made to [REDACTED] due 12/01/2003 09:13:09 AM.

DCS Follow-Up

*** NOTES 11/26/2003 9:13:57 AM, kogawa, Action Type : Dealer Communication

ATTN: Jeff, SERVICE MANAGER

RESOLUTION DUE DATE : 12/1/2003

Jeff, customer called us today with the following info. Please call me to review status, 800-999-1009 x118043.

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

Customer stated that it is going to cost him \$2,000.00 to replace a \$5.00 part. Customer stated that he was driving at night, and the lights went totally black. Customer stated he took his vehicle to Honda Cars of McKinney, 207669. The dealer found a connector, plastic pin, on the harness, which melted. Customer stated that it is going to cost over \$2,000.00 to repair his vehicle. Customer is requesting AHM reduce the cost of the repair.

Customer is requesting AHM contact the dealer, and provide him with an explanation as to why he will be charged over \$2,000.00 for the repair. Customer

Case History

Case ID : N012003-11-2600087

Case Title : [REDACTED] DEALER SERVICE PRICING

is requesting AHM reduce the cost of the repair.

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

Kentaro Ogawa
Automobile Customer Service

*** SUBCASE N012003-11-2600087-1 CREATE 11/26/2003 9:14:31 AM, kogawa

Created in WIP Default with Due Date 11/26/2003 9:14:31 AM.

*** CASE MODIFY 11/26/2003 9:14:43 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 12/4/2003 9:05:00 AM, kogawa, Action Type : Call to Customer

Called customer, left message on name id voicemail for call back.

*** NOTES 12/4/2003 9:07:19 AM, kogawa, Action Type : Call to Dealer

Left message on SM Jeff's voicemail asking for follow up/call back to DCS sent last week.

*** CASE FULFILL 12/4/2003 9:07:25 AM, kogawa

Fulfilled for [REDACTED] due 12/01/2003 09:13:09 AM.

*** COMMIT 12/4/2003 9:07:26 AM, kogawa, Action Type : N/A

ccb? dlr cb?

*** NOTES 12/5/2003 2:41:00 PM, kogawa, Action Type : Call to Customer

Called customer, left message on name id voicemail for call back.

*** NOTES 12/5/2003 2:56:51 PM, kogawa, Action Type : Call to Dealer

Clint in service advises \$690 was parts, and with 13.5 hours of labor involved, customer pay is \$1890.07. Car is still in shop, customer has not picked up the car. Spoke to Jeff (SM) in service. Advised to Jeff that the high mileage limits our ability to offer assistance, but AHM is prepared to cover cost of parts (\$690) in the interest of customer satisfaction. Jeff will contact customer and call me back.

*** CASE MODIFY 12/5/2003 2:57:10 PM, kogawa

into WIP Service and Status of Solving.

*** NOTES 12/12/2003 1:55:41 PM, kogawa, Action Type : Call to Customer

Called customer, left message on ans machine for call back. Goodwill offer accepted?

*** CASE FULFILL 12/12/2003 1:55:47 PM, kogawa

Fulfilled for [REDACTED] due 12/11/2003 12:00:00 AM.

*** COMMIT 12/12/2003 1:55:48 PM, kogawa, Action Type : N/A

ccb? high mileage insight repairs.

*** NOTES 12/15/2003 2:16:18 PM, kogawa, Action Type : Call from Dealer

Service director Mr. Grant advises it appears that customer paid for the \$1900 repair. Jeff is not in today, he will call me back on 12/16 for resolution.

*** CASE MODIFY 12/15/2003 2:16:22 PM, kogawa

into WIP Service and Status of Solving.

*** NOTES 12/17/2003 11:21:26 AM, kogawa, Action Type : Call to Dealer

Case History

Case ID : N012003-11-2600087

Case Title : [REDACTED] - DEALER SERVICE PRICING

Left message for Jeff (SM) to call me back. ACS has not heard back from dealer or customer.

*** NOTES 12/18/2003 11:01:29 AM, kogawa, Action Type : Call to Customer

Called customer, left message onname identified answering machine if matter has not been resolved. Advised will be presuming matter resolved if receive no response.

*** NOTES 12/18/2003 11:02:04 AM, kogawa, Action Type : Call from Dealer

Jeff in service left me a voicemail advising has left messages for customer and has not heard back.

*** CASE FULFILL 12/18/2003 11:05:20 AM, kogawa

Fulfilled for [REDACTED] due 12/18/2003 12:00:00 AM.

*** COMMIT 12/18/2003 11:05:25 AM, kogawa, Action Type : N/A

ccb? close.

*** CASE RULE ACTION 12/24/2003 7:08:10 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 12/29/2003 8:57:02 AM, kogawa, Action Type : Note-General

No response from customer. Closed.

*** SUBCASE N012003-11-2600087-1 CLOSE 12/29/2003 8:57:17 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 12/29/2003 8:57:23 AM, kogawa

Fulfilled for [REDACTED] due 12/26/2003 12:00:00 AM.

*** CASE CLOSE 12/29/2003 8:57:30 AM, kogawa

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 :	N032006-01-3100302	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/31/2006 8:38:26 AM
Case Originator :	Tonya Piceno (Team HI)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/22/2006 2:33:37 PM
Case Owner :	Judy Rawls (Team CB)	Method :	Mail	Queue :		Days Open :	22
Last Closed By :	Judy Rawls (Team CB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH REIMBURSEMENT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1371YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 77,759
In Service Date : 12/19/2000
Months In Use : 61
Engine Number : ECA1 1005227
Originating Dealer No. / Name : 207992 / O'DONNELL HONDA
Selling Dealer No. / Name : 207992 / O'DONNELL HONDA
Trim : AUTO-AC
No. Of Doors : 3
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 : 207992 / O'DONNELL HONDA
Phone No. : 410-461-5000
Address : 8620 BALTIMORE NATL PK
City / State / Zip : ELLICOTT CITY, MD 21043
Svc District / SIs District : 06F / B06
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
N032006-01-3100302-1 / [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-01-3100302-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shelon Chacon	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/13/2006 2:16:42 PM
Issue Owner : Judy Rawls	Type 2 : Eligibility	Queue :	Close Date : 2/22/2006 2:33:31 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information, Assist - AHM 100%, CR Generated Gdwill
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S3Y-306	SET, COMBI SW SERVIC	Warranty

Check Req Info :

Check Requisition No. : 1413
Primary Amount : \$265.77
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$265.77
Approved By : schacon
Approval Date : 2/14/2006
Status : PROCESSED
Check No. : 1551772
Check Date : 2/17/2006

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : ELLICOTT CITY, MD [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35012-S3Y-306

Case History

Case ID : N032006-01-3100302

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

*** CASE CREATE 1/31/2006 8:38:26 AM, tpiceno

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

*** NOTES 1/31/2006 8:38:27 AM, tpiceno, Action Type :

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

AHM received a half page Request For Reimbursement-Headlight Switch filled out by the customer.

AHM received a three page invoice #HOCS688834, from O'Donnell Honda, dated 01/24/2004 for the total of \$464.70. The mileage at the time of the repair was 77,759.

The invoice stated the following:

Job#1

75,000 mile maintenance

Performed 75K schedule maintenance

Replace engine oil and filter replace oil drain bolt

Washer, rotate tires (best in front) check front and rear brakes, inspect suspension components for damage or worn bushings. Inspect drive shaft boots. Replace air filter change engine coolant with genuine Honda antifreeze, fill washer fluid inspect belts and hoses, set tire pressure.

Job#2

Engine control module recall

Failed part #37820-PHM-A01

Job#3

IMA controller recall

Job#4

Body electrical

Both low beams out

Replace headlight switch, and both bulbs

Job#5

Wiper blade inserts

AHM received no proof of payment.

Supervisor John Langdon approved the reimbursement with out proof of payment because invoice is from an authorized Honda Dealer.

No other documents received.

*** NOTES 1/31/2006 8:49:09 AM, tpiceno, Action Type : Note-General

The customer is seeking reimbursement for the amount of \$265.77 under the Headlight Switch recall. Invoice # HOCS688834 from O'Donnell Honda states the tech replaced headlight switch and both bulbs. The bulbs are not covered under the Headlight Switch Recall and there is a flat rate of \$195.00 for labor on bulbs and the headlight switch. Forwarding case to CM for further review. Customer also had 75,000 mile maintenance, and wiper blade inserts which are not campaign related.

*** CASE MODIFY 1/31/2006 8:49:36 AM, tpiceno

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/31/2006 8:49:40 AM, tpiceno

WARRANTY CHECK 01/31/2006 08:49:40 AM tpiceno

Case History

Case ID : N032006-01-3100302

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/31/2006 8:49:47 AM, tpiceno

CLAIM CHECK 01/31/2006 08:49:47 AM tpiceno

The following Claim History information was found

0; 2004-02-21; 207992; 288834; 510; 118121 ; PRODUCT UPDATE: IMA CONTROLLER MODIFICATION - REPLACE THE BATTERY CONDITION MONITOR (BCM) MODULE AND THE M

*** CASE CAMPAIGN LOOKUP 1/31/2006 8:50:43 AM, tpiceno

CAMPAIGN CHECK 01/31/2006 08:50:43 AM tpiceno

The following Campaign information was found

00-093; L07; 2000 INSIGHT DC-DC CONVERTER; 2000-12-19; FX
01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2004-02-21; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-

*** CASE MODIFY 1/31/2006 8:52:08 AM, tpiceno

into WIP default and Status of Solving.

*** NOTES 1/31/2006 8:53:16 AM, tpiceno, Action Type : Note-General

CORRECTION TO THE PREVIOUS NOTES

*** NOTES 1/31/2006 8:54:03 AM, tpiceno, Action Type : Note-General

Customer is not affected by the Headlight Switch Recall.

*** NOTES 1/31/2006 8:54:19 AM, tpiceno, Action Type : Note-General

Forwarding case to denial queue

*** CASE MODIFY 1/31/2006 8:54:22 AM, tpiceno

into WIP default and Status of Solving.

*** CASE MODIFY 1/31/2006 8:54:47 AM, tpiceno

into WIP default and Status of Solving.

*** CASE MODIFY 1/31/2006 8:54:52 AM, tpiceno

into WIP default and Status of Solving.

*** CASE DISPATCH 1/31/2006 8:55:06 AM, tpiceno

from WIP default to Queue Denial Queue - Satellite.

*** CASE RULE ACTION 2/1/2006 8:55:06 AM, sa

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

*** CASE RULE ACTION 2/2/2006 8:55:06 AM, sa

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

*** CASE RULE ACTION 2/2/2006 8:55:06 AM, sa

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

*** CASE ASSIGN 2/9/2006 9:32:10 AM, aferrel

N032006-01-3100302 to schacon, WIP emplo

*** CASE RULE ACTION 2/9/2006 9:32:11 AM, sa

Case History

Case ID : N032006-01-3100302

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

Action Task Assignee of rule Assign Notification fired

*** COMMIT 2/10/2006 1:54:51 PM, schacon, Action Type : N/A

Obtain file- call customer

*** CASE CREATE 2/13/2006 2:16:42 PM, schacon

Number = N032006-01-3100302-1, Created in WIP DEFAULT with due date 02/14/2006 02:16:42 PM..

*** SUBCASE N032006-01-3100302-1 CREATE 2/13/2006 2:16:42 PM, schacon, Action Type :

Created in WIP DEFAULT with due date 02/14/2006 02:16:42 PM.

*** NOTES 2/14/2006 9:25:29 AM, schacon, Action Type : Note-General

The service completed is not related to the OBD-II warranty extension. I will contact the customer to deny assistance due to the service is not emissions related.

*** NOTES 2/14/2006 9:26:18 AM, schacon, Action Type : Note-General

NOTE:

Disregard previous note. It doesn't apply to this case.

*** CASE CLAIMS LOOKUP 2/14/2006 9:26:57 AM, schacon

CLAIM CHECK 02/14/2006 09:26:57 AM schacon

The following Claim History information was found

0; 2004-02-21; 207992; 288834; 510; 118121 ; PRODUCT UPDATE: IMA CONTROLLER MODIFICATION - REPLACE THE BATTERY CONDITION MONITOR (BCM) MODULE AND THE M

*** CASE CAMPAIGN LOOKUP 2/14/2006 9:27:19 AM, schacon

CAMPAIGN CHECK 02/14/2006 09:27:19 AM schacon

The following Campaign information was found

00-093; L07; 2000 INSIGHT DC-DC CONVERTER; 2000-12-19; FX
01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2004-02-21; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-

*** CASE CAMPAIGN LOOKUP 2/14/2006 9:29:09 AM, schacon

CAMPAIGN CHECK 02/14/2006 09:29:09 AM schacon

The following Campaign information was found

00-093; L07; 2000 INSIGHT DC-DC CONVERTER; 2000-12-19; FX
01-102; L43; 2000-01 INSIGHT BATTERY MODULE; 2004-02-21; FX
02-081; L78; 00-01 INSIGHT ECM; 2004-02-

*** NOTES 2/14/2006 9:30:03 AM, schacon, Action Type : Note-General

CORRECTION:

The customer's vehicle is affected by the Combination Light Switch Recall. I will reimburse the customer for the cost of the repairs.

*** NOTES 2/14/2006 9:33:27 AM, schacon, Action Type : Check Requisition

Verified customer falls under campaign.

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

Case History

Case ID : N032006-01-3100302

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

\$265.77 requested.

The customer is eligible for the Headlight switch repair.

AHM will reimburse the customer as follows:

Labor: \$195.00

Headlight switch: \$90.27

Misc: -\$19.50

Total: \$265.77

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** SUBCASE N032006-01-3100302-1 2/14/2006 9:34:01 AM, schacon, Action Type :

Check Requisition for 265.77 \$ submitted

Check Requisition for 265.77 \$ submitted by schacon

*** SUBCASE N032006-01-3100302-1 DISPATCH 2/14/2006 9:34:25 AM, schacon

from WIP Subcase to Queue Check Approved - Sat.

*** CASE FULFILL 2/14/2006 9:34:35 AM, schacon

Fulfilled for [REDACTED] due 02/13/2006 12:00:00 AM.

*** CASE DISPATCH 2/14/2006 9:34:45 AM, schacon

from WIP Tire Valve to Queue Check Approved - Sat.

*** SUBCASE N032006-01-3100302-1 RULE ACTION 2/15/2006 9:34:25 AM, sa

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

*** CASE RULE ACTION 2/15/2006 9:34:45 AM, sa

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

*** SUBCASE N032006-01-3100302-1 RULE ACTION 2/16/2006 9:34:26 AM, sa

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

*** CASE RULE ACTION 2/16/2006 9:34:45 AM, sa

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

*** SUBCASE N032006-01-3100302-1 COMMIT 2/20/2006 8:04:30 AM, schacon, Action Type : External Commitment

Check processed for check_req_no = 1413 on 2006-02-17-00.00.000000

*** SUBCASE N032006-01-3100302-1 FULFILL 2/22/2006 2:16:12 PM, schacon

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

*** NOTES 2/22/2006 2:32:33 PM, jrawls, Action Type : Note-General

Check # [REDACTED] totaling \$265.77 was mailed on 2/22/06. The customer is not requesting any further assistance at this time regarding this issue; therefore I am closing this case.

Case History

Case ID : N032006-01-3100302

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

*** CASE YANKED 2/22/2006 2:32:51 PM, jrawls

Yanked by jrawls into WIPbin default.

*** SUBCASE N032006-01-3100302-1 YANKED 2/22/2006 2:33:17 PM, jrawls

Yanked by jrawls into WIPbin default.

*** SUBCASE N032006-01-3100302-1 CLOSE 2/22/2006 2:33:31 PM, jrawls

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2006 2:33:37 PM, jrawls

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 : N012004-10-2700742	Division : Honda - Auto	Condition : Closed	Open Date : 10/27/2004 10:44:26
Case Originator : Camilla Bradford (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/3/2005 7:29:31 AM
Case Owner : Tony Yun (Team AB)	Method : Phone	Queue :	Days Open : 127
Last Closed By : Tony Yun (Team AB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1355YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 106,000
In Service Date : 03/14/2001
Months In Use : 43
Engine Number : ECA1 1005434
Originating Dealer No. / Name : 207963 / ROBERTSON'S PALMDALE HONDA
Selling Dealer No. / Name : 207963 / ROBERTSON'S PALMDALE HONDA
Trim : BASE
No. Of Doors : 3
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 : 207963 / ROBERTSON'S PALMDALE HONDA
Phone No. : 661-265-6000
Address : 455 AUTO VISTA DRIVE
City / State / Zip : PALMDALE, CA 93551
Svc District / Sls District : 01B / B01
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
N012004-10-2700742-1 [REDACTED] - CAMPAIG	Subcase Close	Campaign	Financial Assistance	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012004-10-2700742-1	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : John Langdon	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/27/2004 12:50:33
Issue Owner : Paul Jimenez	Type 2 : Financial Assistance	Queue :	Close Date : 11/24/2004 9:41:10 AM
Issue Title : [REDACTED] CAMPAIGN - FINANCIAL ASSISTANCE			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code :
Resolutions : CR Generated Gdwill, Provided Information, Assist - AHM 100%
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S3Y-306	SET, COMBI SW SERVIC	Not Applicable

Check Req Info :

Check Requisition No. : 9384
Primary Amount : \$0.00
Incidental Type 1 / Amount : Other / \$78.53
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$78.53
Approved By : jjenkins
Approval Date : 11/17/2004
Status : PROCESSED
Check No. : 1451287
Check Date : 11/19/2004

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : PALMDALE, CA [REDACTED]
Campaign Template # :
Contention Code : P23
Defect Code : 5CN
Category : Regular
Failed Part # : 35012-S3Y-306

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

*** CASE CREATE 10/27/2004 10:44:26 AM, cbradfor

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

*** CASE MODIFY 10/27/2004 10:46:06 AM, cbradfor

into WIP default and Status of Solving.

*** NOTES 10/27/2004 11:03:28 AM, cbradfor, Action Type : Call from Customer

The customer states she did not have her headlight recall completed and it caused her to damage her tire. The customer stated she never received her recall notice. The customer states she was going up a mountain and her lights failed causing her to run over a boulder and damage her tire. The customer states her front passenger tire was damaged and could not be repaired. The customer states if it was not for this recall her light would have worked.

The customer is seeking \$75.00 for her tire replacement.

I informed the customer AHM issued a recall and the recall bulletin was mailed her. I informed the customer it is also her responsibility to have her recalls completed. I informed the customer I could not approve her request. The customer stated that she should not have to pay for this tire. The customer states she feels AHM is responsible.

The customer has owned 1 other Honda. The customer vehicle is serviced by an authorized Honda dealership.

I informed the customer I would open a case and send this to a manager for assistance. In the best interest of the customer a case will be dispatched for further review.

I informed the customer that I would open a case and to please allow 1-2 business days for a response from the case manager. I informed the customer by opening this case it would not guarantee assistance.

I informed the customer due to the age, mileage, and out of warranty status of this vehicle the request might not be extended. I informed the customer that it is based on case-by-case basis.

*** CASE MODIFY 10/27/2004 11:04:05 AM, cbradfor

into WIP default and Status of Solving.

*** CASE MODIFY 10/27/2004 11:04:34 AM, cbradfor

into WIP default and Status of Solving.

*** CASE MODIFY 10/27/2004 11:04:36 AM, cbradfor

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/27/2004 11:04:40 AM, cbradfor

WARRANTY CHECK 10/27/2004 11:04:40 AM cbradfor

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/27/2004 11:04:46 AM, cbradfor

CLAIM CHECK 10/27/2004 11:04:46 AM cbradfor

The following Claim History information was found

0; 2003-01-25; 207963; 864681; 510; 122124 ; EMISSIONS RECALL: INSIGHT ECM - REPLACE THE ECM. AFTER YOU

*** CASE CAMPAIGN LOOKUP 10/27/2004 11:04:50 AM, cbradfor

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

CAMPAIGN CHECK 10/27/2004 11:04:49 AM cbradfor

The following Campaign information was found

00-093; L07; 2000 INSIGHT DC-DC CONVERTER; ; PA

02-081; L78; 00-01 INSIGHT ECM; 2003-01-28; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-31; FX

0

*** CASE VSC LOOKUP 10/27/2004 11:04:51 AM, cbradfor

VSC-CUC CHECK 10/27/2004 11:04:51 AM cbradfor

No data found for VIN.

*** CASE ASSIGN 10/27/2004 12:38:19 PM, cbradfor

N012004-10-2700742 to jlangdon, WIP

*** CASE RULE ACTION 10/27/2004 12:38:21 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CREATE 10/27/2004 12:50:33 PM, jlangdon

Number = N012004-10-2700742-1, Created in WIP default with due date 10/28/2004 12:50:33 PM..

*** SUBCASE N012004-10-2700742-1 CREATE 10/27/2004 12:50:33 PM, jlangdon, Action Type :

Created in WIP default with due date 10/28/2004 12:50:33 PM.

*** COMMIT 10/27/2004 12:50:37 PM, jlangdon, Action Type : N/A

Headlight - Contact Dealer/Customer

*** NOTES 10/28/2004 8:47:36 AM, jlangdon, Action Type : Call to Customer

I placed a call to the customer to discuss his request for reimbursement. The customer was not available and I left a voice mail message requesting a return call. I will set a commitment to contact the customer on Friday.

*** CASE MODIFY 10/28/2004 8:47:43 AM, jlangdon

into WIP other and Status of Solving.

*** CASE FULFILL 10/28/2004 8:48:00 AM, jlangdon

Fulfilled for [REDACTED] due 10/28/2004 12:00:00 AM.

*** COMMIT 10/28/2004 8:48:06 AM, jlangdon, Action Type : N/A

Headlight - contact customer

*** NOTES 10/29/2004 11:28:15 AM, kdynes, Action Type : Call from Customer

The customer called and stated he needed to speak to the case manager. Upon pulling the information up with the case number provided I see that the case manager is John Langdon. I tried to transfer but John was on another line. I stated this to the customer and he asked if he could call back. I stated yes he could and gave the extension for John. I will add my notes.

*** NOTES 10/29/2004 12:12:53 PM, jlangdon, Action Type : Call to Customer

I placed a call to the customer in regards to her request for reimbursement for tire damage caused by the Headlight Switch Recall. The customer stated that on October 20, 2004 she was traveling north on Angeles Crest Highway at approximately 6:15 PM when the headlights on her vehicle failed. The customer stated that her vehicle hit a boulder and caused a flat tire. The customer stated that it was raining at the time of the accident. The customer stated that she was able to pull off the road and call her husband who changed her flat tire. The customer stated that she was able to use her high beams.

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

The customer stated that she would like to be reimbursed for the tire. I asked the customer if she had contacted her insurance agency. The customer stated that her deductible was \$500.00 and that the tire was only \$75.00, so she decided not to contact her insurance agency.

I provided the customer with her case number and I advised her to contact her insurance and have a representative contact AHM. The customer agreed to contact her insurance. The customer thanked me for my assistance and we ended the call.

*** NOTES 10/29/2004 12:16:04 PM, jlangdon, Action Type : Note-Third Party

I received a voice mail message from Gieco Insurance Representative, Nathan George. Nathan stated that Gieco Insurance will not cover the costs for the tire. Nathan stated that he would contact me later in the day, stating that he does not have a direct telephone number.

*** NOTES 10/29/2004 12:17:39 PM, jlangdon, Action Type : Note-General

I discussed this case with my supervisor, and we have decided to reimburse the customer for the replacement tire. However, we will need to verify that the Headlight Switch failed. I will contact the customer to inquire if she has a repair order for the Headlight Switch repair.

*** NOTES 10/29/2004 12:26:15 PM, jlangdon, Action Type : Call to Customer

I placed a call to the customer and I informed her that I received a voice mail message from Gieco Insurance. I informed the customer that Nathan (Insurance Agent) had stated that they will not cover the costs of the tire. I informed the customer that she may see reimbursement from AHM. I advised the customer to submit her repair invoice from Robertson Honda, Tire Invoice, and a proof of payment for possible goodwill assistance. I provided the customer with the fax number to send the required documents. I informed the customer that once the documents are received it will take approximately 4-6 weeks for the reimbursement process to be completed. The customer was very appreciative of my assistance and we ended the call.

*** NOTES 10/29/2004 12:26:41 PM, jlangdon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

I will be in contact with you in regards to the customer's Headlight Switch repair. This is for your information only and no response is required.

Thank you for your attention to this matter.

John Langdon
Automobile Customer Service

*** CASE MODIFY 10/29/2004 12:26:48 PM, jlangdon
into WIP OTHER and Status of Solving.*** CASE MODIFY 10/29/2004 12:26:57 PM, jlangdon
into WIP OTHER and Status of Solving.*** CASE FULFILL 10/29/2004 12:27:00 PM, jlangdon
Fulfilled for [REDACTED] due 10/29/2004 12:00:00 AM.*** COMMIT 10/29/2004 12:27:05 PM, jlangdon, Action Type : N/A
Confirm Fax - Call Customer*** CASE MODIFY 10/29/2004 12:27:32 PM, jlangdon
into WIP OTHER and Status of Solving.

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

*** CASE FULFILL 11/1/2004 6:04:56 AM, jlangdon

Fulfilled for [REDACTED] due 11/03/2004 12:00:00 AM.

*** NOTES 11/1/2004 6:05:38 AM, jlangdon, Action Type : Call from Customer

I received a voice mail message from the customer requesting a return call. I will contact the customer this morning.

*** COMMIT 11/1/2004 6:05:42 AM, jlangdon, Action Type : N/A

Made to [REDACTED] due 11/01/2004 08:00:00 AM.

Headlight Recall - Contact Customer

*** NOTES 11/1/2004 8:54:00 AM, jlangdon, Action Type : Call to Customer

I returned the customer's call and I left a voice mail message. I will set a commitment to contact the customer tomorrow if I do not hear from her today.

*** CASE FULFILL 11/1/2004 8:54:11 AM, jlangdon

Fulfilled for [REDACTED] due 11/01/2004 08:00:00 AM.

*** COMMIT 11/1/2004 8:54:14 AM, jlangdon, Action Type : N/A

Headlight - Review

*** NOTES 11/1/2004 10:28:00 AM, echeng, Action Type : Call from Customer

The customer called to speak to CM, Transferred call to Satellite Center.

*** NOTES 11/1/2004 12:16:44 PM, jlangdon, Action Type : Call from Customer

I received a call from the customer inquiring if AHM would goodwill a wheel alignment. The customer stated that Robertson Honda informed her that her alignment is off due to the collision with the bolder. I informed the customer that I would speak with my supervisor for possible goodwill assistance. The customer thanked me for my assistance and we ended the call.

*** CASE MODIFY COMMITMENT 11/3/2004 10:36:21 AM, jlangdon

with [REDACTED] due 11/05/2004 12:00:00 AM.

*** NOTES 11/5/2004 9:51:39 AM, jlangdon, Action Type : Note-General

I spoke with my supervisor and we have agreed to provide the customer with goodwill assistance for the alignment. I will contact the customer and inform her of this information.

*** CASE FULFILL 11/5/2004 9:52:08 AM, jlangdon

Fulfilled for [REDACTED] due 11/05/2004 12:00:00 AM.

*** COMMIT 11/5/2004 9:52:10 AM, jlangdon, Action Type : N/A

Headlight - Contact Customer/Dealership

*** CASE MODIFY COMMITMENT 11/8/2004 12:25:22 PM, jlangdon

with [REDACTED] due 11/09/2004 12:00:00 AM.

*** NOTES 11/10/2004 1:55:23 PM, jlangdon, Action Type : Call to Customer

I placed a call to the customer and I left a voice mail message requesting a return call. I will set a commitment to contact the customer on Friday.

*** CASE FULFILL 11/10/2004 1:55:41 PM, jlangdon

Fulfilled for [REDACTED] due 11/09/2004 12:00:00 AM.

*** COMMIT 11/10/2004 1:55:45 PM, jlangdon, Action Type : N/A

Headlight - Contact Customer

*** CASE MODIFY 11/12/2004 9:19:53 AM, jlangdon

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED] -HEADLIGHT SWITCH REIMBURSEMENT

into WIP OTHER and Status of Solving.

*** NOTES 11/12/2004 9:43:20 AM, jlangdon, Action Type : Call to Dealer

I placed a call to Robertson's Palmdale Honda and I spoke with Jeff (Service Manager). I informed Jeff that the customer is seeking reimbursement for a tire replacement after the lights on her Insight failed, possibly due to the Combination Light Switch Recall. Jeff stated that he replaced the customer's combination switch under the Combination Light Switch Recall. Jeff confirmed the customer's account of events.

I informed Jeff that AHM would like to offer the customer a free alignment service. I provided Jeff with my authorization number. Jeff advised the customer to contact him to arrange for the alignment service.

I thanked Jeff for his time and assistance and we ended the call.

*** NOTES 11/12/2004 9:44:57 AM, jlangdon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Jeff,

Thank you for your time and assistance on [REDACTED] Combination Light Switch Recall.
Just as a reminder, AHM has authorized a one time goodwill assistance for a free alignment service.
The customer will be in contact with you to arrange for the service.
Thanks, again for your assistance.

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

John Langdon
Automobile Customer Service

*** NOTES 11/12/2004 9:46:16 AM, jlangdon, Action Type : Call to Customer

I placed a call to the customer and I left a message informing her that I have authorized a free alignment service at Robertson's Palmdale Honda. I advised the customer to contact Jeff (Service Manager) and arrange for the repair. I advised the customer to contact me if she has any questions and I ended the call.

*** NOTES 11/12/2004 9:59:44 AM, jlangdon, Action Type : Note-General

AHM received documents from the customer in reference to possible reimbursement for the Combination Light Switch repair.

AHM received repair invoice, from Robertson's Palmdale Honda, dated 10/26/04 for the total of \$26.57. The mileage at the time of the repair was 98,961.

The invoice stated the following:

Customer states headlight went out when driving & she hit a bolder & damaged passenger front tire.

Recall on headlights - perform recall service bulletin 04-015. Replace combination switch, oil filter change, perform oil & filter change.

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

AHM received tire invoice #305296, from Affordable Tire, dated 10/26/04 for a total of \$78.53.

The invoice states that following:

Qty 1 - Tire Size 165-6514R92 - \$67.00

Sales Tax - \$5.53

CA FEE - \$1.00

Balance - \$5.00

Total: \$78.53

AHM received copy of credit card receipt as proof of payment reflecting the amount of \$78.53

No other documents received.

*** NOTES 11/12/2004 10:02:17 AM, jlangdon, Action Type : Note-Third Party

I placed a call to Affordable Tire and I spoke with Gary (Manager/Owner). Gary confirmed the tire replacement and that the customer paid for the service.

I thanked Gary for his assistance and we ended the call.

*** NOTES 11/12/2004 10:07:25 AM, jlangdon, Action Type : Note-General

Verified customer falls under campaign.

The customer sent in documentation for Combination Light Switch Recall reimbursement consideration for a tire that was damaged when her headlights failed and she hit a bolder and damaged her tire.

\$78.53 requested

The customer is eligible for the Combination Light Switch Recall.

AHM will reimburse the customer as follows:

Tire - \$67.00

Sales Tax: \$5.53

CA FEE - \$1.00

Balance - \$5.00

Total: \$78.53

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** CASE FULFILL 11/12/2004 10:10:55 AM: jlangdon

Fulfilled for [REDACTED] due 11/12/2004 12:00:00 AM.

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

*** COMMIT 11/12/2004 10:10:59 AM, jlangdon, Action Type : N/A

PENDING - Verify Address

*** NOTES 11/15/2004 8:30:36 AM, jlangdon, Action Type : Call to Customer

I placed a call to the customer to verify her correct mailing address and to inquire if she received my message regarding the free alignment service. I left a voice mail message requesting a return call. I will set a commitment to contact the customer on Wednesday.

*** CASE FULFILL 11/15/2004 8:30:45 AM, jlangdon

Fulfilled for [REDACTED] due 11/15/2004 12:00:00 AM.

*** COMMIT 11/15/2004 8:30:48 AM, jlangdon, Action Type : N/A

Pending - Verify Address

*** NOTES 11/16/2004 8:50:31 AM, jlangdon, Action Type : Call to Customer

I placed a call to the customer to verify her correct mailing address and to inquire if she received my message regarding the free alignment service. I left a voice mail message requesting a return call. I will set a commitment to contact the customer on Friday.

*** CASE FULFILL 11/16/2004 8:50:44 AM, jlangdon

Fulfilled for [REDACTED] due 11/16/2004 12:00:00 AM.

*** COMMIT 11/16/2004 8:50:47 AM, jlangdon, Action Type : N/A

Pending - Verify Address

*** NOTES 11/16/2004 9:31:19 AM, jlangdon, Action Type : Call from Customer

The customer returned my call and she verified her correct address. The customer stated that she has an appointment for the alignment on Thursday. The customer stated that she would like to voice her satisfaction with my assistance. The customer stated that she greatly appreciates the goodwill assistance and my follow-up calls. I informed the customer that AHM appreciates her loyalty, and I advised her to contact me if she has any questions or concerns in the future. The customer thanked me and we ended the call.

*** NOTES 11/16/2004 9:31:54 AM, jlangdon, Action Type : Note-General

A request will be submitted for check requisition.

Dispatching case to the check approved queue.

*** CASE MODIFY 11/16/2004 9:32:04 AM, jlangdon

into WIP Pending Reimbursement and Status of Solving.

*** CASE FULFILL 11/16/2004 9:33:24 AM, jlangdon

Fulfilled for [REDACTED] due 11/19/2004 12:00:00 AM.

*** CASE DISPATCH 11/16/2004 9:34:27 AM, jlangdon

from WIP default to Queue Ck Req - Jenkins.

*** SUBCASE N012004-10-2700742-1 DISPATCH 11/16/2004 9:34:28 AM, jlangdon

from WIP default to Queue Ck Req - Jenkins.

*** CASE RULE ACTION 11/17/2004 9:34:27 AM, sa

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

*** SUBCASE N012004-10-2700742-1 RULE ACTION 11/17/2004 9:34:28 AM, sa

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

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED]-HEADLIGHT SWITCH REIMBURSEMENT

*** CASE ACCEPT 11/17/2004 9:36:13 AM, jjenkins
from Queue Ck Req - Jenkins to WIP Checks (to be approved).

*** SUBCASE N012004-10-2700742-1 ACCEPT 11/17/2004 9:36:13 AM, jjenkins
from Queue Ck Req - Jenkins to WIP Checks (to be approved).

*** SUBCASE N012004-10-2700742-1 11/17/2004 9:36:52 AM, jjenkins, Action Type :
Check Requisition for 78.53 \$ submitted
Check Requisition for 78.53 \$ submitted by jjenkins

*** CASE DISPATCH 11/17/2004 9:37:03 AM, jjenkins
from WIP default to Queue Check Approved - Sat.

*** SUBCASE N012004-10-2700742-1 DISPATCH 11/17/2004 9:37:03 AM, jjenkins
from WIP default to Queue Check Approved - Sat.

*** CASE RULE ACTION 11/18/2004 9:37:03 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N012004-10-2700742-1 RULE ACTION 11/18/2004 9:37:03 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 11/19/2004 9:37:03 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N012004-10-2700742-1 RULE ACTION 11/19/2004 9:37:03 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N012004-10-2700742-1 COMMIT 11/22/2004 8:02:49 AM, jjenkins, Action Type : External Commitment
Check processed for check_req_no = 9384 on 2004-11-19-00.00.00.000000

*** CASE YANKED 11/24/2004 9:37:34 AM, pjimenez
Yanked by pjimenez into WIPbin default.

*** SUBCASE N012004-10-2700742-1 YANKED 11/24/2004 9:38:04 AM, pjimenez
Yanked by pjimenez into WIPbin default.

*** NOTES 11/24/2004 9:38:44 AM, pjimenez, Action Type : Note-General
Check [REDACTED] totaling \$78.53, was mailed on 11/24/2004. The customer is not requesting any further assistance at this time regarding this issue; therefore, I am closing this case.

*** CASE MODIFY 11/24/2004 9:40:45 AM, pjimenez
into WIP default and Status of Solving.

*** SUBCASE N012004-10-2700742-1 CLOSE 11/24/2004 9:41:10 AM, pjimenez
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/24/2004 9:41:12 AM, pjimenez
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/11/2005 8:43:33 AM, mfenner
with Condition of Open and Status of Solving.

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED] -HEADLIGHT SWITCH REIMBURSEMENT

*** NOTES 2/11/2005 8:57:09 AM, mfenner, Action Type : Call from Customer

The customer called and indicated she was collecting information about the case. She inquired about the CM and the check that was sent in reimbursement. When asked why she was inquiring about the information, she indicated she was collecting the information to provide to her attorney.

The customer indicated she initially wanted compensation for 4 tires on the vehicle. The customer indicated because of the headlight recall, she did not have headlights and her vehicle smashed into a boulder on the road. She indicated she was not aware initially of any under carriage damage, but indicated one tire was destroyed. The customer then indicated the vehicle was recently inspected, and the vehicle was found to have damage underneath. The customer is seeking

The customer claims that her vehicle falls under the headlight campaign. She indicated she never received notification about the recall and is using this as her defense. She indicated if the headlights would not have failed, the vehicle would not have gone off the road and been damaged.

The customer was advised that if her vehicle was effected by the recall, a notice would have been sent to her. She was advised that it is unfortunate that her vehicle was involved in an accident, but she was advised that the damage to the vehicle is not a manufacturing defect, and indicated she should contact her insurance company for any restitution. She was advised if her insurance company feels there is a case against AHM, they will subrogate any claim. The customer was also reminded that although her low beams may have been inoperable, her high beams were still operational.

The customer indicated she will not be working through her insurance company and indicated she has sought legal counsel. She indicated she wants a contact at AHM, or a CM to contact her regarding the matter and how she can settle.

The customer was advised ACS will not be providing any assistance in this matter. She was advised if she opts to seek a lawyer, she is free to do so. She was advised her vehicle is not covered under any factory warranty, and indicated ACS will not settle with her directly. She was advised he comments would be documented, but the case would not be reviewed further.

The customer understood and disconnected the call.

*** NOTES 2/11/2005 8:58:04 AM, mfenner, Action Type : Manager

Provided the case to Tina Kitzman - ACS supervisor and explained the concerns of the customer.

*** CASE MODIFY 2/11/2005 8:58:10 AM, mfenner

into WIP Default and Status of Solving.

*** CASE CLOSE 2/11/2005 8:58:13 AM, mfenner

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

*** NOTES 2/11/2005 10:15:20 AM, tbohi, Action Type : Note-General

*** CASE REOPEN 2/11/2005 10:30:07 AM, tbohi

with Condition of Open and Status of Solving.

*** NOTES 2/11/2005 4:09:10 PM, tbohi, Action Type : Note-General

I reviewed case as brought to my attention last evening by the case manager who received the customer's recent call.

I reviewed this case with the supervisor of the case manager who originally confirmed the customer's lights did not work and reimbursed for the tire that was replaced.

I called the dealership and spoke to the service manager, Jeff. He informed me that he has recently spoken to Tony Yun regarding this case and was provided

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

with authorization to repair whatever needs to be repaired. He told me that he has ordered a spindle to be replaced on the right front of the vehicle. This is the area of the vehicle that is out of alignment. He states that the part is on order and the customer has the vehicle. He says that he will replace the part and align the vehicle and determine any further needed repair at that time.

I updated him on the customer's call to our office. I informed him that she is requesting all tires be replaced. He stated that all of the tires do not need to be replaced. He states that the right front tire is showing a little sign of abnormal wear, but it is slight. He states that he received authorization from the previous case manager in November 2004 to align this vehicle, but the alignment was not performed at that time. He states that the customer returned to the store for the alignment on 1-28-05 at which time he observed the other damage and contacted AHM regarding the matter.

I informed Jeff that we may have further contact regarding this case.

*** NOTES 2/11/2005 4:11:16 PM, tbohi, Action Type : HNA Law

I reviewed this case with HNA. It was determined that we should repair any part of the car in need of repair as a result of the supposed accident resulting from the recall. It is not necessary to replace parts that are not in need of replacement.

*** NOTES 2/11/2005 4:12:13 PM, tbohi, Action Type : Note-General

I reviewed this case with Tony and requested that he document this case accordingly based on calls from the dealership. I explained the case situation to date and he will contact the customer and work to resolve the case with her and the dealer.

*** CASE ASSIGN 2/11/2005 4:12:23 PM, tbohi

N012004-10-2700742 to tyun, WIP

*** CASE RULE ACTION 2/11/2005 4:12:24 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/11/2005 4:15:02 PM, tbohi, Action Type : HNA Law

Customer should sign a release form once situation is resolved.

*** NOTES 2/11/2005 4:17:01 PM, tbohi, Action Type : Note-General

The vehicle now has over 106k miles on the odometer.

*** CASE MODIFY 2/11/2005 4:31:56 PM, tyun

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/11/2005 4:44:59 PM, tyun

CAMPAIGN CHECK 02/11/2005 04:44:59 PM tyun

The following Campaign information was found

00-093; L07; 2000 INSIGHT DC-DC CONVERTER; ; PA

02-081; L78; 00-01 INSIGHT ECM; 2003-01-28; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-31; FX

04-01

*** NOTES 2/11/2005 4:50:53 PM, tyun, Action Type : Call to Dealer

Left message for SD Jeff @207963 to call back.

*** NOTES 2/14/2005 10:48:02 AM, tyun, Action Type : Call to Dealer

Called and spoke with SD Jeff @207963 states she replaced the spindle and ordered the rear beam. States this should align the vehicle. Advised Jeff I reviewed the file with my Suprv Teena B and would as a goodwill gesture also replace the driver side front tire which has a slight abnormal wear and we already reimbursed her for the passenger front tire. Advise Jeff I will propose the offer to the customer and she will need to sign a release in liability. Thanked

Case History

Case ID : N012004-10-2700742

Case Title : [REDACTED] HEADLIGHT SWITCH REIMBURSEMENT

Jeff for his assistance and asked that he keep me posted.

*** NOTES 2/15/2005 4:44:53 PM, tyun, Action Type : Call to Customer

Left message for customer to call back.

*** NOTES 2/16/2005 9:11:31 AM, sdanley, Action Type : Call from Customer

The customer called to speak with the CM. The CM was unavailable so I transferred to the CM's voicemail.

*** NOTES 2/16/2005 9:25:19 AM, tyun, Action Type : Call from Customer

[REDACTED] returned my call. States she picked up her car from dealer 207963 and they aligned and replaced her left front tire. Customer states vehicle is running fine and is satisfied. Apologized to the customer for her concerns and advised I would have like her sign a release of liability. She states will review with her attny and asked the document be faxed @ [REDACTED]

*** NOTES 2/16/2005 9:27:16 AM, tyun, Action Type : Call to Dealer

Called and spoke with SD Jeff @207963 states they adjusted the frame and spindle and replaced the left front tire. Advised Jeff I would have preferred the customer signing the release of liability before offering the tire. Jeff states he forgot and apologized. No worries Jeff. States total was R/O #225482 for \$504.30. Thanked Jeff for his assistance.

*** NOTES 2/16/2005 2:50:26 PM, tyun, Action Type : Call to Customer

Faxed letter of liability to customer @ [REDACTED] and Fed-Ex original copy.

Customer states per reviewing her R/O, it states the driver front tire is wearing badly, and driver rear tire is wearing badly. Advised previous notes when my Suprv Teena spoke with SD Jeff states three of the four tires are fine and the left front tire has slight abnormal wear. Advise I will review with my SD Jeff and call her back.

*** NOTES 2/16/2005 2:52:26 PM, tyun, Action Type : Call to Dealer

Called and spoke with SD Jeff @207963 states portion of the R/O which states the driver rear tire is wearing badly is a typo, states it should state the driver front tire was on the rear tire. Confirmed all 3 tires prior to replacing the left front tire were fine. Thanked Jeff for his assistance.

*** NOTES 2/16/2005 2:53:24 PM, tyun, Action Type : Call to Customer

Left message for customer to call back.

*** NOTES 2/28/2005 7:56:19 AM, tyun, Action Type : Call to Customer

Left message for customer to call back.

*** NOTES 3/1/2005 4:29:49 PM, tyun, Action Type : Call to Customer

Left message for customer to call back. Advised I will be closing his file if I do not hear back from her within 48 hours.

*** NOTES 3/3/2005 7:29:24 AM, tyun, Action Type : Call to Customer

Closing file, no response back from customer.

*** CASE CLOSE 3/3/2005 7:29:31 AM, tyun

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-05-0301481	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/3/2011 2:23:41 PM
Case Originator :	Erica Ashley (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/4/2011 11:33:39 AM
Case Owner :	Erica Lionetti (Team CE)	Method :	Phone	Queue :		Days Open :	1
Last Closed By :	Erica Lionetti (Team CE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - TAIL LIGHT/ DASH LIGHT			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 : GREENCASTLE, PA
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE1371YT
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE137YEW / A
Miles / Hours : 99,000
In Service Date : 09/22/2001
Months In Use : 116
Engine Number : ECA1 1005482
Originating Dealer No. / Name : 206602 / GILLMAN HONDA
Selling Dealer No. / Name : 206602 / GILLMAN HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : YE
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-05-0301481-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights
N032011-05-0301481-2 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	722	Dash Lt dimmer

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-05-0301481-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2011 2:33:14 PM
Issue Owner : Erica Ashley	Type 2 : Operation	Queue :	Close Date : 5/3/2011 2:34:07 PM
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 : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032011-05-0301481-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erica Ashley	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2011 2:33:51 PM
Issue Owner : Erica Ashley	Type 2 : Operation	Queue :	Close Date : 5/3/2011 2:34:07 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 722 / Dash Lt dimmer
Condition Code Desc : Any 7220
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 : N032011-05-0301481

Case Title : [REDACTED] - TAIL LIGHT/ DASH LIGHT

*** CASE CREATE 5/3/2011 2:23:41 PM, eashley

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

*** CASE MODIFY 5/3/2011 2:24:14 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 5/3/2011 2:24:14 PM, eashley

into WIP default and Status of Solving.

*** NOTES 5/3/2011 2:32:31 PM, eashley, Action Type : Call from Customer

The customer contact was verified (name, address, phone [REDACTED])

jhmze1371yt [REDACTED] 2000 Insight.

The customer called about the tail light and dash lights does not work. He read online about recalls. I informed the customer that I show no campaign related to the dash lights or tail lights. I told him about the headlight recall which was fixed but it does not reference anything about the tail light; therefore, it is unrelated. Any diagnosis/repair will be at his expense.

I read to him the pud for the ecm dealing with the three way catalytic converter which is free to him. He understood.

I ended the call thanking the customer for calling AHM when there were no other inquiries.

*** CASE MODIFY 5/3/2011 2:32:33 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE N032011-05-0301481-1 CREATE 5/3/2011 2:33:14 PM, eashley

Created in WIP Default with Due Date 5/3/2011 2:33:14 PM.

*** SUBCASE N032011-05-0301481-2 CREATE 5/3/2011 2:33:51 PM, eashley

Created in WIP Default with Due Date 5/3/2011 2:33:51 PM.

*** CASE MODIFY 5/3/2011 2:34:05 PM, eashley

into WIP default and Status of Solving.

*** SUBCASE N032011-05-0301481-1 CLOSE 5/3/2011 2:34:07 PM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2011 2:34:07 PM, eashley

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

*** SUBCASE N032011-05-0301481-2 CLOSE 5/3/2011 2:34:07 PM, eashley

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 5/4/2011 11:29:22 AM, elionett

with Condition of Open and Status of Solving.

*** NOTES 5/4/2011 11:33:33 AM, elionett, Action Type : Call from Customer

The customer called regarding his low beam headlights. The customer father called [REDACTED] advised that his IRF told him that the wiring is melted on the steering column and needs to be repaired. Per previous notes I advised the customer that there were no outstanding recalls at this time and no guarantee of assistance through AHM. I referred the customer to a Honda dealer and ended the call.

*** CASE MODIFY 5/4/2011 11:33:35 AM, elionett

into WIP default and Status of Solving.

Case History

Case ID : N032011-05-0301481

Case Title : [REDACTED] - TAIL LIGHT/ DASH LIGHT

*** CASE CLOSE 5/4/2011 11:33:39 AM, elionett

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012003-04-2200426	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/22/2003 9:15:53 AM
Case Originator :	Aaron Luna (Team HG)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/4/2003 9:16:38 AM
Case Owner :	Ron Rubinoff (Team HE)	Method :	Phone	Queue :		Days Open :	43
Last Closed By :	Ron Rubinoff (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] ELECTRICAL 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 : PORTSMOUTH, RI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE1357YT [REDACTED]
Model / Year : INSIGHT / 2000
Model ID / Product Line : ZE135YEW / A
Miles / Hours : 38,990
In Service Date : 07/30/2001
Months In Use : 21
Engine Number : ECA1 1005492
Originating Dealer No. / Name : 207270 / SACCUCCI HONDA
Selling Dealer No. / Name : 207270 / SACCUCCI HONDA
Trim : BASE
No. Of Doors : 3
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 : 207270 / SACCUCCI HONDA
Phone No. : 401-847-4737
Address : 1350 WEST MAIN ROAD
City / State / Zip : MIDDLETOWN, RI 02842
Svc District / Sls District : 09E / B09
Warranty Labor Rate / Date : \$94.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-04-2200426-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-04-2200426-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 4/22/2003 10:28:22 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 6/4/2003 9:16:35 AM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012003-04-2200426

Case Title : [REDACTED] ELECTRICAL PROBLEMS

*** CASE CREATE 4/22/2003 9:15:53 AM, aluna

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

*** NOTES 4/22/2003 9:15:54 AM, aluna, Action Type :

Cust called to advise that his vehicle is barely outside the warranty parameters and his vehicle is experiencing an electrical problem. Cust states his low beams are inoperable, but everything else works fine. Cust states he checked his fuses, and everything seemed fine. Cust took vehicle to 2 different Honda dealers and they advised it was electrical problem. Cust states he decided to take vehicle to Saccucci Honda (207270) and was told it would cost \$100 to diagnose the vehicle and go from there. Cust dealt with Jeniffer in Service department. Cust asking for some assistance from AHM on getting this vehicle repaired. Cust states in just 2 years of ownership, the vehicle is having electrical problems. Cust wants AHM to assist.

GOODWILL PROBE:

2nd Honda vehicle - 1 new and 1 used;

All service is performed by himself for oil changes and lube jobs.

Brake jobs performed by Majestic Honda and tire rotations as well.

ACS advised cust that his case will be reviewed by a CM. ACS advised cust that there are no guarantees, however a CM makes the ultimate decision on this case, as to whether AHM can assist or not. ACS provided case number and advised cust 3-5 business days for review and follow up callback.

*** CASE MODIFY 4/22/2003 9:16:27 AM, aluna

into WIP default and Status of Solving.

*** CASE MODIFY 4/22/2003 9:16:35 AM, aluna

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/22/2003 9:16:49 AM, aluna

CAMPAIGN CHECK 04/22/2003 09:16:49 AM aluna

The following Campaign information was found

00-093; L07; 2000 INSIGHT DC-DC CONVERTER; ; PA

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; ;

02-081; L78; 00-01 INSIGHT ECM; ;

*** CASE VSC LOOKUP 4/22/2003 9:16:50 AM, aluna

VSC-CUC CHECK 04/22/2003 09:16:50 AM aluna

No data found for VIN.

*** CASE DISPATCH 4/22/2003 9:21:23 AM, aluna

from WIP default to Queue Team H.

*** CASE ASSIGN 4/22/2003 10:08:51 AM, rcolli01

N012003-04-2200426 to rrubinof, WIP

*** CASE RULE ACTION 4/22/2003 10:08:51 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012003-04-2200426-1 CREATE 4/22/2003 10:28:22 AM, rrubinof

Created in WIP Default with Due Date 4/22/2003 10:28:22 AM.

*** CASE MODIFY 4/22/2003 10:29:04 AM, rrubinof

into WIP default and Status of Solving.

Case History

Case ID : N012003-04-2200426

Case Title : [REDACTED] ELECTRICAL PROBLEMS

*** CASE RULE ACTION 5/20/2003 8:15:53 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 5/28/2003 9:41:51 AM, rrubino, Action Type : Call to Dealer

Called SACCUCCI HONDA and spoke Ron, SM. He stated that they had no record of the vehicle being in for the concern and Jena (Jennifer) as off today. I thanked him for his time.

*** NOTES 5/28/2003 9:45:05 AM, rrubino, Action Type : Call to Customer

Called the customer however he was unavailable. LM advising that a call was made to the SM at SACCUCCI HONDA and they had no record of the vehicle being in for diagnosis. Request to know if the vehicle was ok at this time or if he had plans to bring the vehicle in for diagnosis.

*** NOTES 6/4/2003 9:16:06 AM, rrubino, Action Type : Call to Customer

Called the customer and there was no answer or VM. Closing case at this time as the customer has not responded to call and the dealership does not have a record of the customer being in for a concern. Will reopen if customer responds.

*** SUBCASE N012003-04-2200426-1 CLOSE 6/4/2003 9:16:35 AM, rrubino

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2003 9:16:38 AM, rrubino

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

Case Details

Case ID : N012003-11-2101017 Division : Honda - Auto Condition : Closed Open Date : 11/21/2003 1:51:41 PM
Case Originator : Nicholette Ondricek (Team CB) Sub Division : Customer Relations Status : Closed Close Date : 12/2/2003 10:08:50 AM
Case Owner : Brian Philbin (Team HC) Method : Mail Queue : Days Open : 11
Last Closed By : Brian Philbin (Team HC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] CONNECTOR REPAIR (DPSM OFFER) 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 : SEDRO WOOLLEY, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : INSIGHT / 2001
Model ID / Product Line : /
Miles / Hours :
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
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 : 207313 / SIMS HONDA
Phone No. : 360-757-7467
Address : 1615 S. GOLDENROD ROAD
City / State / Zip : BURLINGTON, WA 98233
Svc District / Sls District : 02A / A02
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
N012003-11-2101017-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012003-11-2101017-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 11/24/2003 8:49:42 AM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 12/2/2003 10:08:48 AM
Issue Title : XXXXXXXXXX PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code :
Resolutions : 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 : N012003-11-2101017

Case Title : [REDACTED] CONNECTOR REPAIR (DPSM OFFER)

*** NOTES 11/21/2003 1:51:41 PM, nondrice, Action Type :

AHM received a typed letter from the customer in reference to possible goodwill assistance to replace a connector.

There were no other documents received at this time.

*** CASE CREATE 11/21/2003 1:51:41 PM, nondrice

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

*** NOTES 11/21/2003 2:02:20 PM, nondrice, Action Type : Note-General

The customer's letter states that until recently he has been extremely satisfied with his 2001 insight and Sims Honda. The customer states that he enjoys telling people about the car and would like to continue to have nothing but good things to say about Honda. The customer stated that on November 3, 2003 he brought the vehicle to Sims Honda because the low beam head lamps did not work, but the high beams did. The problem was found to be caused by a loose connection in the connector between the steering column head lamp switch and the wiring harness. The loose connection overheated and finally burnt up causing the low beam head lamps to fail. The customer feels that since this connector is in the steering column, under a cover and not accessible it has probably been loose since the car was assembled. The service manager, Randy, contacted the DPSM and the customer was offered a parts/ labor split (customer's cost \$600.00). The customer states that he understands the car is no longer under warranty, and feels that the offer was generous. The customer adds that his feelings are Honda wants its customers to be as close to 100 percent satisfied as possible, and for this reason he wanted to express his disappointment. The customer feels the connector that failed was not subjected to normal wear and tear, and hopes Honda will reconsider and agree to pay the entire repair.

*** CASE MODIFY 11/21/2003 2:02:25 PM, nondrice

into WIP DEFAULT and Status of Solving.

*** NOTES 11/21/2003 2:02:57 PM, nondrice, Action Type : Note-General

The current mileage is not known.

*** NOTES 11/21/2003 2:03:31 PM, nondrice, Action Type : Note-General

The customer is requesting that his request for assistance be re reviewed.

*** NOTES 11/21/2003 2:05:01 PM, nondrice, Action Type : Note-General

Per my supervisor I will dispatch the case to the appropriate team (E) for further assistance. I will inter office the customer's paperwork today

*** CASE DISPATCH 11/21/2003 2:08:24 PM, nondrice

from WIP DEFAULT to Queue Team E.

*** CASE RULE ACTION 11/22/2003 2:08:24 PM, sa

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

*** CASE RULE ACTION 11/23/2003 2:08:24 PM, sa

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

*** CASE ACCEPT 11/24/2003 8:34:44 AM, bphilbin

from Queue Team E to WIP NEW (Default).

*** COMMIT 11/24/2003 8:48:48 AM, bphilbin, Action Type : N/A

Made to [REDACTED] due 11/25/2003 09:00:00 AM.

Call DPSM - SIMS - Connector

*** NOTES 11/24/2003 8:49:01 AM, bphilbin, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/25/03 9:00:00 AM

Case History

Case ID : N012003-11-2101017

Case Title : [REDACTED] CONNECTOR REPAIR (DPSM OFFER)

THIS CUSTOMER CONTACTED OUR OFFICE REGARDING THE FOLLOWING ISSUE(S):

On 11/21/03, ACS received a letter from this customer regarding a request for assistance. Customer states that until recently he has been extremely satisfied with his 2001 Insight and [REDACTED] Honda. Customer states that he enjoys telling people about the car and would like to continue to have nothing but good things to say about Honda. Customer states that on November 3, 2003 he brought the vehicle to [REDACTED] Honda because the low beam head lamps did not work, but the high beams did. Customer states that the problem was found to be caused by a loose connection in the connector between the steering column head lamp switch and the wiring harness. Customer states that the loose connection overheated and finally burned up causing the low beam head lamps to fail. Customer states that he feels that since this connector is in the steering column, under a cover and not accessible during normal maintenance, it has probably been loose since the car was assembled. Customer states that the service manager, Randy, contacted the DPSM and the customer was offered a parts/labor split (customer's cost \$600.00). Customer states that he understands the car is no longer under warranty, and feels that the offer was generous, however, he feels that Honda would want its customers to be as close to 100 percent satisfied as possible, and for this reason he wanted to express his disappointment. Customer states that feels the connector that failed was not subjected to normal wear and tear and failed due to a product defect, and hopes Honda will reconsider and agree to pay for the entire repair.

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

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

BRIAN PHILBIN
AUTOMOBILE CUSTOMER SERVICE
(800) 999-1009
Ext. 118093

*** CASE MODIFY 11/24/2003 8:49:20 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 11/24/2003 8:49:28 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** SUBCASE N012003-11-2101017-1 CREATE 11/24/2003 8:49:42 AM, bphilbin
Created in WIP Default with Due Date 11/24/2003 8:49:42 AM.

*** CASE MODIFY 11/24/2003 8:50:32 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY 11/24/2003 8:50:42 AM, bphilbin
into WIP NEW (Default) and Status of Solving.

*** CASE MODIFY COMMITMENT 11/25/2003 10:51:44 AM, bphilbin
with [REDACTED] due 11/26/2003 09:00:00 AM.

*** NOTES 12/2/2003 10:07:10 AM, bphilbin, Action Type : Call from Dealer

Spoke to Randy Eger, Service Manager. Randy states that he was able to discuss this further with Phil Heinzman, DPSM, who indicated that a reduction

Case History

Case ID : N012003-11-2101017

Case Title : SIMS 2A - [REDACTED] CONNECTOR REPAIR (DPSM OFFER)

in the labor would be acceptable. Randy states that they have repaired the vehicle and that the customer is very satisfied with the result.

*** NOTES 12/2/2003 10:08:26 AM, bphilbin, Action Type : Call to Customer

Left message for customer, indicating that, upon review with the dealership, they indicated that there was a further review of the customer's request and further assistance with the cost of the repair. Encouraged customer to call if he has any further concerns.

*** SUBCASE N012003-11-2101017-1 CLOSE 12/2/2003 10:08:48 AM, bphilbin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2003 10:08:50 AM, bphilbin

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032011-08-2401384	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/24/2011 1:47:59 PM
Case Originator :	Priscilla Samaniego (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/24/2011 1:53:18 PM
Case Owner :	Priscilla Samaniego (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Priscilla Samaniego (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :				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 : POLO, MO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE13701T
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours :
In Service Date : 05/17/2001
Months In Use : 123
Engine Number : ECA1 1010136
Originating Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
Selling Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
Trim : AUTO-AC
No. Of Doors : 3
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
N032011-08-2401384-1 /	CAMPAIG	Subcase Close	Campaign	Eligibility	712 Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032011-08-2401384-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Priscilla Samaniego	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/24/2011 1:52:18 PM
Issue Owner : Priscilla Samaniego	Type 2 : Eligibility	Queue :	Close Date : 8/24/2011 1:53:18 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 : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-08-2401384

Case Title : [REDACTED] DANNY - P23

*** CASE CREATE 8/24/2011 1:47:59 PM, psamanie

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

*** CASE MODIFY 8/24/2011 1:49:39 PM, psamanie

into WIP default and Status of Solving.

*** NOTES 8/24/2011 1:52:06 PM, psamanie, Action Type : Call from Customer

The customer called stating that he read about P23 online and he believes he is having the same problem. The customer asked if the recall applied to the vehicle. I advised it did and the recall was completed on 08/08/05. I advised of Q50. I advised to have the vehicle diagnosed at a Honda dealer. I advised if a Honda dealer confirms that the issue he is having is the same exact recall defect and cause the repair may be covered. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

*** CASE CREATE 8/24/2011 1:52:18 PM, psamanie

Number = N032011-08-2401384-1, Created in WIP default with due date 08/25/2011 01:52:18 PM..

*** SUBCASE N032011-08-2401384-1 CREATE 8/24/2011 1:52:18 PM, psamanie, Action Type :

Created in WIP default with due date 08/25/2011 01:52:18 PM.

*** CASE MODIFY 8/24/2011 1:52:36 PM, psamanie

into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2011 1:53:15 PM, psamanie

into WIP default and Status of Solving.

*** SUBCASE N032011-08-2401384-1 CLOSE 8/24/2011 1:53:18 PM, psamanie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/24/2011 1:53:18 PM, psamanie

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

Case Details

Case ID :	N032008-05-2700046	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/27/2008 6:13:01 AM
Case Originator :	Kristin Tillery (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	5/27/2008 6:48:24 AM
Case Owner :	Kristin Tillery (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kristin Tillery (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMBINATION SWITCH RECALL INQUIRY					No. of Attachments :	0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13551T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1351EW / A
Miles / Hours : 136,779
In Service Date : 08/31/2001
Months In Use : 81
Engine Number : ECA1 1010217
Originating Dealer No. / Name : 207477 / LIA HONDA
Selling Dealer No. / Name : 207477 / LIA HONDA
Trim : BASE
No. Of Doors : 3
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 : 206766 / APPLE TREE HONDA
Phone No. : 828-684-4400
Address : 195 UNDERWOOD ROAD
City / State / Zip : FLETCHER, NC 28732
Svc District / Sls District : 06J / E06
Warranty Labor Rate / Date : \$84.00 /
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
N032008-05-2700046-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032008-05-2700046-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/27/2008 6:19:09 AM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 5/27/2008 6:48:24 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032008-05-2700046

Case Title : [REDACTED] - COMBINATION SWITCH RECALL INQUIRY

*** CASE CREATE 5/27/2008 6:13:01 AM, ktillery

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

*** NOTES 5/27/2008 6:13:02 AM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address have been added.

*** CASE EXTENDED WARRANTY LOOKUP 5/27/2008 6:13:09 AM, ktillery

WARRANTY CHECK 05/27/2008 06:13:09 AM ktillery

The following Warranty Status information was found

; 1A ; 2004-10-12; H; 0; 0;
; 1B ; 2004-10-12; H; 0; 0;
; 1C ; 2004-10-12; H; 0; 0;
; 1G ; 2004-1

*** CASE CLAIMS LOOKUP 5/27/2008 6:13:12 AM, ktillery

CLAIM CHECK 05/27/2008 06:13:12 AM ktillery

The following Claim History information was found

0; 2008-01-15; 206766; 269351; 510; 121100 ; PGM-FI ENGINE/POWERTRAIN CONTROL MODULE, ECM/PCM - REPLACE.
S/B# 01-011 S/B# 01-031 S/B# 98-040 S

*** CASE CUC LOOKUP 5/27/2008 6:13:40 AM, ktillery

CUC CHECK 05/27/2008 06:13:40 AM ktillery

The following CUC information was found

;;;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 5/27/2008 6:13:40 AM, ktillery

VSC CHECK 05/27/2008 06:13:40 AM ktillery

The following VSC information was found

[REDACTED] V001132229;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2001-09-01;2008-08-30;100000;30;207263;0.00

*** CASE CLAIMS LOOKUP 5/27/2008 6:14:45 AM, ktillery

CLAIM CHECK 05/27/2008 06:14:45 AM ktillery

The following Claim History information was found

0; 2008-01-15; 206766; 269351; 510; 121100 ; PGM-FI ENGINE/POWERTRAIN CONTROL MODULE, ECM/PCM - REPLACE.
S/B# 01-011 S/B# 01-031 S/B# 98-040 S

*** CASE CREATE 5/27/2008 6:19:09 AM, ktillery

Number = N032008-05-2700046-1, Created in WIP default with due date 05/28/2008 06:19:09 AM..

*** SUBCASE N032008-05-2700046-1 CREATE 5/27/2008 6:19:09 AM, ktillery, Action Type :

Created in WIP default with due date 05/28/2008 06:19:09 AM.

*** SUBCASE N032008-05-2700046-1 MODIFY 5/27/2008 6:19:20 AM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2008 6:20:22 AM, ktillery

into WIP default and Status of Solving.

*** NOTES 5/27/2008 6:26:51 AM, ktillery, Action Type : Call from Customer

Case History

Case ID : N032008-05-2700046

Case Title : [REDACTED] - COMBINATION SWITCH RECALL INQUIRY

The customer is calling about an issue with her 2001 Insight. She stated that in the summer of 2006 the vehicle was taken to a local Honda dealer for a major service. She stated that during this service all the current recalls were performed. One of the recalls performed was for the combination headlight switch. Currently her headlights are not working. The vehicle was taken to Apple Tree Honda and diagnosed as a combination switch issue. They informed her that there was a recall that had already been performed. At this time the cost of expense would be at her expense. She is working with Matthew, SA at Apple Tree Honda. She would like more information about this recall.

After confirming through the campaign tab, I informed her that her vehicle is affected by the combination light switch recall. According to both CRMS and CICS this recall has not been performed. I suggested that she contact Apple Tree Honda about this recall. According to them the recall has been performed. I explained that perhaps there is a physical marking on the engine compartment VIN that indicates this repair has already been performed. (Refer to SB). She understood and stated that she would contact the dealer again. She is seeking no assistance from AHM.

*** CASE MODIFY 5/27/2008 6:26:53 AM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2008 6:26:55 AM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2008 6:44:03 AM, ktillery
into WIP default and Status of Solving.

*** NOTES 5/27/2008 6:48:05 AM, ktillery. Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

---Combination Light Switch Recall---

The customer will be contacting your offices inquiring more information about this recall. According to the VIN the recall has not been performed.

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

Thank you for your attention to this matter.

Kristin Tillery
Automobile Customer Service

*** CASE MODIFY 5/27/2008 6:48:08 AM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2008 6:48:13 AM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2008 6:48:19 AM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 5/27/2008 6:48:22 AM, ktillery
into WIP default and Status of Solving.

*** SUBCASE N032008-05-2700046-1 CLOSE 5/27/2008 6:48:24 AM, ktillery

Case History

Case ID : N032008-05-2700046

Case Title : [REDACTED] COMBINATION SWITCH RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/27/2008 6:48:24 AM, killery

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032009-03-3001645	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/30/2009 3:02:26 PM
Case Originator :	Kristin Tillery (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	3/30/2009 3:07:10 PM
Case Owner :	Kristin Tillery (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kristin Tillery (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - 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 : ASHEVILLE, NC [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13551T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1351EW / A
Miles / Hours : 150,000
In Service Date : 08/31/2001
Months In Use : 91
Engine Number : ECA1 1010217
Originating Dealer No. / Name : 207477 / LIA HONDA
Selling Dealer No. / Name : 207477 / LIA HONDA
Trim : BASE
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-03-3001645-1 [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-03-3001645-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/30/2009 3:06:57 PM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 3/30/2009 3:07:09 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032009-03-3001645

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 3/30/2009 3:02:26 PM, ktillery

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

*** NOTES 3/30/2009 3:02:26 PM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address were verified.

*** CASE MODIFY 3/30/2009 3:03:40 PM, ktillery

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/30/2009 3:04:57 PM, ktillery

CAMPAIGN CHECK 03/30/2009 03:04:57 PM ktillery

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 07/23/03; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 07/23/03; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 05/29/08;

*** CASE VSC LOOKUP 3/30/2009 3:04:59 PM, ktillery

VSC CHECK 03/30/2009 03:04:59 PM ktillery

The following VSC information was found

V001132229;B70;(NEW) PREMIUM 7YR 100K 0 DED;EXPIRED;;2001-09-01;2008-08-30;100000;30;207263;0.00

*** CASE CUC LOOKUP 3/30/2009 3:04:59 PM, ktillery

CUC CHECK 03/30/2009 03:04:59 PM ktillery

The following CUC information was found

```
;;;0;0;0;,,,,,,,,0;;
```

*** CASE EXTENDED WARRANTY LOOKUP 3/30/2009 3:05:01 PM, ktlillery

WARRANTY CHECK 03/30/2009 03:05:01 PM ktillery

The following Warranty Status information was found

; 1A ; 2004-10-12; H; 0; 0;

; 1B ; 2004-10-12; H; 0; 0;

; 1C ; 2004-10-12; H; 0; 0;

; 1G ; 2004-1

*** CASE CLAIMS LOOKUP 3/30/2009 3:05:03 PM, ktillery

CLAIM CHECK 03/30/2009 03:05:03 PM ktillery

The following Claim History information was found

0; 2006-06-19; 208126; 557154; 510; 412100 ; PARKING BRAKE CABLES, BOTH REAR - REPLACE.

06> RIDGELINE, CHANGED TO 2.0 PER ATB 41128

*** CASE MODIFY 3/30/2009 3:05:04 PM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2009 3:05:11 PM, ktillery

into WLP default and Status of Solving.

*** CASE MODIFY 3/30/2009 3:05:14 PM, ktillery

into WLP default and Status of Solving.

Case History

Case ID : N032009-03-3001645

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** NOTES 3/30/2009 3:06:30 PM, ktillery, Action Type : Call from Customer

The customer is calling back about the combination light switch safety recall. She understands that the recall was performed in the passed, but wants to know if AHM can cover the repair again. An IRF gave her a \$175 estimate to replace the switch.

I confirmed that the vehicle was affected by this recall and confirmed that it was performed. I apologized but informed her that recalls can only be performed once, putting the cost of repair at the owner's expense.

She understood and is seeking no further assistance from ACS.

*** CASE MODIFY 3/30/2009 3:06:31 PM, ktillery
into WIP default and Status of Solving.

*** CASE CREATE 3/30/2009 3:06:57 PM, ktillery
Number = N032009-03-3001645-1, Created in WIP default with due date 03/31/2009 03:06:57 PM..

*** SUBCASE N032009-03-3001645-1 CREATE 3/30/2009 3:06:57 PM, ktillery, Action Type :
Created in WIP default with due date 03/31/2009 03:06:57 PM.

*** SUBCASE N032009-03-3001645-1 MODIFY 3/30/2009 3:07:01 PM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2009 3:07:03 PM, ktillery
into WIP default and Status of Solving.

*** SUBCASE N032009-03-3001645-1 CLOSE 3/30/2009 3:07:09 PM, ktillery
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/30/2009 3:07:10 PM, ktillery
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012003-10-2800303 Division : Honda - Auto Condition : Closed Open Date : 10/28/2003 7:56:03 AM
Case Originator : Euland Williams (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 12/8/2003 11:40:54 AM
Case Owner : Rukaiyah Abdullah (Team HC) Method : Phone Queue : Days Open : 41
Last Closed By : Rukaiyah Abdullah (Team HC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] GOODWILL ASSISTANCE (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 : TRAVERSE CITY, MI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE137X1 [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 56,000
In Service Date : 08/06/2001
Months In Use : 26
Engine Number : ECA1 1010324
Originating Dealer No. / Name : 207403 / SUNSHINE HONDA
Selling Dealer No. / Name : 207850 / WILLIAMS HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207850 / WILLIAMS HONDA
Phone No. : 231-946-1111
Address : 2650 U.S. 31 SOUTH
City / State / Zip : TRAVERSE CITY, MI 49684
Svc District / Sls District : 04A / D04
Warranty Labor Rate / Date : \$88.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-10-2800303-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012003-10-2800303-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Haley	Type 1 : Product	Status : Subcase Close	Open Date : 10/29/2003 8:09:45 AM
Issue Owner : Rukaiyah Abdullah	Type 2 : Operation	Queue :	Close Date : 12/8/2003 11:40:49 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code :
Resolutions : Assist - AHM 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
35255-S3Y-G02	SWITCH ASSY.	Not Applicable
32150-S3Y-A10	WIRE HARNESS	Not Applicable

Check Req Info :

Check Requisition No. : 12719
Primary Amount : \$488.38
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$488.38
Approved By : aharlan
Approval Date : 12/4/2003
Status : PROCESSED
Check No. : 1373552
Check Date : 12/5/2003

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : TRAVERSE CITY, MI [REDACTED]
Campaign Template # :
Contention Code : 07411
Defect Code : 03217
Category : Regular
Failed Part # : 35255-S3Y-G02

Case History

Case ID : N012003-10-2800303

Case Title : [REDACTED] - GOODWILL ASSISTANCE (REIMBURSEMENT)

*** CASE CREATE 10/28/2003 7:56:03 AM, ewilliam

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

*** NOTES 10/28/2003 7:56:03 AM, ewilliam, Action Type :

Customer called and stated that he keeps replacing his low beam light. The customer stated that there is a problem in the head line harness box. Customer is requesting assistance with repair. He stated that the repair is costing \$689 for the harness. I informed customer that I would pass this case to a case manager who handles cases in his region and who would work with the customer and the dealership to resolve this issue for the customer. I informed customer that I could not guarantee the results of the case manager's investigation, but that a case manager would contact him within 3-5 business days. I provided customer with case number and confirmed contact information.

*** CASE MODIFY 10/28/2003 7:56:33 AM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2003 7:56:39 AM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2003 7:56:39 AM, ewilliam

into WIP default and Status of Solving.

*** NOTES 10/28/2003 7:58:15 AM, ewilliam, Action Type : Call from Customer

Customer vehicle is at Williams Honda dealership and his service advisor is Bill Matthews.

*** CASE MODIFY 10/28/2003 7:58:33 AM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2003 7:58:36 AM, ewilliam

into WIP default and Status of Solving.

*** CASE MODIFY 10/28/2003 7:58:36 AM, ewilliam

into WIP default and Status of Solving.

*** CASE DISPATCH 10/28/2003 7:58:41 AM, ewilliam

from WIP default to Queue Team C.

*** CASE ACCEPT 10/28/2003 10:18:38 AM, mmartine

temporarily from Queue Team C to WIP MAIN.

*** CASE ASSIGN 10/28/2003 10:18:50 AM, mmartine

N012003-10-2800303 to chaley, WIP □□eC! Úxp

*** CASE RULE ACTION 10/28/2003 10:18:50 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 10/29/2003 8:08:32 AM, chaley, Action Type : N/A

Made to [REDACTED] due 11/01/2003 08:08:35 AM.

DCS Follow-Up with dealer

*** NOTES 10/29/2003 8:09:39 AM, chaley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 11/1/2003

This customer contacted our office regarding the following issue(s): Customer called and stated that he keeps replacing his low beam light. The customer stated

Case History

Case ID : N012003-10-2800303

Case Title : [REDACTED] - GOODWILL ASSISTANCE (REIMBURSEMENT)

that their is a problem in the head line harness box. Customer is requesting assistance with repair. He stated that the repair is costing \$689 for the harness. Cust is requesting assistance from AHM.

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: can you please call or foward any info you may have regarding this cust issue thanks. Chris H/800-999-1009x118079

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.

Chris Haley
Automobile Customer Service

*** SUBCASE N012003-10-2800303-1 CREATE 10/29/2003 8:09:45 AM, chaley
Created in WIP Default with Due Date 10/29/2003 8:09:45 AM.

*** CASE MODIFY 10/29/2003 8:10:16 AM, chaley
into WIP WPBIN and Status of Solving.

*** CASE MODIFY 10/29/2003 8:10:17 AM, chaley
into WIP WPBIN and Status of Solving.

*** CASE ASSIGN 11/4/2003 10:35:14 AM, chaley
N012003-10-2800303 to rabdull2, WIP

*** CASE RULE ACTION 11/4/2003 10:35:16 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY COMMITMENT 11/5/2003 3:56:09 PM, rabdull2
with [REDACTED] due 11/06/2003 08:08:35 AM.

*** CASE MODIFY 11/5/2003 3:56:14 PM, rabdull2
into WIP Default and Status of Solving.

*** NOTES 11/11/2003 12:30:00 PM, ckruishe, Action Type : Call from Customer

Insight wiring harness switch has failed. Customer needs a new wire harness. Customer paid for the harness to be replaced (\$700). Bill Matthews is the service advisor. Work was completed last week. Customer would like to know if AHM will help with the repair. Advised that his request will be reviewed by his new case manager. Told [REDACTED] he would receive a call back in 3-5 business days.

*** CASE MODIFY COMMITMENT 11/13/2003 11:10:19 AM, rabdull2
with DOUG LAKIN due 11/13/2003 01:08:35 PM.

*** CASE MODIFY 11/13/2003 11:10:24 AM, rabdull2
into WIP Default and Status of Solving.

*** CASE MODIFY 11/13/2003 11:10:29 AM, rabdull2
into WIP Default and Status of Solving.

*** CASE MODIFY 11/13/2003 11:10:40 AM, rabdull2
into WIP Default and Status of Solving.

*** SUBCASE N012003-10-2800303-1 YANKED 11/13/2003 11:11:05 AM, rabdull2
Yanked by rabdull2 into WIPbin Default.

Case History

Case ID : N012003-10-2800303

Case Title : [REDACTED] - GOODWILL ASSISTANCE (REIMBURSEMENT)

*** CASE MODIFY 11/13/2003 11:12:21 AM, rabdull2

into WIP Default and Status of Solving.

*** CASE MODIFY 11/13/2003 11:12:24 AM, rabdull2

into WIP Default and Status of Solving.

*** CASE MODIFY 11/17/2003 11:30:59 AM, rabdull2

into WIP Default and Status of Solving.

*** CASE MODIFY COMMITMENT 11/17/2003 11:31:14 AM, rabdull2

with [REDACTED] due 11/17/2003 02:08:35 PM.

*** CASE MODIFY 11/17/2003 11:31:20 AM, rabdull2

into WIP Default and Status of Solving.

*** NOTES 11/20/2003 10:05:45 AM, rabdull2, Action Type : Call to Dealer

Left a v.m. for the SM- Mark to discuss the customer's case for GW consideration.

*** CASE MODIFY COMMITMENT 11/20/2003 10:06:18 AM, rabdull2

with [REDACTED] due 11/20/2003 01:08:35 PM.

*** CASE MODIFY 11/20/2003 10:06:25 AM, rabdull2

into WIP Default 2 and Status of Solving.

*** CASE MODIFY COMMITMENT 11/20/2003 3:55:51 PM, rabdull2

with [REDACTED] due 11/21/2003 01:08:35 PM.

*** CASE MODIFY 11/20/2003 3:55:56 PM, rabdull2

into WIP Default 2 and Status of Solving.

*** CASE MODIFY 11/20/2003 3:56:00 PM, rabdull2

into WIP Default 2 and Status of Solving.

*** CASE MODIFY 11/21/2003 10:21:56 AM, rabdull2

into WIP Default 2 and Status of Solving.

*** CASE MODIFY 11/21/2003 10:22:31 AM, rabdull2

into WIP Default 2 and Status of Solving.

*** NOTES 11/21/2003 10:29:33 AM, rabdull2, Action Type : Call to Dealer

I spoke with the SM- Bill to find out that the customer is ax consistent service customer with the dealer. He indicated that the customer has done all his service maintenance for both of his Honda vehicles at the dealer. I advised that AHM is willing to provide some GW to the customer for his loyalty as a service customer with the dealer. I advised that AHM is willing to cover the cost of the wire harness part. Since, the customer has already paid for the part, I recommend that the dealer submit a claim to AHM and then reimbursement the customer for the cost of the part through the dealer.

*** CASE MODIFY 11/21/2003 10:29:41 AM, rabdull2

into WIP Default 2 and Status of Solving.

*** CASE MODIFY COMMITMENT 11/21/2003 10:29:55 AM, rabdull2

with [REDACTED] due 11/24/2003 01:08:35 PM.

*** CASE MODIFY 11/21/2003 10:30:00 AM, rabdull2

into WIP Default 2 and Status of Solving.

Case History

Case ID : N012003-10-2800303

Case Title : [REDACTED] - GOODWILL ASSISTANCE (REIMBURSEMENT)

*** CASE MODIFY 11/21/2003 10:30:04 AM, rabdull2
into WIP Default 2 and Status of Solving.

*** CASE MODIFY 11/21/2003 10:30:17 AM, rabdull2
into WIP Default 2 and Status of Solving.

*** CASE RULE ACTION 11/25/2003 7:56:03 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 12/2/2003 3:58:20 PM, rabdull2
with [REDACTED] due 12/03/2003 01:08:35 PM.

*** CASE MODIFY 12/2/2003 3:59:19 PM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 9:59:02 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 9:59:57 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 10:01:39 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 10:03:28 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** NOTES 12/3/2003 10:10:11 AM, rabdull2, Action Type : Call to Dealer

I spoke with the SM- Bill to inquire whether the dealer has submitted a claim through Honda to reimburse the customer the amount he paid for the wire harness part. He indicated that his Parts and Service Director- Mike Hammerburg was suppose to contact me to discuss the arrangements for the reimbursement. I advised that the 30 day time frame has expired for the dealer to reimburse. I advised that I will submit a check req. to AHM for reimbursement of the part. He will fax me a copy of the repair invoice to submit for reimbursement.

*** CASE MODIFY 12/3/2003 10:10:21 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 10:12:06 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 10:12:55 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 10:13:00 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** CASE MODIFY 12/3/2003 10:18:07 AM, rabdull2
into WIP cases to be closed and Status of Solving.

*** NOTES 12/3/2003 10:20:01 AM, rabdull2, Action Type : Call to Customer

I left a message for the customer to advise him of the GW offer, that AHM is willing to reimburse him for the wire harness part. I will submit a check req. to Accounting, once the dealer has faxed me a copy of the repair invoice. Customer advised to contact me back, if he should have any questions regarding the message.

Case History

Case ID : N012003-10-2800303

Case Title : [REDACTED] GOODWILL ASSISTANCE (REIMBURSEMENT)

*** CASE MODIFY 12/3/2003 10:20:07 AM, rabdull2

into WIP cases to be closed and Status of Solving.

*** NOTES 12/3/2003 3:28:50 PM, rabdull2, Action Type : Call from Customer

Customer called back to thank me for the GW assistance with the wire harness part. I advised that I will follow-up with the dealer to obtain the invoice for the repair. I advised to allow 3-4 weeks for reimbursement. Customer expressed his appreciation, that AHM offered GW on the repair.

*** CASE MODIFY 12/3/2003 3:28:58 PM, rabdull2

into WIP cases to be closed and Status of Solving.

*** CASE MODIFY COMMITMENT 12/3/2003 3:29:10 PM, rabdull2

with [REDACTED] due 12/04/2003 01:08:35 PM.

*** CASE MODIFY 12/3/2003 3:29:14 PM, rabdull2

into WIP cases to be closed and Status of Solving.

*** NOTES 12/4/2003 9:07:38 AM, rabdull2, Action Type : Call to Dealer

Left a message for Bill-SM with Brandon in service. He advised that the SM attempted to fax this info. but our line was busy. He will forward the message to him to contact me back.

*** CASE MODIFY 12/4/2003 9:08:20 AM, rabdull2

into WIP Service and Status of Solving.

*** CASE MODIFY COMMITMENT 12/4/2003 9:19:58 AM, rabdull2

with [REDACTED] due 12/04/2003 10:08:35 AM.

*** CASE MODIFY 12/4/2003 9:20:52 AM, rabdull2

into WIP Service and Status of Solving.

*** CASE MODIFY 12/4/2003 9:21:44 AM, rabdull2

into WIP Service and Status of Solving.

*** CASE MODIFY 12/4/2003 9:22:11 AM, rabdull2

into WIP Service and Status of Solving.

*** NOTES 12/4/2003 10:05:22 AM, rabdull2, Action Type : Letter/Fax

FYI I received a fax of the repair invoice for the wire harness repair. I will submit a check req. for the amount of \$488.38 for the switch assembly and wire harness. (\$426.68 + \$61.70).

*** CASE MODIFY 12/4/2003 10:16:36 AM, rabdull2

into WIP Service and Status of Solving.

*** SUBCASE N012003-10-2800303-1 DISPATCH 12/4/2003 10:17:11 AM, rabdull2

from WIP Default to Queue Ck Req - Harlan.

*** CASE MODIFY 12/4/2003 10:17:36 AM, rabdull2

into WIP Service and Status of Solving.

*** CASE MODIFY COMMITMENT 12/4/2003 3:03:43 PM, rabdull2

with [REDACTED] due 12/10/2003 10:08:35 AM.

*** CASE MODIFY 12/4/2003 3:03:55 PM, rabdull2

into WIP Reimbursements and Status of Solving.

Case History

Case ID : N012003-10-2800303

Case Title : [REDACTED] GOODWILL ASSISTANCE (REIMBURSEMENT)

*** SUBCASE N012003-10-2800303-1 12/4/2003 3:15:49 PM, aharlan, Action Type :

Check Requisition for 488.38 \$ submitted

Check Requisition for 488.38 \$ submitted by aharlan

*** SUBCASE N012003-10-2800303-1 RETURN 12/4/2003 3:15:57 PM, aharlan

from Queue Ck Req - Harlan to WIP Default.

*** CASE MODIFY 12/4/2003 3:59:56 PM, rabdull2

into WIP Reimbursements and Status of Solving.

*** SUBCASE N012003-10-2800303-1 COMMIT 12/8/2003 8:02:14 AM, rabdull2, Action Type : External Commitment

Check processed for check_req_no = 12719 on 2003-12-05-00.00.000000

*** NOTES 12/8/2003 9:49:46 AM, tpturvis, Action Type : Call to Customer

Called customer and left message to inform of a reimbursement check # [REDACTED] in the amount of \$488.38, will be sent out today 12/8/03.

*** SUBCASE N012003-10-2800303-1 CLOSE 12/8/2003 11:40:49 AM, rabdull2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/8/2003 11:40:54 AM, rabdull2

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032007-04-1201008	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/12/2007 1:24:43 PM
Case Originator :	Erick Orozco (Team CE)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/12/2007 2:07:39 PM
Case Owner :	Erick Orozco (Team CE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Erick Orozco (Team CE)	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 : HEBRON, NH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13561T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1351EW / A
Miles / Hours : 75,000
In Service Date : 04/24/2001
Months In Use : 72
Engine Number : ECA1 1010414
Originating Dealer No. / Name : 207444 / WESTBROOK HONDA
Selling Dealer No. / Name : 207444 / WESTBROOK HONDA
Trim : BASE
No. Of Doors : 3
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 : 206958 / GRAPPONE HONDA
Phone No. : 603-225-3371
Address : 507 STATE ROUTE 3A
City / State / Zip : BOW, NH 03304
Svc District / Sls District : 09J / D09
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
N032007-04-1201008-1 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	412108	PRODUCT UPDATE: INS
N032007-04-1201008-2 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	712	Headlights
N032007-04-1201008-3 / [REDACTED]	CAMP Subcase Close	Campaign	Eligibility	710	Battery

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032007-04-1201008-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erick Orozco	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/12/2007 1:30:04 PM
Issue Owner : Erick Orozco	Type 2 : Eligibility	Queue :	Close Date : 4/12/2007 2:07:30 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 412108 / PRODUCT UPDATE: INSIGHT PARKING BRAKE I
Condition Code Desc : Any 4120
Campaign Code / Desc : L89 / 00-01 INSIGHT PRKG B
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 05 - Parking Brake
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
47105-S3Y-033ZA	LEVER ASSY. *NH293L*	Not Applicable

Issue Details

Issue ID : N032007-04-1201008-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erick Orozco	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/12/2007 1:32:31 PM
Issue Owner : Erick Orozco	Type 2 : Eligibility	Queue :	Close Date : 4/12/2007 2:07:34 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 : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
----------	------------------	-----------

Issue Details

Issue ID : N032007-04-1201008-3	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Erick Orozco	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/12/2007 1:34:14 PM
Issue Owner : Erick Orozco	Type 2 : Eligibility	Queue :	Close Date : 4/12/2007 2:07:39 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 710 / Battery
Condition Code Desc IMA Batt Assy 7102
Campaign Code / Desc : Q16 / 00-04 43 STATE WARRA
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-04-1201008

Case Title : [REDACTED] COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 4/12/2007 1:24:43 PM, eorozco

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

*** NOTES 4/12/2007 1:24:43 PM, eorozco, Action Type :

Customer called in wanting to know if there was any recalls on his vehicle. He is not having any problems with the vehicle with the exception that the switch light was flickering last week and the head lights went off for momentarily. Advised customer and provided him with information about bulletin #s: 03-030, 04-015 and warranty extension 06-057. Customer also had questions about the about the transmission. He has a manual transmission on his vehicle and he indicated that in June 2005 he shifted into first gear when he was driving over 45 miles per hour and he wanted to know why the transmission would go into first gear when he's driving at such high speed. I asked the customer why would he do that, said he did it by accident but the transmission shouldn't allow the driver to shift into first gear at such a high speed. Advised customer that if he believes there's something wrong with the transmission, to take the vehicle to a Honda dealership for diagnosis. Customer had no further questions. Address and contact were verified.

*** NOTES 4/12/2007 1:27:42 PM, eorozco, Action Type : Call from Customer

I offered customer assistance finding a Honda dealership but he declined. I asked him what dealership he was planning to go to, said Grappone Honda. Submitted dealer notification and added dealer info.

*** NOTES 4/12/2007 1:29:09 PM, eorozco, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer would like to bring his vehicle to your dealership have two recalls (04-015 and 03-030) taken care of.

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

Thank you for your attention to this matter.

Erick Orozco

Automobile Customer Service

*** CASE CAMPAIGN LOOKUP 4/12/2007 1:29:10 PM, eorozco

CAMPAIGN CHECK 04/12/2007 01:29:10 PM eorozco

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-09; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ;

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

06-057; Q16; 00-04

*** CASE CREATE 4/12/2007 1:30:04 PM, eorozco

Number = N032007-04-1201008-1, Created in WIP default with due date 04/13/2007 01:30:04 PM..

*** SUBCASE N032007-04-1201008-1 CREATE 4/12/2007 1:30:04 PM, eorozco, Action Type :

Created in WIP default with due date 04/13/2007 01:30:04 PM.

*** SUBCASE N032007-04-1201008-1 MODIFY 4/12/2007 1:30:11 PM, eorozco

into WIP default and Status of Solving.

*** CASE CREATE 4/12/2007 1:32:31 PM, eorozco

Number = N032007-04-1201008-2, Created in WIP default with due date 04/13/2007 01:32:30 PM..

Case History

Case ID : N032007-04-1201008

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** SUBCASE N032007-04-1201008-2 CREATE 4/12/2007 1:32:31 PM, eorozco, Action Type :
Created in WIP default with due date 04/13/2007 01:32:30 PM.

*** SUBCASE N032007-04-1201008-2 MODIFY 4/12/2007 1:32:36 PM, eorozco
into WIP default and Status of Solving.

*** CASE CREATE 4/12/2007 1:34:14 PM, eorozco
Number = N032007-04-1201008-3, Created in WIP default with due date 04/13/2007 01:34:14 PM..

*** SUBCASE N032007-04-1201008-3 CREATE 4/12/2007 1:34:14 PM, eorozco, Action Type :
Created in WIP default with due date 04/13/2007 01:34:14 PM.

*** SUBCASE N032007-04-1201008-3 MODIFY 4/12/2007 1:34:25 PM, eorozco
into WIP default and Status of Solving.

*** CASE MODIFY 4/12/2007 1:34:58 PM, eorozco
into WIP default and Status of Solving.

*** CASE ASSIGN 4/12/2007 1:35:01 PM, eorozco
N032007-04-1201008 to cchao, WIP ☐

*** CASE RULE ACTION 4/12/2007 1:35:03 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/12/2007 2:01:05 PM, cchao
into WIP default and Status of Solving.

*** CASE ASSIGN 4/12/2007 2:01:10 PM, cchao
N032007-04-1201008 to eorozco, WIP

*** CASE RULE ACTION 4/12/2007 2:01:12 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032007-04-1201008-1 CLOSE 4/12/2007 2:07:30 PM, eorozco
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032007-04-1201008-2 CLOSE 4/12/2007 2:07:34 PM, eorozco
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032007-04-1201008-3 CLOSE 4/12/2007 2:07:39 PM, eorozco
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/12/2007 2:07:39 PM, eorozco
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032006-10-0201870 Division : Honda - Auto Condition : Closed Open Date : 10/2/2006 1:19:17 PM
Case Originator : Valerie Quezada (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 10/2/2006 1:22:41 PM
Case Owner : Valerie Quezada (Team CD) Method : Phone Queue : Days Open : 0
Last Closed By : Valerie Quezada (Team CD) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] 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 : OLD BRIDGE, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13771T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 204,886
In Service Date : 07/19/2001
Months In Use : 63
Engine Number : ECA1 1010806
Originating Dealer No. / Name : 207553 / DCH ACADEMY HONDA
Selling Dealer No. / Name : 207553 / DCH ACADEMY HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-10-0201870-1 / [REDACTED] CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-10-0201870-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Valerie Quezada	Type 1 : Campaign	Status : Subcase Close	Open Date : 10/2/2006 1:22:19 PM
Issue Owner : Valerie Quezada	Type 2 : Eligibility	Queue :	Close Date : 10/2/2006 1:22:41 PM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : P23 / 00-02 INSIGHT/01-02
Temperament Code : Please Specify
Resolutions : Provided Information
Component Category : 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 : N032006-10-0201870

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL INQUIRY

*** CASE CREATE 10/2/2006 1:19:17 PM, vquezada

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

*** NOTES 10/2/2006 1:19:18 PM, vquezada, Action Type :

The customer contacted AHM inquiring if the vehicle was affected by the combination light switch recall. The customer stated that his low beam headlights went dead. I checked CICS and verified to the customer that the vehicle is affected by the recall. I informed the customer that the recall for the combination light switch is safety related and need to be completed at the Honda dealership. The customer understood and needed no further assistance, the call ended.

*** CASE EXTENDED WARRANTY LOOKUP 10/2/2006 1:19:20 PM, vquezada

WARRANTY CHECK 10/02/2006 01:19:19 PM vquezada

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/2/2006 1:19:22 PM, vquezada

CLAIM HISTORY CHECK 10/02/2006 01:19:22 PM vquezada

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/2/2006 1:19:28 PM, vquezada

CAMPAIGN CHECK 10/02/2006 01:19:27 PM vquezada

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; ;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ;

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

06-057; Q16; 00-04 43 STATE WA

*** CASE VSC LOOKUP 10/2/2006 1:19:29 PM, vquezada

VSC-CUC CHECK 10/02/2006 01:19:29 PM vquezada

No data found for VIN.

*** CASE CREATE 10/2/2006 1:22:19 PM, vquezada

Number = N032006-10-0201870-1, Created in WIP default with due date 10/03/2006 01:22:18 PM..

*** SUBCASE N032006-10-0201870-1 CREATE 10/2/2006 1:22:19 PM, vquezada, Action Type :

Created in WIP default with due date 10/03/2006 01:22:18 PM.

*** SUBCASE N032006-10-0201870-1 MODIFY 10/2/2006 1:22:24 PM, vquezada

into WIP default and Status of Solving.

*** SUBCASE N032006-10-0201870-1 CLOSE 10/2/2006 1:22:41 PM, vquezada

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/2/2006 1:22:41 PM, vquezada

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032009-01-3000989 Division : Honda - Auto Condition : Closed Open Date : 1/30/2009 1:14:24 PM
Case Originator : Kristin Tillery (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 1/30/2009 2:14:11 PM
Case Owner : Kristin Tillery (Team CD) Method : Phone Queue : Days Open : 0
Last Closed By : Kristin Tillery (Team CD) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] - Q50 (BRANDED TITLE CONCERN)/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 : ELMIRA, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13701T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 102,000
In Service Date : 06/30/2001
Months In Use : 91
Engine Number : ECA1 1010863
Originating Dealer No. / Name : 208064 / MARTIN HONDA
Selling Dealer No. / Name : 207533 / SCOTT HONDA OF WEST CHESTER
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208472 / WILLIAMS HONDA
Phone No. : 607-767-6558
Address : 465 EAST WATER STREET
City / State / Zip : ELMIRA, NY 14901
Svc District / Sls District : 09A / A09
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
N032009-01-3000989-1 / [REDACTED]	CAM Subcase Close	Campaign	Eligibility	121100	PGM-FI ENGINE/POWER
N032009-01-3000989-2 / [REDACTED]	CAM Subcase Close	Campaign	Eligibility	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N032009-01-3000989-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/30/2009 1:48:43 PM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 1/30/2009 2:14:11 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 121100 / PGM-FI ENGINE/POWERTRAIN CONTROL MODU
Condition Code Desc Other 121X
Campaign Code / Desc : Q50 / 00-01 INSIGHT M/T HA
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 07 - Fuel System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
37820-PHM-345	CONTROL MODULE, ENG	Not Applicable

Issue Details

Issue ID : N032009-01-3000989-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kristin Tillery	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/30/2009 2:13:58 PM
Issue Owner : Kristin Tillery	Type 2 : Eligibility	Queue :	Close Date : 1/30/2009 2:14:11 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 : N032009-01-3000989

Case Title : [REDACTED] - Q50 (BRANDED TITLE CONCERN)/COMBINATION LIGHT SWITC

*** NOTES 1/30/2009 1:14:24 PM, ktillery, Action Type :

The customer's name, phone number [REDACTED] and address were verified.

*** CASE CREATE 1/30/2009 1:14:24 PM, ktillery

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

*** CASE EXTENDED WARRANTY LOOKUP 1/30/2009 1:14:39 PM, ktillery

WARRANTY CHECK 01/30/2009 01:14:39 PM ktillery

The following Warranty Status information was found

; 1A ; 2005-08-24; H; 0; 0;

; 1B ; 2005-08-24; H; 0; 0;

; 1C ; 2005-08-24; H; 0; 0;

; 1G ; 2005-0

*** CASE CLAIMS LOOKUP 1/30/2009 1:14:40 PM, ktillery

CLAIM HISTORY CHECK 01/30/2009 01:14:40 PM ktillery

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/30/2009 1:14:45 PM, ktillery

CAMPAIGN CHECK 01/30/2009 01:14:45 PM ktillery

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 02/23/04; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 10/21/03; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 06/09/04;

*** CASE VSC LOOKUP 1/30/2009 1:14:46 PM, ktillery

VSC-CUC CHECK 01/30/2009 01:14:46 PM ktillery

No data found for VIN.

*** CASE MODIFY 1/30/2009 1:14:48 PM, ktillery

into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2009 1:15:52 PM, ktillery

into WIP default and Status of Solving.

*** NOTES 1/30/2009 1:29:54 PM, ktillery, Action Type : Call from Customer

The customer is calling about the ECM PUD. He just received another notice about this PUD and is confused on what he should do at this time. He received the first notice about 1 year ago so he took the vehicle to Williams Honda. The dealer ordered the replacement ECM and told the customer that they would ☐ call him back ☐ once the part arrived.

The customer didn't hear from the dealer after several days so he decided to call them and find out the status on his part. The dealer told him that they couldn't perform this update under warranty because of the salvaged title. The customer understood and took never returned to have this update performed.

Now he received the 2nd notice about this update and wants to know why AHM still sends him these notices if the vehicle is not eligible for this service.

I confirmed that the vehicle is affected by this update. I apologized for the confusion but informed him that the vehicle IS eligible for this update. Per the Warranty Cancellation Job Aid, all factory warranties are cancelled on vehicles with branded titles ☐ except recall campaigns, product updates, emissions and seat belt repairs. ☐ I suggested that the customer contact that dealer directly about this update. He understood and will can Williams Honda immediately.

Case History

Case ID : N032009-01-3000989

Case Title : [REDACTED] Q50 (BRANDED TITLE CONCERN)/COMBINATION LIGHT SWITC

*** CASE MODIFY 1/30/2009 1:29:56 PM, ktillery
into WIP default and Status of Solving.

*** NOTES 1/30/2009 1:40:12 PM, ktillery, Action Type : Note-General

The customer also mentioned an issue with the combination light switch. He knows that the previous owner had a combination safety recall performed but it has failed again. He feels that the recall didn't install an improved part. He was previously informed that recalls can only be performed once and at this time the vehicle is outside of that coverage period.

I confirmed that the vehicle was affected by this recall and confirmed that all recalls are a one time fix. I informed the customer that his concern has been documented.

He thanked me and at this time is seeking no further assistance from AHM.

*** CASE MODIFY 1/30/2009 1:40:44 PM, ktillery
into WIP default and Status of Solving.

*** CASE CREATE 1/30/2009 1:48:43 PM, ktillery
Number = N032009-01-3000989-1, Created in WIP default with due date 01/31/2009 01:48:43 PM..

*** SUBCASE N032009-01-3000989-1 CREATE 1/30/2009 1:48:43 PM, ktillery, Action Type :
Created in WIP default with due date 01/31/2009 01:48:43 PM.

*** SUBCASE N032009-01-3000989-1 MODIFY 1/30/2009 1:48:49 PM, ktillery
into WIP default and Status of Solving.

*** CASE MODIFY 1/30/2009 1:48:51 PM, ktillery
into WIP default and Status of Solving.

*** NOTES 1/30/2009 1:52:28 PM, ktillery, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

---ECM Product Update---

The customer will be taking his vehicle to have this update performed. (The vehicle has a branded title but is still eligible to have the service performed.)

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

Thank you for your attention to this matter.

Kristin Tillery
Automobile Customer Service

*** CASE MODIFY 1/30/2009 1:52:34 PM, ktillery
into WIP default and Status of Solving.

*** CASE CREATE 1/30/2009 2:13:58 PM, ktillery

Case History

Case ID : N032009-01-3000989

Case Title :

[REDACTED] - Q50 (BRANDED TITLE CONCERN)/COMBINATION LIGHT SWITC

Number = N032009-01-3000989-2, Created in WIP default with due date 01/31/2009 02:13:58 PM..

*** SUBCASE N032009-01-3000989-2 CREATE 1/30/2009 2:13:58 PM, ktillery, Action Type :

Created in WIP default with due date 01/31/2009 02:13:58 PM.

*** SUBCASE N032009-01-3000989-2 MODIFY 1/30/2009 2:14:07 PM, ktillery
into WIP default and Status of Solving.*** CASE MODIFY 1/30/2009 2:14:10 PM, ktillery
into WIP default and Status of Solving.*** SUBCASE N032009-01-3000989-1 CLOSE 1/30/2009 2:14:11 PM, ktillery
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 1/30/2009 2:14:11 PM, ktillery
Status = Closed, Resolution Code = Instruction Given, State = Open*** SUBCASE N032009-01-3000989-2 CLOSE 1/30/2009 2:14:11 PM, ktillery
Status = Solving, Resolution Code = Instruction Given

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032006-07-0500360	Division : Honda - Auto	Condition : Closed	Open Date : 7/5/2006 8:20:18 AM
Case Originator : Amber Brown (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/5/2006 8:30:28 AM
Case Owner : Amber Brown (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Amber Brown (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : 09E [REDACTED] - RECALL INQUIRY /LOW BEAM HEADLIGHTS			No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHMZE13771T [REDACTED]
 Model / Year : INSIGHT / 2001
 Model ID / Product Line : ZE1371EW / A
 Miles / Hours : 75,000
 In Service Date : 03/24/2001
 Months In Use : 64
 Engine Number : ECA1 1010939
 Originating Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA
 Selling Dealer No. / Name : 207222 / PETERS HONDA OF NASHUA
 Trim : AUTO-AC
 No. Of Doors : 3
 Transmission Code : 5MT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206762 / LUNDGREN HONDA OF AUBURN
 Phone No. : 508-832-6200
 Address : 525 WASHINGTON STREET
 City / State / Zip : AUBURN, MA 01501
 Svc District / Sls District : 09F / B09
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032006-07-0500360-1 [REDACTED] CA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032006-07-0500360-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amber Brown	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/5/2006 8:24:52 AM
Issue Owner : Amber Brown	Type 2 : Eligibility	Queue :	Close Date : 7/5/2006 8:25:11 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 : Updated Information, 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 : N032006-07-0500360

Case Title : 09E [REDACTED] RECALL INQUIRY /LOW BEAM HEADLIGHTS

*** CASE CREATE 7/5/2006 8:20:18 AM, abrownl

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

*** CASE EXTENDED WARRANTY LOOKUP 7/5/2006 8:20:21 AM, abrownl

WARRANTY CHECK 07/05/2006 08:20:21 AM abrownl

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/5/2006 8:20:25 AM, abrownl

CLAIM HISTORY CHECK 07/05/2006 08:20:25 AM abrownl

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/5/2006 8:20:34 AM, abrownl

CAMPAIGN CHECK 07/05/2006 08:20:34 AM abrownl

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; ; NR

02-081; L78; 00-01 INSIGHT ECM; 2003-03-06; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ; NR

04-015; P2

*** CASE VSC LOOKUP 7/5/2006 8:20:36 AM, abrownl

VSC-CUC CHECK 07/05/2006 08:20:36 AM abrownl

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/5/2006 8:23:44 AM, abrownl

CAMPAIGN CHECK 07/05/2006 08:23:43 AM abrownl

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; ; NR

02-081; L78; 00-01 INSIGHT ECM; 2003-03-06; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ; NR

04-015; P2

*** CASE CREATE 7/5/2006 8:24:52 AM, abrownl

Number = N032006-07-0500360-1, Created in WIP my work with due date 07/06/2006 08:24:52 AM..

*** SUBCASE N032006-07-0500360-1 CREATE 7/5/2006 8:24:52 AM, abrownl, Action Type :

Created in WIP my work with due date 07/06/2006 08:24:52 AM.

*** SUBCASE N032006-07-0500360-1 MODIFY 7/5/2006 8:25:02 AM, abrownl

into WIP my work and Status of Solving.

*** SUBCASE N032006-07-0500360-1 CLOSE 7/5/2006 8:25:11 AM, abrownl

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 7/5/2006 8:25:13 AM, abrownl

CAMPAIGN CHECK 07/05/2006 08:25:12 AM abrownl

The following Campaign information was found

01-102; L43; 2000-01 INSIGHT BATTERY MODULE; ; NR

02-081; L78; 00-01 INSIGHT ECM; 2003-03-06; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ; NR

Case History

Case ID : N032006-07-0500360

Case Title : 09E - [REDACTED] - RECALL INQUIRY /LOW BEAM HEADLIGHTS

04-015; P2

*** CASE MODIFY 7/5/2006 8:25:52 AM, abrown1
into WIP my work and Status of Solving.

*** NOTES 7/5/2006 8:29:03 AM, abrown1, Action Type : Call from Customer

The customer called in regards to his low beam lights going out. I advised the customer that he does have recall for that through doing a vin status check in CRMS. I also advised the customer of the IMA product update and the recall for the parking brake lever. The customer thanked me and required no 'further assistance at this time. He stated that he will taking his vehicle to the dealer in Auburn.
The customer required no further assistance at this time.

*** NOTES 7/5/2006 8:30:24 AM, abrown1, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

[REDACTED] may call to make an appointment to have his low beam recall done as well as the recall for the parking brake lever.
He would like to also have the IMA product update done at the same time.

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

Thank you for your attention to this matter.

Amber Brown
Automobile Customer Service

*** CASE CLOSE 7/5/2006 8:30:28 AM, abrown1

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032007-06-2500090	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/25/2007 6:40:40 AM
Case Originator :	Yvette Ferrer (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	6/25/2007 2:04:17 PM
Case Owner :	Pamela Bongco (Team AC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Pamela Bongco (Team AC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED]-N012007-06-2501600 / LIGHT SWITCH REPAIR 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 : CHESTERLAND, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13711T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 96,000
In Service Date : 03/12/2001
Months In Use : 75
Engine Number : ECA1 1010966
Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206789 / RICK CASE HONDA
Phone No. : 216-531-7835
Address : 915 E. 200TH STREET
City / State / Zip : EUCLID, OH 44119
Svc District / Sls District : 04H / C04
Warranty Labor Rate / Date : \$98.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208257	HONDA OF MENTOR		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-06-2500090-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032007-06-2500090-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yvette Ferrer	Type 1 : Product	Status : Subcase Close	Open Date : 6/25/2007 7:09:18 AM
Issue Owner : Yvette Ferrer	Type 2 : Operation	Queue :	Close Date : 6/25/2007 7:38:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-06-2500090

Case Title : [REDACTED]-N012007-06-2501600 / LIGHT SWITCH REPAIR ASSISTANCE

*** CASE CREATE 6/25/2007 6:40:40 AM, yferrer

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

*** CASE EXTENDED WARRANTY LOOKUP 6/25/2007 6:40:42 AM, yferrer

WARRANTY CHECK 06/25/2007 06:40:42 AM yferrer

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/25/2007 6:40:49 AM, yferrer

CLAIM CHECK 06/25/2007 06:40:49 AM yferrer

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CASE CAMPAIGN LOOKUP 6/25/2007 6:40:55 AM, yferrer

CAMPAIGN CHECK 06/25/2007 06:40:55 AM yferrer

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE VSC LOOKUP 6/25/2007 6:40:57 AM, yferrer

VSC-CUC CHECK 06/25/2007 06:40:57 AM yferrer

No data found for VIN.

*** NOTES 6/25/2007 6:46:13 AM, yferrer, Action Type : Call from Customer

Verified customer contact information and updated it. Customer is the new owner. Verified campaigns. Customer stated that the vehicle had the headlight recall campaign done in 2004 and feels that not all of the parts for that campaign were replaced. Customer had vehicle inspected at a independent shop and found that the ground wire was inoperable. Advised customer to take vehicle to a local Honda dealership for diagnosis. Advised customer to then call back if assistance is needed. Customer thanked me for the information

*** CASE MODIFY 6/25/2007 6:53:58 AM, yferrer

into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2007 7:08:09 AM, yferrer

into WIP default and Status of Solving.

*** SUBCASE N032007-06-2500090-1 CREATE 6/25/2007 7:09:18 AM, yferrer

Created in WIP Default with Due Date 6/25/2007 7:09:18 AM.

*** CASE MODIFY 6/25/2007 7:10:13 AM, yferrer

into WIP default and Status of Solving.

*** CASE ASSIGN 6/25/2007 7:10:23 AM, yferrer

N032007-06-2500090 to cchao, WIP

*** CASE RULE ACTION 6/25/2007 7:10:24 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/25/2007 7:26:25 AM, cchao

into WIP default and Status of Solving.

Case History

Case ID : N032007-06-2500090

Case Title : [REDACTED] N012007-06-2501600 / LIGHT SWITCH REPAIR ASSISTANCE

*** CASE ASSIGN 6/25/2007 7:26:40 AM, cchao

N032007-06-2500090 to yferrer, WIP □

*** CASE RULE ACTION 6/25/2007 7:26:41 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N032007-06-2500090-1 CLOSE 6/25/2007 7:38:25 AM, yferrer

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/25/2007 7:38:25 AM, yferrer

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

*** CASE REOPEN 6/25/2007 11:51:15 AM, gwilson

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/25/2007 11:51:56 AM, gwilson

CAMPAIGN CHECK 06/25/2007 11:51:56 AM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE EXTENDED WARRANTY LOOKUP 6/25/2007 11:52:44 AM, gwilson

WARRANTY CHECK 06/25/2007 11:52:44 AM gwilson

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/25/2007 11:52:49 AM, gwilson

CLAIM CHECK 06/25/2007 11:52:49 AM gwilson

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CASE CAMPAIGN LOOKUP 6/25/2007 11:52:51 AM, gwilson

CAMPAIGN CHECK 06/25/2007 11:52:51 AM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE VSC LOOKUP 6/25/2007 11:52:53 AM, gwilson

VSC-CUC CHECK 06/25/2007 11:52:53 AM gwilson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/25/2007 11:55:41 AM, gwilson

CAMPAIGN CHECK 06/25/2007 11:55:41 AM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

Case History

Case ID : N032007-06-2500090

Case Title : [REDACTED] N012007-06-2501600 / LIGHT SWITCH REPAIR ASSISTANCE

*** CASE CLAIMS LOOKUP 6/25/2007 11:55:48 AM, gwilson

CLAIM CHECK 06/25/2007 11:55:48 AM gwilson

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CASE CAMPAIGN LOOKUP 6/25/2007 12:00:32 PM, gwilson

CAMPAIGN CHECK 06/25/2007 12:00:32 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** NOTES 6/25/2007 12:03:01 PM, gwilson, Action Type : Call from Customer

Jennifer from Rick Case Honda called AHM in reference to a repair for the combination light switch under a recall according to s/b 04-015. The customer was informed that the recall was performed on 6-17-2004 at Honda of Mentor. The customer stated that she would inform the owner of the vehicle of this information, because he informed Jennifer that he was instructed by AHM to take the vehicle to a dealership for a diagnosis so that AHM can reimburse him for the repair. The customer thanked me for the information and ended call.

I verified the customer's address and phone number.

*** CASE MODIFY 6/25/2007 12:03:23 PM, gwilson

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/25/2007 12:03:28 PM, gwilson

CAMPAIGN CHECK 06/25/2007 12:03:28 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE VSC LOOKUP 6/25/2007 12:03:29 PM, gwilson

VSC-CUC CHECK 06/25/2007 12:03:29 PM gwilson

No data found for VIN.

*** CASE MODIFY 6/25/2007 12:04:05 PM, gwilson

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/25/2007 12:07:51 PM, gwilson

CAMPAIGN CHECK 06/25/2007 12:07:51 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE MODIFY 6/25/2007 12:09:20 PM, gwilson

into WIP default and Status of Solving.

Case History

Case ID : N032007-06-2500090

Case Title : [REDACTED]-N012007-06-2501600 / LIGHT SWITCH REPAIR ASSISTANCE

*** CASE CLOSE 6/25/2007 12:09:32 PM, gwilson

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

*** CASE REOPEN 6/25/2007 12:19:31 PM, gwilson

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/25/2007 12:19:38 PM, gwilson

WARRANTY CHECK 06/25/2007 12:19:38 PM gwilson

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/25/2007 12:32:09 PM, gwilson

CAMPAIGN CHECK 06/25/2007 12:32:09 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE MODIFY 6/25/2007 12:32:44 PM, gwilson

into WIP default and Status of Solving.

*** NOTES 6/25/2007 12:42:21 PM, gwilson, Action Type : Call from Customer

The customer called AHM back in reference to a recall for the combination light switch in the vehicle. The customer was informed that the recall repair for the part was done on 6-17-2004. The customer was informed by a representative at Rick Case Honda that the combination light switch does need to be repaired because the recall was never performed after inspecting the part, but not the VIN plate. The customer was not given a cost of repairs. The customer stated that he is very upset because he was informed twice that the recall was never performed and that AHM would provide assistance with the repairs. The customer would like to have his case submitted for review for assistance with the cost of the repairs for the part. The customer was informed that assistance is not guaranteed but that in the interest of customer satisfaction, I would forward the case for further review. The customer was informed that the case will be reviewed on a case by case basis. The customer stated that his vehicle is currently at Rick Case Honda and it is drivable. The customer does have the case number N032007-06-2500090 for future reference. The customer thanked me for the information and ended the call.

I verified the customer's address and phone number.

*** CASE MODIFY 6/25/2007 12:43:07 PM, gwilson

into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2007 12:44:36 PM, gwilson

into WIP default and Status of Solving.

*** NOTES 6/25/2007 12:56:49 PM, apadungy, Action Type : Call from Customer

Customer stated that he just wanted to add to his case that Sirius at the Honda dealership advised that the plate was not hole punched stating that the vehicles recall was performed. I informed him that i have documented his case and he will be contacted by a CM upon review.

*** NOTES 6/25/2007 1:00:08 PM, gwilson, Action Type : Call from Customer

This case should be an N01. subcase created in error.

*** NOTES 6/25/2007 1:00:34 PM, gwilson, Action Type : Call from Customer

This case will be dispatched to the N03 to Honda queue.

*** CASE MODIFY 6/25/2007 1:00:38 PM, gwilson

Case History

Case ID : N032007-06-2500090

Case Title : [REDACTED] N012007-06-2501600 / LIGHT SWITCH REPAIR ASSISTANCE

into WIP default and Status of Solving.

*** CASE DISPATCH 6/25/2007 1:00:49 PM, gwilson
from WIP default to Queue N03 to Honda.

*** CASE YANKED 6/25/2007 2:03:52 PM, pbongco
Yanked by pbongco into WIPbin default.

*** NOTES 6/25/2007 2:03:54 PM, pbongco, Action Type : Call from Customer
On 6/25/07 ACS is closing this case replacing with N012007-06-2501600.

*** CASE MODIFY 6/25/2007 2:04:15 PM, pbongco
into WIP default and Status of Solving.

*** CASE CLOSE 6/25/2007 2:04:17 PM, 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 :	N012007-06-2501600	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/25/2007 2:03:23 PM
Case Originator :	Pamela Bongco (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/27/2007 1:50:13 PM
Case Owner :	Marion Cooley (Team HG)	Method :	Phone	Queue :		Days Open :	2
Last Closed By :	Marion Cooley (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] -N03/ 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 : CHESTERLAND, OH [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13711T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 96,000
In Service Date : 03/12/2001
Months In Use : 75
Engine Number : ECA1 1010966
Originating Dealer No. / Name : 208257 / HONDA OF MENTOR
Selling Dealer No. / Name : 208257 / HONDA OF MENTOR
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206789 / RICK CASE HONDA
Phone No. : 216-531-7835
Address : 915 E. 200TH STREET
City / State / Zip : EUCLID, OH 44119
Svc District / Sls District : 04H / C04
Warranty Labor Rate / Date : \$98.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-06-2501600-1 [REDACTED] PRODUC	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-06-2501600-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Product	Status : Subcase Close	Open Date : 6/26/2007 6:14:09 AM
Issue Owner : Marion Cooley	Type 2 : Operation	Queue :	Close Date : 6/27/2007 1:50:10 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 : N012007-06-2501600

Case Title : [REDACTED] -N03/ COMBINATION LIGHT SWITCH

*** CASE CREATE 6/25/2007 2:03:23 PM, pbongco

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

*** NOTES 6/25/2007 2:03:23 PM, pbongco, Action Type :

*** WARRANTY CHECK 06/25/2007 06:40:42 AM yferrer

No data found for VIN.

*** CLAIM CHECK 06/25/2007 06:40:49 AM yferrer

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CAMPAIGN CHECK 06/25/2007 06:40:55 AM yferrer

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX
06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

*** VSC-CUC CHECK 06/25/2007 06:40:57 AM yferrer

No data found for VIN.

*** NOTES 06/25/2007 06:46:13 yferrer Action Type: Call from Customer

Verified customer contact information and updated it. Customer is the new owner. Verified campaigns. Customer stated that the vehicle had the headlight recall campaign done in 2004 and feels that not all of the parts for that campaign were replaced. Customer had vehicle inspected at a independent shop and found that the ground wire was inoppperable. Advised customer to take vehicle to a local Honda dealership for diagnosis. Advised customer to then call back if assistance is needed. Customer thanked me for the information

*** SUBCASE N032007-06-2500090-1 6/25/2007 7:09:18 AM yferrer

*** CAMPAIGN CHECK 06/25/2007 11:51:56 AM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX
06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;
07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** WARRANTY CHECK 06/25/2007 11:52:44 AM gwilson

No data found for VIN.

*** CLAIM CHECK 06/25/2007 11:52:49 AM gwilson

The following Claim History information was found

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED] -N03/ COMBINATION LIGHT SWITCH

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CAMPAIGN CHECK 06/25/2007 11:52:51 AM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** VSC-CUC CHECK 06/25/2007 11:52:53 AM gwilson

No data found for VIN.

*** CAMPAIGN CHECK 06/25/2007 11:55:41 AM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** CLAIM CHECK 06/25/2007 11:55:48 AM gwilson

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CAMPAIGN CHECK 06/25/2007 12:00:32 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** NOTES 06/25/2007 12:03:01 gwilson Action Type: Call from Customer

Jennifer from Rick Case Honda called AHM in reference to a repair for the combination light switch under a recall according to s/b 04-015. The customer was informed that the recall was performed on 6-17-2004 at Honda of Mentor. The customer stated that she would inform the owner of the vehicle of this information, because he informed Jennifer that he was instructed by AHM to take the vehicle to a dealership for a diagnosis so that AHM can reimburse him for the repair. The customer thanked me for the information and ended call.

I verified the customer's address and phone number.

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED] -N03/ COMBINATION LIGHT SWITCH

*** CAMPAIGN CHECK 06/25/2007 12:03:28 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** VSC-CUC CHECK 06/25/2007 12:03:29 PM gwilson

No data found for VIN.

*** CAMPAIGN CHECK 06/25/2007 12:07:51 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** WARRANTY CHECK 06/25/2007 12:19:38 PM gwilson

No data found for VIN.

*** CAMPAIGN CHECK 06/25/2007 12:32:09 PM gwilson

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17; FX

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ;

07-036; Q50; 00-01 INSIGHT M/T HARDWARE UPD; ;

*** NOTES 06/25/2007 12:42:21 gwilson Action Type: Call from Customer

The customer called AHM back in reference to a recall for the combination light switch in the vehicle. The customer was informed that the recall repair for the part was done on 6-17-2004. The customer was informed by a representative at Rick Case Honda that the combination light switch does need to be repaired because the recall was never performed after inspecting the part, but not the VIN plate. The customer was not given a cost of repairs. The customer stated that he is very upset because he was informed twice that the recall was never performed and that AHM would provide assistance with the repairs. The customer would like to have his case submitted for review for assistance with the cost of the repairs for the part. The customer was informed that assistance is not guaranteed but that in the interest of customer satisfaction, I would forward the case for further review. The customer was informed that the case will be reviewed on a case by case basis. The customer stated that his vehicle is currently at Rick Case Honda and it is drivable. The customer does have the case number N032007-06-2500090 for future reference. The customer thanked me for the information and ended the call.

I verified the customer's address and phone number.

*** NOTES 06/25/2007 12:56:49 apadungy Action Type: Call from Customer

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED] -N03/ COMBINATION LIGHT SWITCH

Customer stated that he just wanted to add to his case that Sirius at the Honda dealership advised that the plate was not hole punched stating that the vehicles recall was performed. I informed him that i have documented his case and he will be contacted by a CM upon review.

*** NOTES 06/25/2007 13:00:08 gwilson Action Type: Call from Customer
This case should be an N01. subcase created in error.

*** NOTES 06/25/2007 13:00:34 gwilson Action Type: Call from Customer
This case will be dispatched to the N03 to Honda queue.

*** CASE MODIFY 6/25/2007 2:03:35 PM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 6/25/2007 2:03:36 PM, pbongco
from WIP default to Queue Honda Team H .

*** CASE MODIFY 6/25/2007 2:03:36 PM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 6/25/2007 2:03:36 PM, pbongco
into WIP default and Status of Solving.

*** CASE ACCEPT 6/25/2007 2:11:01 PM, mcooley
from Queue Honda Team H to WIP ** default **.

*** CASE CAMPAIGN LOOKUP 6/25/2007 2:13:29 PM, mcooley
CAMPAIGN CHECK 06/25/2007 02:13:29 PM mcooley
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE VSC LOOKUP 6/25/2007 2:13:32 PM, mcooley
VSC-CUC CHECK 06/25/2007 02:13:32 PM mcooley
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/25/2007 2:13:45 PM, mcooley
CAMPAIGN CHECK 06/25/2007 02:13:45 PM mcooley
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE MODIFY 6/25/2007 2:14:29 PM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/25/2007 2:14:34 PM, mcooley
WARRANTY CHECK 06/25/2007 02:14:34 PM mcooley
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/25/2007 2:14:41 PM, mcooley

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED] -N03/ COMBINATION LIGHT SWITCH

CLAIM CHECK 06/25/2007 02:14:41 PM mcooley

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** CASE MODIFY 6/25/2007 2:20:15 PM, mcooley

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

*** COMMIT 6/25/2007 2:23:14 PM, mcooley, Action Type : N/A

follow up

*** CASE MODIFY 6/25/2007 2:23:28 PM, mcooley

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

*** CASE CAMPAIGN LOOKUP 6/26/2007 6:12:06 AM, mcooley

CAMPAIGN CHECK 06/26/2007 06:12:06 AM mcooley

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE MODIFY 6/26/2007 6:13:24 AM, mcooley

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

*** SUBCASE N012007-06-2501600-I CREATE 6/26/2007 6:14:09 AM, mcooley

Created in WIP Default with Due Date 6/26/2007 6:14:09 AM.

*** CASE MODIFY 6/26/2007 6:15:04 AM, mcooley

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

*** CASE MODIFY 6/26/2007 6:15:07 AM, mcooley

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

*** NOTES 6/26/2007 6:36:59 AM, mcooley, Action Type : Call to Customer

Called the customer to introduce myself as the RCM and to provide him with my phone number and my extension. Left VM to call me back.

*** CASE MODIFY 6/26/2007 6:37:09 AM, mcooley

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

*** NOTES 6/27/2007 7:09:51 AM, eashley, Action Type : Call from Customer

The customer called to speak with his CM (Marion at 118041) and upon my first attempt to transfer, I got her voice mail which I advised him of. My second attempt was successful and I introduced myself to Marion and the nature of the customer's call and she accepted the transfer. The call was connected. I thanked the customer for calling AHM.

I verified and updated the customer's address/telephone number.

*** CASE CAMPAIGN LOOKUP 6/27/2007 7:11:38 AM, mcooley

CAMPAIGN CHECK 06/27/2007 07:11:38 AM mcooley

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED]-N03/ COMBINATION LIGHT SWITCH

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE EXTENDED WARRANTY LOOKUP 6/27/2007 7:11:40 AM, mcooley
WARRANTY CHECK 06/27/2007 07:11:40 AM mcooley
No data found for VIN.

*** CASE MODIFY 6/27/2007 7:11:43 AM, mcooley
into WIP Rick Case Honda and Status of Solving.

*** NOTES 6/27/2007 7:37:14 AM, mcooley, Action Type : Call to Customer

I called the customer back and introduced myself as the RCM. I was advised that he is the second owner of the vehicle and he bought the vehicle two weeks ago from a private party. He had some issue with the headlight; he had taken the vehicle to the dealer because his private mechanic had found one of the ground wires had been disconnected. Customer called ACS and was informed that he should take the vehicle to the dealer for diagnostic. Customer stated that he called back after [REDACTED] Case Honda informed him that it looks like the combination light switch was never replaced. He stated that he feels that this should be covered by Honda at this time since this is a Champaign that had not been done. He stated that the vehicle is right now at the dealer and that it is ready for pick up. I was advised that AHM must pay for the repair. He stated that since AHM has unscrupulous dealers out there who put in claims with companies and then not perform the work. I advised him that the dealer has to return part to AHM if they were performed under warranty or Champaign. In this case it does show that the switch was replaced under the Champaign. I advised him that I will follow up with the dealer and then get back to him as to whether or not AHM will assist with the repair or not.

*** CASE CAMPAIGN LOOKUP 6/27/2007 7:41:22 AM, mcooley
CAMPAIGN CHECK 06/27/2007 07:41:22 AM mcooley
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** CASE MODIFY 6/27/2007 7:41:23 AM, mcooley
into WIP [REDACTED] Case Honda and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/27/2007 7:57:25 AM, mcooley
CAMPAIGN CHECK 06/27/2007 07:57:25 AM mcooley
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** NOTES 6/27/2007 8:12:15 AM, mcooley, Action Type : Call to Dealer

Called the dealer and spoke to ASM Jennifer (Shawn Darbey is out sick). I was advised that the customer had brought the vehicle in for the light concern. Dealer looked at the concern and found that the combination light switch needed to be replaced. They found that the wire harness had no prior work on it done, and the VIN plate was not punched out where it should have been. According to the mechanic working on the vehicle at [REDACTED] Case Honda this recall was never performed. ASM Jennifer contacted the Satellite center to see whether or not the recall would be covered under the Champaign since the recall had not been performed. She spoke to Gilberto and she was advised that according to their records the recall was performed and that the customer would have to pay for the repair. I advised her that if this is the case AHM will cover the cost of the repair, rental vehicle will not be provided. Authorization was given.

*** CASE MODIFY 6/27/2007 8:12:23 AM, mcooley
into WIP Rick Case Honda and Status of Solving.

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED] N03/ COMBINATION LIGHT SWITCH

*** CASE MODIFY 6/27/2007 8:12:59 AM, mcooley
into WIP [REDACTED] Case Honda and Status of Solving.

*** NOTES 6/27/2007 8:13:57 AM, mcooley, Action Type : Call to Customer
Called the customer and left a message for call back.

*** CASE MODIFY 6/27/2007 8:14:04 AM, mcooley
into WIP [REDACTED] Case Honda and Status of Solving.

*** CASE MODIFY 6/27/2007 9:39:10 AM, mcooley
into WIP Rick Case Honda and Status of Solving.

*** CASE VSC LOOKUP 6/27/2007 9:49:58 AM, mcooley
VSC-CUC CHECK 06/27/2007 09:49:58 AM mcooley
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/27/2007 9:50:14 AM, mcooley
CAMPAIGN CHECK 06/27/2007 09:50:14 AM mcooley
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 2003-05-29; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 2003-05-29; FX
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2004-06-17;

*** NOTES 6/27/2007 10:19:36 AM, mcooley, Action Type : Call to Customer
Called the customer back and he advised me that the repair has been completed and that he is happy with that part, however the dealer gave him the bill for a two day rental. I was advised that both ASM Jennifer and SA Sirius had advised him that when he initially brought the vehicle in for the diagnostic that they provide rental vehicles to their entire customer and not to worry about that. When they called him the next day he was advised that the part was not in and that they repair would not be done until the following day, they told him not to worry about that. I was advised that when he picked up the vehicle he was advised that the Champaign was performed. I advised him that in this case the repair was covered under goodwill and will not fall under the Champaign, I advised him that in this case our Champaign center had been contacted and they had refused to assist based on the factor that the Champaign had been performed already. He stated that it never had been done so it should be covered. I advised him that in this case it shows that the recall had been performed already according to the information on file. I advised him that in this case I made a decision in his favor, because of a goodwill gesture. I advised him that in this case we don not have to offer any goodwill, but I choose to assist based on the information provided to me by the dealer. . Customer was advised that Honda does not offer any rental vehicles even in cases of repairs under warranty or Champaigns. I advised him that I will speak to ASM Jennifer in regards to the rental issue and follow up with him. He thanked for the follow up.

*** NOTES 6/27/2007 10:22:30 AM, mcooley, Action Type : Call to Dealer
Called the dealer and spoke to warranty clerk Nadine and she advised me that she had not submitted the claim yet, however that the claim was marked Champaign. I advised her that since the claim was marked Champaign it would have gotten kicked back since it showed the Champaign completed. I advised her to put this claim under goodwill. She stated that she will. I left a message for ASM Jennifer to call me back in regards to the rental issue. She was at lunch at that time.

*** CASE MODIFY 6/27/2007 10:26:50 AM, mcooley
into WIP Rick Case Honda and Status of Solving.

*** NOTES 6/27/2007 11:22:42 AM, mcooley, Action Type : Call to Dealer
Called the dealer and spoke to SA Sirius and he advised me that when he had spoken to the customer and at the time the vehicle was brought in the vehicle would have been repaired at CP. In cases of CP anything over \$ 300.00 and their dealer would provide a rental vehicle to the customer. He stated that when

Case History

Case ID : N012007-06-2501600

Case Title : [REDACTED] -N03/ COMBINATION LIGHT SWITCH

the repair was done under goodwill, he presented the customer with the bill for the rental vehicle. Customer was upset. I asked whether or not the customer was aware that he would have to pay for the rental vehicle if the repair was done under warranty, he stated that he did not tell the customer that information. I advised him that I will discuss the case with ASM Jennifer at this time. I advised her of the information that SA Sirius had provided to me, I advised her that in this case the customer was not made aware of the fact that he would be responsible for the rental car if Honda would assist with goodwill. ASM Jennifer stated that since this is the case they will resolve the customer concern internally and that they will follow up with the customer to let him know that they will reimburse him for the rental vehicle. I thanked for her assistance in this matter.

*** CASE MODIFY 6/27/2007 11:22:48 AM, mcooley
into WIP Rick Case Honda and Status of Solving.

*** NOTES 6/27/2007 12:40:42 PM, mcooley, Action Type : Call to Dealer

Called ASM Jennifer back after receiving a VM from her. I was advised that she had called the customer and left a VM for the customer apologizing and advising him that they will reimburse him for the two days of rental. I thanked her for the assistance provided. I also explained to her what the function of the Satellite center is and what portion they handle and what our office does. She thanked for the information provided.

*** NOTES 6/27/2007 1:47:40 PM, mcooley, Action Type : Call to Customer

Called the customer and was advised that ASM Jennifer had contacted him and advised him that since the rental car issue was not explained to him correctly at the time when the customer was offered the rental, they will cover the two day rental in this case. his credit card has already been credited. He stated that he appreciated the follow through, follow up and all the efforts that have been made on his behalf. I advised him that I am glad that AHM was able to assist him in this matter. Customer thanked for the follow up.

*** CASE FULFILL 6/27/2007 1:47:47 PM, mcooley
Fulfilled for [REDACTED] due 06/28/2007 12:00:00 AM.

*** CASE CLAIMS LOOKUP 6/27/2007 1:48:24 PM, mcooley

CLAIM CHECK 06/27/2007 01:48:24 PM mcooley

The following Claim History information was found

0; 2004-06-17; 208257; 563041; 510; 728104 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH, THE RED/WHT WIRE IN TH

*** SUBCASE N012007-06-2501600-1 CLOSE 6/27/2007 1:50:10 PM, mcooley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/27/2007 1:50:12 PM, mcooley

into WIP Rick Case Honda and Status of Solving.

*** CASE CLOSE 6/27/2007 1:50:13 PM, mcooley

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

Case Details

Case ID : N012007-03-0200613	Division : Honda - Auto	Condition : Closed	Open Date : 3/2/2007 10:32:30 AM
Case Originator : Lomies Williams (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/20/2007 8:25:08 AM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 18
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] RENTAL REIMBURSEMENT		No. of Attachments : 0	

Site / Contact Info :

Site Name :
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : PALMYRA, WI
E Mail :
Svc District / SIs District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE13791T
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 80,000
In Service Date : 05/07/2001
Months In Use : 70
Engine Number : ECA1 1011044
Originating Dealer No. / Name : 208125 / NAPLETON'S HONDA
Selling Dealer No. / Name : 208125 / NAPLETON'S HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207306 / ROCK COUNTY HONDA
Phone No. : 608-754-4418
Address : 3636 E. MILWAUKEE ST.
City / State / Zip : JANESVILLE, WI 53546
Svc District / SIs District : 08C / D08
Warranty Labor Rate / Date : \$103.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

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

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-03-0200613-1 / [REDACTED]	SERVI Subcase Close	Service - Dealer	Loaner/Rental	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012007-03-0200613-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/6/2007 6:19:25 AM
Issue Owner : Julie Kim	Type 2 : Loaner/Rental	Queue :	Close Date : 3/20/2007 8:24:56 AM
Issue Title : [REDACTED] - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist Denied, Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-03-0200613

Case Title : [REDACTED] RENTAL REIMBURSEMENT

*** CASE CREATE 3/2/2007 10:32:30 AM, lwilliam

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

*** NOTES 3/2/2007 10:39:39 AM, lwilliam, Action Type : Contention

Customer states that she took vehicle in for the recall repair. She states that she spoke with Tom in the service department and was told that the part needed won't be in until Monday. She states that because of the law she is unable to drive without headlights in the snow. She states that she asked dealership about a loaner vehicle and was told that they don't give loaners for this type of repair. She states that she asked why and was told that they can't help her. She states that she wanted to know if this was true. ACS advised her that loaner vehicles for recall service are at the dealers discretion or availability. She states that dealership did have some but didn't want to give her one. She stated that she wanted to know if she can be reimbursed if she has to get a rental since this isn't her fault. ACS advised her that it is not guaranteed that she will be reimbursed, but will have the case sent to case manager for review and she will be contacted in 1-2 business days. Customer acknowledged and ended call.

*** CASE MODIFY 3/2/2007 10:40:04 AM, lwilliam
into WIP default and Status of Solving.*** CASE MODIFY 3/2/2007 10:40:13 AM, lwilliam
into WIP default and Status of Solving.*** CASE MODIFY 3/2/2007 10:40:13 AM, lwilliam
into WIP default and Status of Solving.*** CASE DISPATCH 3/2/2007 10:40:17 AM, lwilliam
from WIP default to Queue Honda Team F.*** CASE RULE ACTION 3/3/2007 10:40:17 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** CASE RULE ACTION 3/4/2007 10:40:17 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** CASE ASSIGN 3/5/2007 2:22:05 PM, wnazaret
N012007-03-0200613 to mkim, WIP V_Lic*** CASE RULE ACTION 3/5/2007 2:22:07 PM, sa
Action Task Assignee of rule Assign Notification fired*** CASE CLAIMS LOOKUP 3/6/2007 6:18:39 AM, mkim
CLAIM HISTORY CHECK 03/06/2007 06:18:39 AM mkim
No data found for VIN.*** CASE CAMPAIGN LOOKUP 3/6/2007 6:18:48 AM, mkim
CAMPAIGN CHECK 03/06/2007 06:18:48 AM mkim
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 2003-01-22; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;
06-057; Q16; 00-04 43*** CASE VSC LOOKUP 3/6/2007 6:18:50 AM, mkim
VSC-CUC CHECK 03/06/2007 06:18:50 AM mkim

Case History

Case ID : N012007-03-0200613

Case Title :

RENTAL REIMBURSEMENT

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 3/6/2007 6:18:52 AM, mkim

WARRANTY CHECK 03/06/2007 06:18:52 AM mkim

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/6/2007 6:19:02 AM, mkim

CLAIM HISTORY CHECK 03/06/2007 06:19:02 AM mkim

No data found for VIN.

*** SUBCASE N012007-03-0200613-1 CREATE 3/6/2007 6:19:25 AM, mkim

Created in WIP Default with Due Date 3/6/2007 6:19:25 AM.

*** CASE CLAIMS LOOKUP 3/6/2007 6:19:27 AM, mkim

CLAIM HISTORY CHECK 03/06/2007 06:19:27 AM mkim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/6/2007 6:19:35 AM, mkim

CAMPAIGN CHECK 03/06/2007 06:19:35 AM mkim

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-22; FX

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ;

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

06-057; Q16; 00-04 43

*** CASE MODIFY 3/6/2007 6:19:36 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 3/6/2007 6:20:02 AM, mkim

into WIP DEFAULT and Status of Solving.

*** COMMIT 3/6/2007 6:20:03 AM, mkim, Action Type : N/A

***cust called?

*** CASE MODIFY 3/6/2007 6:20:15 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE VSC LOOKUP 3/8/2007 8:07:07 AM, mkim

VSC-CUC CHECK 03/08/2007 08:07:07 AM mkim

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/8/2007 8:09:20 AM, mkim

CLAIM HISTORY CHECK 03/08/2007 08:09:20 AM mkim

No data found for VIN.

*** CASE MODIFY COMMITMENT 3/8/2007 8:09:49 AM, mkim

with [REDACTED] due 03/12/2007 05:00:00 PM.

*** NOTES 3/8/2007 8:10:03 AM, mkim, Action Type : Call to Customer

I called the customer on her day # but got her VM.

I left a VM introducing myself as the CM and a message requesting a call back.

Case History

Case ID : N012007-03-0200613

Case Title : [REDACTED] RENTAL REIMBURSEMENT

I provided my contact information.

*** NOTES 3/8/2007 8:15:30 AM, mkim, Action Type : Call to Dealer

I called Rock County Honda and spoke to SA-Tom, who informed me that customer first came in Friday afternoon on 3/2 because of burnt head light switch. Customer first went into an independent dealership for the repair and was informed about the recall. They ordered the part on Monday morning and received it the very next day. SA informed me that this was customer's first visit. SA informed me that they do offer shuttles and rental vehicles through Enterprise at discounted rates.

*** CASE MODIFY 3/8/2007 8:18:48 AM, mkim
into WIP 8H and Status of Solving.

*** CASE MODIFY 3/8/2007 9:49:50 AM, mkim
into WIP 8H and Status of Solving.

*** CASE MODIFY COMMITMENT 3/16/2007 1:50:06 PM, mkim
with [REDACTED] due 03/20/2007 05:00:00 PM.

*** NOTES 3/16/2007 1:50:17 PM, mkim, Action Type : Call from Customer

I called customer's day # again and got her VM.
I left a message requesting a call back by 3/20/07 and provided my contact information.
If not, I will assume that this matter has been resolved and close out the case until further notice.

*** CASE MODIFY 3/16/2007 1:50:27 PM, mkim
into WIP 8H and Status of Solving.

*** CASE FULFILL 3/20/2007 8:23:14 AM, mkim
Fulfilled for [REDACTED] due 03/20/2007 05:00:00 PM.

*** NOTES 3/20/2007 8:23:28 AM, mkim, Action Type : Note-General

I am closing the case until further notice since the customer has made no attempts to contact me back.

*** SUBCASE N012007-03-0200613-1 CLOSE 3/20/2007 8:24:56 AM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/20/2007 8:24:58 AM, mkim
into WIP 8H and Status of Solving.

*** CASE CLOSE 3/20/2007 8:25:08 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012011-08-1101573	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/11/2011 1:49:02 PM
Case Originator :	Marlisha Youngblood (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/11/2011 1:52:14 PM
Case Owner :	Marlisha Youngblood (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Marlisha Youngblood (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM 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 : NEW FREEDOM, PA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13741T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 155,000
In Service Date : 05/11/2001
Months In Use : 123
Engine Number : ECA1 1011096
Originating Dealer No. / Name : 207889 / DENE LAMBKIN HONDA
Selling Dealer No. / Name : 207889 / DENE LAMBKIN HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-08-1101573-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-08-1101573-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 8/11/2011 1:50:28 PM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 8/11/2011 1:52:14 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, 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 : N012011-08-1101573

Case Title : [REDACTED] - LOW BEAM HEADLIGHT CONCERN

*** CASE CREATE 8/11/2011 1:49:02 PM. myoungbl

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

*** SUBCASE N012011-08-1101573-1 CREATE 8/11/2011 1:50:28 PM, myoungbl

Created in WIP Default with Due Date 8/11/2011 1:50:28 PM.

*** CASE MODIFY 8/11/2011 1:50:54 PM, myoungbl

into WIP default and Status of Solving.

*** NOTES 8/11/2011 1:52:00 PM, myoungbl, Action Type : Call from Customer

Verified Customer's Info.

Best Contact [REDACTED]

Probing questions: Customer states that he would like to know if the low beam headlight recall was performed on his car. Customer states that his low beam headlights went completely out.

ACS informed customer that his concerns are documented. ACS advised customer that he does not have that recall on his car. ACS explained to customer the recall was issued on some cars based on the VIN number.

Customer needed no further assistance.

*** SUBCASE N012011-08-1101573-1 CLOSE 8/11/2011 1:52:14 PM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/11/2011 1:52:14 PM, myoungbl

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

Case Details

Case ID :	N012011-02-0800191	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/8/2011 7:30:37 AM
Case Originator :	Michelina Terzoli (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/8/2011 7:39:02 AM
Case Owner :	Michelina Terzoli (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michelina Terzoli (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	COMBINATION LIGHT SWITCH RECALL 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 : CAMDENTON, MO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE13741T
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 407,000
In Service Date : 04/16/2001
Months In Use : 118
Engine Number : ECA1 1011190
Originating Dealer No. / Name : 206648 / PENSKE HONDA
Selling Dealer No. / Name : 208239 / VICTORY HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-02-0800191-1	Subcase Close	Campaign	Details	712	Headlights

Issue Details

Issue ID : N012011-02-0800191-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/8/2011 7:38:45 AM
Issue Owner : Michelina Terzoli	Type 2 : Details	Queue :	Close Date : 2/8/2011 7:39:02 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 : Referred to 3rd Party, Documented Concern, Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-02-0800191

Case Title : [REDACTED] - COMBINATION LIGHT SWITCH RECALL CONCERN

*** CASE CREATE 2/8/2011 7:30:37 AM, mterzoli

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

*** CASE MODIFY 2/8/2011 7:35:07 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 2/8/2011 7:38:05 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number [REDACTED]

Customer advised that he believes the combination light switch recall was never completed on his vehicle. Customer states that while driving his headlights went out. [REDACTED] had his friend who he states is a Honda technician look at the vehicle and he advised that the corrective action was not performed for the recall. Customer advised that he would like to make sure that AHM covers this replacement and repair through the recall as he believes it was never completed.

ACS advised that the records show the recall was completed in 2004. ACs transferred customer to Chino for details. ACS advised that he would need to deal directly with the recall department if he feels the recall was not addressed.

*** SUBCASE N012011-02-0800191-1 CREATE 2/8/2011 7:38:45 AM, mterzoli

Created in WIP Default with Due Date 2/8/2011 7:38:45 AM.

*** SUBCASE N012011-02-0800191-1 CLOSE 2/8/2011 7:39:02 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/8/2011 7:39:02 AM, mterzoli

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N032010-09-0201322	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/2/2010 2:17:29 PM
Case Originator :	Andrew Ndungu (Team MA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	9/2/2010 2:21:14 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] 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 : SOMERVILLE, MA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13771T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 140,000
In Service Date : 08/31/2001
Months In Use : 109
Engine Number : ECA1 1011469
Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
Selling Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
Trim : AUTO-AC
No. Of Doors : 3
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
N032010-09-0201322-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-09-0201322-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Andrew Ndungu	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/2/2010 2:19:11 PM
Issue Owner : Andrew Ndungu	Type 2 : Eligibility	Queue :	Close Date : 9/2/2010 2:21:14 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 : N032010-09-0201322

Case Title : [REDACTED] - P23

*** CASE CREATE 9/2/2010 2:17:29 PM, andungu

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

*** CASE CAMPAIGN LOOKUP 9/2/2010 2:17:37 PM, andungu

CAMPAIGN CHECK 09/02/2010 02:17:37 PM andungu

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 09/24/03; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 10/18/04; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/18/04; F

*** CASE CAMPAIGN LOOKUP 9/2/2010 2:17:39 PM, andungu

CAMPAIGN CHECK 09/02/2010 02:17:39 PM andungu

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 09/24/03; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 10/18/04; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/18/04; F

*** CASE VSC LOOKUP 9/2/2010 2:17:40 PM, andungu

VSC-CUC CHECK 09/02/2010 02:17:40 PM andungu

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/2/2010 2:17:42 PM, andungu

CLAIM CHECK 09/02/2010 02:17:42 PM andungu

The following Claim History information was found

0; 2007-10-12; 207659; 025889; 510; 311097 ; GOODWILL PARTS ONLY (REPLACES 000007).

PERLIZ JONATAN

*** CASE EXTENDED WARRANTY LOOKUP 9/2/2010 2:17:43 PM, andungu

WARRANTY CHECK 09/02/2010 02:17:43 PM andungu

No data found for VIN.

*** CASE MODIFY 9/2/2010 2:17:45 PM, andungu

into WIP Default and Status of Solving.

*** CASE CREATE 9/2/2010 2:19:11 PM, andungu

Number = N032010-09-0201322-1, Created in WIP Default with due date 09/03/2010 02:19:11 PM..

*** SUBCASE N032010-09-0201322-1 CREATE 9/2/2010 2:19:11 PM, andungu, Action Type :

Created in WIP Default with due date 09/03/2010 02:19:11 PM.

*** SUBCASE N032010-09-0201322-1 MODIFY 9/2/2010 2:19:14 PM, andungu

into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/2/2010 2:19:22 PM, andungu

CAMPAIGN CHECK 09/02/2010 02:19:21 PM andungu

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 09/24/03; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 10/18/04; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/18/04; F

Case History

Case ID : N032010-09-0201322

Case Title : [REDACTED] P23

*** CASE MODIFY 9/2/2010 2:19:25 PM, andungu
into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/2/2010 2:20:06 PM, andungu
CAMPAIGN CHECK 09/02/2010 02:20:06 PM andungu
The following Campaign information was found
02-081; L78; 00-01 INSIGHT ECM; 09/24/03; FX;
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 10/18/04; FX;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 10/18/04; F

*** NOTES 9/2/2010 2:21:12 PM, andungu, Action Type : Call from Customer

Customer called in stating that her headlights kept going out like the earlier recall and she wanted to take it back to the dealership to have the issue fixed.
I advised her of operations manual section 7.3 and also advised her of her previous campaign repairs which were also accessible at recalls.honda.com
Customer had no further questions.
Ownership updated.

*** CASE MODIFY 9/2/2010 2:21:12 PM, andungu
into WIP Default and Status of Solving.

*** SUBCASE N032010-09-0201322-1 CLOSE 9/2/2010 2:21:14 PM, andungu
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/2/2010 2:21:14 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 :	N012010-04-2200116	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/22/2010 6:59:58 AM
Case Originator :	Bridgette Samonte (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/22/2010 7:10:52 AM
Case Owner :	Bridgette Samonte (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Bridgette Samonte (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM NEED REPLACEMENT			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 : JONESBORO, AR
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE13701T
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 139,000
In Service Date : 11/09/2001
Months In Use : 101
Engine Number : ECA1 1011532
Originating Dealer No. / Name : 207967 / WOLFCHASE HONDA
Selling Dealer No. / Name : 208206 / BRANNON HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : RE
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 : 208495 / HONDA OF JONESBORO
Phone No. : 870-932-1468
Address : 2925 S. CARAWAY ROAD
City / State / Zip : JONESBORO, AR 72401
Svc District / Sls District : 07A / A07
Warranty Labor Rate / Date : \$80.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

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

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-04-2200116-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-04-2200116-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 4/22/2010 7:10:34 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 4/22/2010 7:10:48 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 03/06/2012

Case History

Case ID : N012010-04-2200116

Case Title : [REDACTED] **LOW BEAM NEED REPLACEMENT**

*** CASE CREATE 4/22/2010 6:59:58 AM, bsamonte

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

*** CASE EXTENDED WARRANTY LOOKUP 4/22/2010 7:00:02 AM, bsamonte

WARRANTY CHECK 04/22/2010 07:00:02 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/22/2010 7:00:14 AM, bsamonte

CLAIM CHECK 04/22/2010 07:00:13 AM bsamonte

The following Claim History information was found

0; 2008-03-03; 206815; 424573; 510; 1181H5 ; IMA BATTERY ASSEMBLY - REPLACE. S/B# 00-070 S/B# 04-028 S/B# 06-027 S/B# 06-057

*** CASE CAMPAIGN LOOKUP 4/22/2010 7:01:04 AM, bsamonte

CAMPAIGN CHECK 04/22/2010 07:01:04 AM bsamonte

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 02/11/04; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 01/15/04; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 12/29/04;

*** CASE VSC LOOKUP 4/22/2010 7:01:09 AM, bsamonte

VSC CHECK 04/22/2010 07:01:09 AM bsamonte

The following VSC information was found

VG00000039;B67;(NEW) PREMIUM 6YR 75K 0 DED;EXPIRED;;2002-01-16;2007-11-08;75000;1400;111111;0.00

*** CASE CUC LOOKUP 4/22/2010 7:01:10 AM, bsamonte

CUC CHECK 04/22/2010 07:01:09 AM bsamonte

The following CUC information was found

...0;0;0;...0;...

*** NOTES 4/22/2010 7:10:04 AM, bsamonte, Action Type : Call from Customer

Contact Info Updated

Phone

Daughter was driving the vehicle last night and the low beam lights went out. Customer went to HONDA OF JONESBORO and spoke with the SA (does not have name). Dealer will diagnose the vehicle tomorrow.

Customer is inquiring if this was covered under the recall. ACS advised recall 04-015 was performed 12/29/04. Recalls are only performed once. ACS recommended to keep appointment and dealer will determine what needs to be done from there. Customer has no further questions.

*** SUBCASE N012010-04-2200116-1 CREATE 4/22/2010 7:10:34 AM. bsamonte

Created in WIP Default with Due Date 4/22/2010 7:10:34 AM.

*** SUBCASE N012010-04-2200116-1 CLOSE 4/22/2010 7:10:48 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/22/2010 7:10:52 AM. bsamonte

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 : N032005-02-1400668	Division : Honda - Auto	Condition : Closed	Open Date : 2/14/2005 9:14:46 AM
Case Originator : Kimberly Dynes (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 2/14/2005 9:19:05 AM
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 : [REDACTED] - HEADLIGHT 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 : ASHBURN, VA
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / JHMZE13711T
 Model / Year : INSIGHT / 2001
 Model ID / Product Line : ZE1371EW / A
 Miles / Hours : 120,000
 In Service Date : 10/15/2001
 Months In Use : 40
 Engine Number : ECA1 1011612
 Originating Dealer No. / Name : 206674 / SUPERIOR HONDA
 Selling Dealer No. / Name : 207357 / HIDY HONDA
 Trim : AUTO-AC
 No. Of Doors : 3
 Transmission Code : 5MT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208341 / HONDA OF DULLES
 Phone No. : 703-444-2010
 Address : 21715 AUTO WORLD DRIVE
 City / State / Zip : STERLING, VA 20166
 Svc District / Sls District : 06D / A06
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

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
N032005-02-1400668-1 [REDACTED] - CAMPAI	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032005-02-1400668-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kimberly Dynes	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/14/2005 9:15:37 AM
Issue Owner : Kimberly Dynes	Type 2 : Eligibility	Queue :	Close Date : 2/14/2005 9:19:05 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 : 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 ID : N032005-02-1400668

Case Title : [REDACTED] - HEADLIGHT SWITCH

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

*** CASE MODIFY 2/14/2005 9:14:52 AM, kdynes
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/14/2005 9:15:01 AM. kdynes
WARRANTY CHECK 02/14/2005 09:15:01 AM kdynes
No data found for VIN.

CLAIM CHECK 02/14/2005 09:15:06 AM kdynes

The following Claim History information was found

0; 2002-10-24; 208014; 856103; 610; 744100 ; POWER WINDOW/VENT SWITCH (LEFT FRONT; INCLUDING CONTROL UNIT) - REPLACE.

CAMPAIGN CHECK 02/14/2005 09:15:12 AM kdynes

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 2003-01-24; FX
03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; ;
04-015; P23; 00-02 INSIGHT/01-02 CIVIC; ;

VSC CHECK 02/14/2005 09:15:16 AM kdynes

The following VSC information was found

AMBER;HARRIS;V001144173;B50;(NEW) PREMIUM 5YR 100K 0 DED;ACTIVE;;2001-10-09;2006-10-08;100000;126;207357;0.00

CUC CHECK 02/14/2005 09:15:16 AM kdynes

The following CUC information was found

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

Number = N032005-02-1400668-1, Created in WIP default with due date 02/15/2005 09:15:37 AM..

Created in WIP default with due date 02/15/2005 09:15:37 AM.

into WIP default and Status of Solving.

into WIP default and Status of Solving.

into WIP default and Status of Solving.

Case History

Case ID : N032005-02-1400668

Case Title : [REDACTED] - HEADLIGHT SWITCH

*** NOTES 2/14/2005 9:18:32 AM, kdynes, Action Type : Call from Customer

The customer called and stated she would like to see if there are any recalls on the vehicle.

I looked in CRMS and CICS and verified that the customer's vehicle is part of the headlight switch recall. I stated this to the customer and she was pleased since her headlights went out this weekend.

The customer states she will be taking the vehicle to Leesburg Honda to have the recall completed.

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 2/14/2005 9:18:33 AM, kdynes
into WIP default and Status of Solving.*** NOTES 2/14/2005 9:18:59 AM, 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 2/14/2005 9:19:00 AM, kdynes
into WIP default and Status of Solving.*** SUBCASE N032005-02-1400668-1 CLOSE 2/14/2005 9:19:05 AM, kdynes
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 2/14/2005 9:19:05 AM, kdynes
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012007-10-1900077	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/19/2007 6:49:55 AM
Case Originator :	Pamela Bongco (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/30/2007 10:38:32
Case Owner :	Chris Kibodeaux (Team HD)	Method :	Phone	Queue :		Days Open :	42
Last Closed By :	Chris Kibodeaux (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT/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 : CAMPBELL, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13781T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1371EW / A
Miles / Hours : 100,000
In Service Date : 03/11/2001
Months In Use : 79
Engine Number : ECA1 1011793
Originating Dealer No. / Name : 208111 / HANSEL HONDA
Selling Dealer No. / Name : 208111 / HANSEL HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208461 / HONDA REDWOOD CITY
Phone No. : 650-364-1011
Address : 601 EL CAMINO REAL
City / State / Zip : REDWOOD CITY, CA 94063
Svc District / Sls District : 12G / B12
Warranty Labor Rate / Date : \$135.00 /
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
N012007-10-1900077-1 / [REDACTED]	PRODU	Subcase Close	Product	Operation	712 Headlights

Issue Details

Issue ID : N012007-10-1900077-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Kibodeaux	Type 1 : Product	Status : Subcase Close	Open Date : 10/23/2007 11:45:23
Issue Owner : Chris Kibodeaux	Type 2 : Operation	Queue :	Close Date : 11/30/2007 10:38:29
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 : 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 : N012007-10-1900077

Case Title : [REDACTED] - HEADLIGHT/COMBINATION LIGHT SWITCH

*** CASE CREATE 10/19/2007 6:49:55 AM, pbongco

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

*** NOTES 10/19/2007 6:49:56 AM, pbongco, Action Type :

*** NOTES 10/18/2007 16:54:54 rpaulino Action Type: Call from Customer

The customer called, says the headlights went out yesterday so he took his vehicle to HONDA REDWOOD CITY today (spoke to George Aguirre, SA), they told him that the recall was already done (S/B 04-015 completed 7/27/2004), so they referred him to us, telling him to "speak to Honda."

The vehicle was diagnosed, the estimated cost of repair was \$362.68 + \$135 diagnosis (combination headlight switch needed and burnt wire repair). The customer says that AHM to cover the cost of repair because this was a safety recall and should be fixed at our expense. This is the customer's first Honda. The customer currently has the vehicle, it is driveable. The customer says that the symptoms in the S/B are exactly the same as what he is experiencing.

I also advised him per S/B 06-057 Warranty Extension: Insight IMA Battery Module that to ensure continued reliability with the IMA system, American Honda is announcing an IMA battery module warranty extension for certain 2000-04 Insights. The IMA battery module is now covered for 10 years or 150,000 miles, whichever occurs first. I advised him that the dealer would replace the IMA battery module if it has failed. The customer says that he has heard of this extension and is happy about it.

I advised the customer that I would forward his case to a CM for review on a case-by-case basis and there are no guarantees. The customer understood and was given his case number.

He required no further assistance, I thanked him for calling and the call ended.

The customer's information was updated and verified.

*** NOTES 10/18/2007 16:56:50 rpaulino Action Type: Call from Customer

THE CUSTOMER IS SEEKING HEADLIGHT/COMBINATION LIGHT SWITCH ASSISTANCE

THIS CASE IS BEING DISPATCHED TO NO3 TO HONDA QUEUE

CASE SHOULD BE AN N01 NOT NO3

*** SUBCASE N032007-10-1801445-1 CREATED 10/18/2007 16:59:18 rpaulino

*** CASE MODIFY 10/19/2007 6:50:06 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 10/19/2007 6:50:06 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 10/19/2007 6:50:06 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 10/19/2007 6:50:10 AM, pbongco

from WIP default to Queue Honda Team D.

*** CASE RULE ACTION 10/20/2007 5:50:11 AM, sa

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

Case History

Case ID : N012007-10-1900077

Case Title : [REDACTED] - HEADLIGHT/COMBINATION LIGHT SWITCH

*** CASE RULE ACTION 10/21/2007 5:50:10 AM, sa

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

*** NOTES 10/22/2007 4:14:59 PM, eashley, Action Type : Call from Customer

The customer was calling to follow up on his case and said that he has suspicions about whether or not the vehicle was properly serviced for the combination light switch. He said that he was given the wrong part number and also was charged \$165 for the diagnosis and quoted \$370 for the repair. I informed him that a CM will have to be assigned the case and I gave him the processing time for the CM to respond. I apologized for the delay in the turn around time because he said that it should take a few days to receive a call from a CM. I informed him that he can check back on tomorrow if he would like to check the status. He feels that the job was never completed and would like the dealership to correct and fix the problem. The harness burned, per the customer and the dealership stated that it needed to be replaced. He would like for them to look at the vehicle again to see if there was something done or not. He asked me to look up the SB 04-015 and find out if there are part numbers listed under that bulletin. He said that the person he spoke to at the dealership gave him Insight: P/N 35012-S3Y-306 and I informed him that this is for a repair kit as noted in the SB. He had no other inquiries when asked. I thanked him for calling AHM. The call ended.

His contact information was updated/verified.

*** NOTES 10/22/2007 4:16:56 PM, eashley, Action Type : Note-General

He was informed by the previous rep that it would take a few days to respond.n

*** CASE YANKED 10/22/2007 4:52:00 PM, ckibodea

Yanked by ckibodea into WIPbin default.

*** CASE EXTENDED WARRANTY LOOKUP 10/23/2007 11:42:12 AM, ckibodea

WARRANTY CHECK 10/23/2007 11:42:12 AM ckibodea

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/23/2007 11:42:26 AM, ckibodea

CLAIM CHECK 10/23/2007 11:42:26 AM ckibodea

The following Claim History information was found

0; 2005-01-19; 207696; 776821; 510; 118014 ; IMA BATTERY ASSEMBLY - REPLACE. S/B# 00-070

*** CASE CAMPAIGN LOOKUP 10/23/2007 11:44:13 AM, ckibodea

CAMPAIGN CHECK 10/23/2007 11:44:13 AM ckibodea

The following Campaign information was found

02-081; L78; 00-01 INSIGHT ECM; 03/24/03; FX;

03-030; L89; 00-01 INSIGHT PRKG BRAKE LEVER; 08/18/03; FX;

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 07/27/04;

*** SUBCASE N012007-10-1900077-1 CREATE 10/23/2007 11:45:23 AM, ckibodea

Created in WIP Default with Due Date 10/23/2007 11:45:23 AM.

*** NOTES 10/23/2007 11:50:47 AM, ckibodea, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue:

The customer stated that the headlight will need to be replaced. The recall was performed in 2004. The Service Advisor recommended that the customer contact AHM. Why was the customer referred to AHM? Was the DPSM contacted prior to recommending that he contact AHM?

Case History

Case ID : N012007-10-1900077

Case Title :

HEADLIGHT/COMBINATION LIGHT SWITCH

I will be in contact with your dealership to determine the proper resolution to the customer's concern.

Thank you for your attention to this matter.

Chris Kibodeaux
Automobile Customer Service
(800) 999-1009 ext. 118178

*** NOTES 10/23/2007 11:54:47 AM, ckibodea, Action Type : Call to Customer

I contacted the customer on day/evening phone. (Left message requesting a return call.)

I contacted the customer on cell phone.

I introduced myself to the customer as the RCM. I advised the customer that I will be in contact with him once there is an update from the dealership.
The customer clearly understood and thanked me for assistance.

*** COMMIT 10/23/2007 11:54:55 AM, ckibodea, Action Type : N/A

Call dealer / customer

*** CASE MODIFY 10/23/2007 11:55:07 AM, ckibodea

into WIP default and Status of Solving.

*** NOTES 10/29/2007 4:40:07 PM, ckibodea, Action Type : Call to Dealer

I contacted dealer (208461) and left a message for Service Manager-Neff, requesting a return call.

*** CASE FULFILL 10/29/2007 4:40:14 PM, ckibodea

Fulfilled for [REDACTED] due 10/26/2007 12:00:00 AM.

*** COMMIT 10/29/2007 4:40:14 PM, ckibodea, Action Type : N/A

Call dealer / customer

*** CASE MODIFY 10/29/2007 4:40:26 PM, ckibodea

into WIP 12H and Status of Solving.

*** CASE CLAIMS LOOKUP 11/5/2007 3:26:51 PM, ckibodea

CLAIM CHECK 11/05/2007 03:26:51 PM ckibodea

The following Claim History information was found

0; 2005-01-19; 207696; 776821; 510; 118014 ; IMA BATTERY ASSEMBLY - REPLACE. S/B# 00-070

*** NOTES 11/6/2007 1:55:13 PM, ckibodea, Action Type : Call to Dealer

I contacted dealer (208461) and left a message for Service Manager-Neff, requesting a return call.

*** NOTES 11/6/2007 2:03:57 PM, ckibodea, Action Type : Call to Customer

I contacted the customer on day/evening phone. (No answer- left message on voicemail.)

*** CASE FULFILL 11/6/2007 2:04:05 PM, ckibodea

Fulfilled for [REDACTED] due 11/01/2007 12:00:00 AM.

*** COMMIT 11/6/2007 2:04:06 PM, ckibodea, Action Type : N/A

Case History

Case ID : N012007-10-1900077

Case Title : [REDACTED] - HEADLIGHT/COMBINATION LIGHT SWITCH

Call dealer / customer

*** CASE MODIFY 11/6/2007 2:04:17 PM, ckibodea
into WIP 12H and Status of Solving.

*** NOTES 11/14/2007 9:28:36 AM, ckibodea, Action Type : Call to Dealer
I contacted dealer (208461) and spoke with Service Manager-Neff.

SM-Neff confirmed that the light switch will need to be replaced per recall TSB (04-015). SM-Neff stated that the customer has done most of the servicing at the dealership. I advised SM-Neff that I am willing to cover the cost for repairs as a one time goodwill gesture due to the fact that it is related to the recall and the customer has an extensive service history. I advised SM-Neff that I will contact the customer and present the offer.

*** NOTES 11/14/2007 9:46:01 AM, ckibodea, Action Type : Call to Customer
I contacted the customer on day/evening phone. (Left message requesting a return call.)

I contacted the customer on cell phone.

I advised the customer of the update within the case. The customer graciously accepted the offer. I advised the customer that Service Manager-Neff will be the contact person at the dealership. I advised the customer that I will follow up with him once the vehicle has been repaired. The customer clearly understood and thanked me for assistance.

*** CASE FULFILL 11/14/2007 9:46:07 AM, ckibodea
Fulfilled for [REDACTED] due 11/09/2007 12:00:00 AM.

*** COMMIT 11/14/2007 9:46:08 AM, ckibodea, Action Type : N/A

Follow up on repairs

*** CASE MODIFY 11/14/2007 9:46:25 AM, ckibodea
into WIP 12H and Status of Solving.

*** CASE RULE ACTION 11/16/2007 6:49:56 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 11/30/2007 10:36:36 AM, ckibodea, Action Type : Call to Dealer
I contacted dealer (208461) and spoke with Service Manager-Neff.

SM-Neff stated that the vehicle has been repaired and delivered to the customer. I advised SM-Neff that I will contact the customer.

*** NOTES 11/30/2007 10:38:02 AM, ckibodea, Action Type : Call to Customer
I contacted the customer on day/evening phone. (Left message advising the customer to contact AHM if there are any further questions or concerns.)

*** SUBCASE N012007-10-1900077-1 CLOSE 11/30/2007 10:38:29 AM, ckibodea
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/30/2007 10:38:30 AM, ckibodea
into WIP 12H and Status of Solving.

*** CASE CLOSE 11/30/2007 10:38:32 AM, ckibodea
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032011-04-0500518	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/5/2011 9:49:08 AM
Case Originator :	Laura Aldrich (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/7/2011 10:35:33 AM
Case Owner :	Michael Hancock (Team CA)	Method :	Phone	Queue :		Days Open :	2
Last Closed By :	Michael Hancock (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHTS OUTS/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 : GLENWOOD CITY, WI [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE14731T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1471EW / A
Miles / Hours : 146,000
In Service Date : 02/05/2002
Months In Use : 110
Engine Number : ECA1 1011931
Originating Dealer No. / Name : 207994 / HONDA OF DANBURY
Selling Dealer No. / Name : 207994 / HONDA OF DANBURY
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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
N032011-04-0500518-1 [REDACTED] - CAMPA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-04-0500518-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Laura Aldrich	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/5/2011 9:55:05 AM
Issue Owner : Laura Aldrich	Type 2 : Eligibility	Queue :	Close Date : 4/5/2011 9:55:14 AM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-04-0500518

Case Title : [REDACTED] HEADLIGHTS OUTS/RECALL INQUIRY

*** CASE CREATE 4/5/2011 9:49:08 AM, laldrich

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

*** CASE MODIFY 4/5/2011 9:49:30 AM, laldrich

into WIP default and Status of Solving.

*** NOTES 4/5/2011 9:54:01 AM, laldrich, Action Type : Call from Customer

The customer's information was obtained. The VIN was not located. The customer is calling AHM because her headlights went out last Friday. She has since heard there was a recall on the issue. She wanted to know why she didn't get a letter.

I explained to the customer the campaigns are VIN specific, and not all the vehicle mentioned would be included. I explained I would need the VIN in order to determine if her vehicle was included in any recall. I inquired more about the headlights. The customer stated the high beams went out first and then her low beams went out. I asked the customer call back with the VIN, and then we could give her more specific information. I asked she reference her phone number when calling back.

*** CASE MODIFY 4/5/2011 9:54:11 AM, laldrich

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2011 9:54:44 AM, laldrich

into WIP default and Status of Solving.

*** SUBCASE N032011-04-0500518-1 CREATE 4/5/2011 9:55:05 AM, laldrich

Created in WIP Default with Due Date 4/5/2011 9:55:05 AM.

*** SUBCASE N032011-04-0500518-1 CLOSE 4/5/2011 9:55:14 AM, laldrich

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/5/2011 9:55:16 AM, laldrich

into WIP default and Status of Solving.

*** CASE CLOSE 4/5/2011 9:55:18 AM, laldrich

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

*** CASE REOPEN 4/7/2011 10:27:24 AM, mhancock

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/7/2011 10:27:31 AM, mhancock

into WIP default and Status of Solving.

*** NOTES 4/7/2011 10:35:30 AM, mhancock, Action Type : Call from Customer

I updated the customer's information

The customer called back with the VIN to inquire about the light switch recall. I informed the customer that she does have an outstanding recall on her vehicle. I informed the customer that she may have the recall completed at any Honda dealership. The customer asked if it can be completed at an IRF. I informed the customer that only a Honda dealership can complete the recall. The customer understood and the call ended.

*** CASE CLOSE 4/7/2011 10:35:33 AM, mhancock

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012004-03-2901199	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/29/2004 2:03:12 PM
Case Originator :	Catherine Namata (Team CA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/29/2004 2:12:45 PM
Case Owner :	Catherine Namata (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Catherine Namata (Team CA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT RECALL			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE14731T [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1471EW / A
Miles / Hours : 70,000
In Service Date : 06/21/2001
Months In Use : 33
Engine Number : ECA1 1012037
Originating Dealer No. / Name : 206788 / HILLSIDE HONDA
Selling Dealer No. / Name : 206831 / JOYCE KOONS HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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.
[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
N012004-03-2901199-1 [REDACTED] CAMP	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012004-03-2901199-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Catherine Namata	Type 1 : Campaign	Status : Subcase Close	Open Date : 3/29/2004 2:11:31 PM
Issue Owner : Catherine Namata	Type 2 : Eligibility	Queue :	Close Date : 3/29/2004 2:11:39 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 : N012004-03-2901199

Case Title : [REDACTED] - HEADLIGHT RECALL

*** CASE CREATE 3/29/2004 2:03:12 PM, cnamata

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

*** NOTES 3/29/2004 2:08:20 PM, cnamata, Action Type : Call from Customer

The customer called to check for any campaigns affecting the vehicle and if the vehicle especially the headlights. The customer indicated that his headlights went out and had them fixed. The customer is asking for reimbursement.

I checked CICS and ISIS and advised the customer that the vehicle was not affected by this recall.

The customer indicated that the exact thing happened to his headlights and should be reimbursed.

I advised the customer that he could send in copy of the receipts pertaining to repair and they will be reviewed for reimbursement consideration.

The customer had no further questions and thanked me.

*** CASE CAMPAIGN LOOKUP 3/29/2004 2:11:00 PM, cnamata

CAMPAIGN CHECK 03/29/2004 02:11:00 PM cnamata

The following Campaign information was found

01-098; L42; 2001 INSIGHT PCM SOFTWARE; 2001-11-23; FX

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

*** CASE CREATE 3/29/2004 2:11:31 PM, cnamata

Number = N012004-03-2901199-1, Created in WIP default with due date 03/30/2004 02:11:31 PM..

*** SUBCASE N012004-03-2901199-1 CREATE 3/29/2004 2:11:31 PM, cnamata, Action Type :

Created in WIP default with due date 03/30/2004 02:11:31 PM.

*** SUBCASE N012004-03-2901199-1 MODIFY 3/29/2004 2:11:37 PM, cnamata

into WIP default and Status of Solving.

*** SUBCASE N012004-03-2901199-1 CLOSE 3/29/2004 2:11:39 PM, cnamata

Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 3/29/2004 2:11:42 PM, cnamata

CAMPAIGN CHECK 03/29/2004 02:11:42 PM cnamata

The following Campaign information was found

01-098; L42; 2001 INSIGHT PCM SOFTWARE; 2001-11-23; FX

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

*** NOTES 3/29/2004 2:12:42 PM, cnamata, Action Type : Note-General

The customer is affected by the Headlight recall. This did not come up in CICS.

*** CASE CLOSE 3/29/2004 2:12:45 PM, cnamata

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

Case Details

Case ID :	N012005-09-0701765	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/7/2005 4:40:58 PM
Case Originator :	Livia Guarnieri (Team AA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/12/2005 8:53:35 AM
Case Owner :	Jeff Swedlund (Team HH)	Method :	Phone	Queue :		Days Open :	5
Last Closed By :	Jeff Swedlund (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] -- COMBINATION LIGHT SWITCH -- POWAY			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE147417 [REDACTED]
Model / Year : INSIGHT / 2001
Model ID / Product Line : ZE1471EW / A
Miles / Hours : 40,600
In Service Date : 12/06/2001
Months In Use : 45
Engine Number : ECA1 1013168
Originating Dealer No. / Name : 208149 / POWAY HONDA
Selling Dealer No. / Name : 208149 / POWAY HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 208149 / POWAY HONDA
Phone No. : 858-486-4300
Address : 13747 POWAY ROAD
City / State / Zip : POWAY, CA 92064
Svc District / Sls District : 01H / C01
Warranty Labor Rate / Date : \$105.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-09-0701765-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

3rd Party Info :

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

Issue Details

Issue ID : N012005-09-0701765-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff Swedlund	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/9/2005 4:29:03 PM
Issue Owner : Jeff Swedlund	Type 2 : Eligibility	Queue :	Close Date : 9/12/2005 8:53:32 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 : Documented Concern
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-09-0701765

Case Title : [REDACTED] -- COMBINATION LIGHT SWITCH -- POWAY

*** CASE CREATE 9/7/2005 4:40:58 PM, Iguarnie

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

*** CASE CAMPAIGN LOOKUP 9/7/2005 4:41:10 PM, Iguarnie

CAMPAIGN CHECK 09/07/2005 04:41:10 PM Iguarnie

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-01-28; FX

*** CASE CLAIMS LOOKUP 9/7/2005 4:41:39 PM, Iguarnie

CLAIM CHECK 09/07/2005 04:41:39 PM Iguarnie

The following Claim History information was found

0; 2005-01-28; 208149; 672651; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE MODIFY 9/7/2005 4:43:29 PM, Iguarnie

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/7/2005 4:48:44 PM, Iguarnie

CAMPAIGN CHECK 09/07/2005 04:48:44 PM Iguarnie

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-01-28; FX

*** CASE CAMPAIGN LOOKUP 9/7/2005 5:06:53 PM, Iguarnie

CAMPAIGN CHECK 09/07/2005 05:06:53 PM Iguarnie

The following Campaign information was found

04-015; P23; 00-02 INSIGHT/01-02 CIVIC; 2005-01-28; FX

*** NOTES 9/7/2005 5:09:29 PM, Iguarnie, Action Type : Call from Customer

Customer received a letter in the mail advising him to take his vehicle to the dealership for a safety recall on the combination light switch, however he was not having a problem at the time with the lights. September 4th both of his head lights went out while driving. He remember that he had a recall on this problem and wondered why the part would fail again if it had been replaced. Customer checked for the punch over the 12th character on his engine compartment vin# and there was no punch, he is afraid that the repair was never done and the warranty will now not cover the repair. I advised the customer that he needed to take the vehicle to a dealership to have it diagnosed. I further advised the customer to call and update his case with the diagnosis as soon as possible. I provided the customer with his case number and informed him that I would forward his case for coverage consideration or assistance in the cost of the repair. The FX status was active at 34,207 miles. This was only 6,000 miles ago and if this part should not have gone bad so quickly if it was in fact repaired. I advised the customer that I would include this in the notes. Customer thanked me and the call ended.

*** CASE CLAIMS LOOKUP 9/7/2005 5:09:32 PM, Iguarnie

CLAIM CHECK 09/07/2005 05:09:31 PM Iguarnie

The following Claim History information was found

0; 2005-01-28; 208149; 672651; 510; 728103 ; SAFETY RECALL: COMBINATION LIGHT SWITCH - REPLACE THE COMBINATION LIGHT SWITCH AND THE RED/WHT WIRE I

*** CASE MODIFY 9/7/2005 5:09:51 PM, Iguarnie

into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2005 5:10:04 PM, Iguarnie

into WIP default and Status of Solving.

Case History

Case ID : N012005-09-0701765

Case Title : [REDACTED] -- COMBINATION LIGHT SWITCH -- POWAY

*** CASE MODIFY 9/7/2005 5:10:05 PM, lguarnie
into WIP default and Status of Solving.

*** CASE DISPATCH 9/7/2005 5:10:14 PM, lguarnie
from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 9/8/2005 4:10:14 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE ACCEPT 9/8/2005 4:59:16 PM, jswedlun
from Queue Honda Team H to WIP default.

*** CASE MODIFY 9/8/2005 5:00:11 PM, jswedlun
into WIP default and Status of Solving.

*** CASE CREATE 9/9/2005 4:29:03 PM, jswedlun
Number = N012005-09-0701765-1, Created in WIP default with due date 09/10/2005 04:29:03 PM..

*** SUBCASE N012005-09-0701765-1 CREATE 9/9/2005 4:29:03 PM, jswedlun, Action Type :
Created in WIP default with due date 09/10/2005 04:29:03 PM.

*** NOTES 9/9/2005 4:48:12 PM, jswedlun, Action Type : Call to Customer

Day#: LM for cust to return my call upon appt at Poway Honda, and then call me to let me know when it is going in: Jeff Swedlund w/ AHM at 800-999-1009 ext 118002.. Advised I recommend seeing Dan Olsen ASM.

*** COMMIT 9/9/2005 4:48:16 PM, jswedlun, Action Type : N/A

Made to [REDACTED] due 09/14/2005 04:48:17 PM.

cl cust; he take it in yet?when?he talking to Dan Olsen?

*** CASE MODIFY 9/9/2005 4:48:34 PM, jswedlun
into WIP default and Status of Solving.

*** NOTES 9/12/2005 8:48:58 AM, jswedlun, Action Type : Call from Customer

Rec'd VM from cust: Cust states he took vehicle in, both low beams were out, dlr replaced and veh is good now. States he appreciates my help.

*** NOTES 9/12/2005 8:50:15 AM, jswedlun, Action Type : Call to Customer

Day#: LM for cust, advised happy to hear this has been resolved, and happy to work w/ him. Advised if anything in the future, related or unrelated, were to arise, please contact this office and I would appreciate the opportunity to review the situation: Jeff Swedlund w/ AHM at 800-999-1009 ext 118002.

*** SUBCASE N012005-09-0701765-1 CLOSE 9/12/2005 8:53:32 AM, jswedlun

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/12/2005 8:53:34 AM, jswedlun
into WIP 1K--Jeff and Status of Solving.

*** CASE CLOSE 9/12/2005 8:53:35 AM, jswedlun

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

Case Details

Case ID :	N032010-12-2900024	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/29/2010 7:08:38 AM
Case Originator :	Amanda Esquivel (Team CC)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/29/2010 7:10:50 AM
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] 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 : [REDACTED] PITTSFORD, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE14732T [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours :
In Service Date : 11/29/2001
Months In Use : 109
Engine Number : ECA1 1020085
Originating Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION
Selling Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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.
[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
N032010-12-2900024-1 [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-12-2900024-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/29/2010 7:10:34 AM
Issue Owner : Amanda Esquivel	Type 2 : Eligibility	Queue :	Close Date : 12/29/2010 7:10:50 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-12-2900024

Case Title : [REDACTED] HEADLIGHT RECALL

*** CASE CREATE 12/29/2010 7:08:38 AM, aesquive

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

*** CASE MODIFY 12/29/2010 7:08:57 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 7:09:37 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 12/29/2010 7:10:25 AM, aesquive, Action Type : Call from Customer

The customer advised his headlights have gone out and his IRF advised of the recall for this. I advised his vehicle is not included in any recalls for the headlights. I advised all recalls are VIN specific. He declined further assistance and we ended the call.

Verified information.

*** SUBCASE N032010-12-2900024-1 CREATE 12/29/2010 7:10:34 AM, aesquive

Created in WIP Default with Due Date 12/29/2010 7:10:34 AM.

*** CASE MODIFY 12/29/2010 7:10:49 AM, aesquive

into WIP default and Status of Solving.

*** SUBCASE N032010-12-2900024-1 CLOSE 12/29/2010 7:10:50 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/29/2010 7:10:50 AM, aesquive

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-12-2901077	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/29/2010 12:06:29
Case Originator :	Christeen Miller (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/31/2011 10:06:55 AM
Case Owner :	Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	33
Last Closed By :	Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEAD 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 : PITTSFORD, NY [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE147321 [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 99,678
In Service Date : 11/29/2001
Months In Use : 109
Engine Number : ECA1 1020085
Originating Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION
Selling Dealer No. / Name : 909992 / COMPANY CAR ADMINISTRATION
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 207252 / JOHN HOLTZ HONDA
Phone No. : 585-334-0880
Address : 3925 W. HENRIETTA ROAD
City / State / Zip : ROCHESTER, NY 14623
Svc District / Sls District : 09A / A09
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-2901077-1 [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights
N012010-12-2901077-2 [REDACTED] PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-2901077-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 12/29/2010 12:22:42
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 12/29/2010 12:23:08
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-12-2901077-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 1/24/2011 9:44:57 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 1/31/2011 10:06:54 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35012-S3Y-306	SET, COMBI SW SERVIC	Not Applicable

Check Req Info :

Check Requisition No. : 708
Primary Amount : \$150.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$150.00
Approved By : dgonzale
Approval Date : 1/26/2011
Status : PROCESSED
Check No. : 1894245
Check Date : 1/28/2011

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : PITTSFORD, NY [REDACTED]
Campaign Template # :
Contention Code : 06401
Defect Code : 03217
Category : Regular
Failed Part # : 35012-S3Y-306

Case History

Case ID : N012010-12-2901077

Case Title : [REDACTED] - HEAD LIGHT

*** CASE CREATE 12/29/2010 12:06:29 PM, cmiller

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

*** CASE MODIFY 12/29/2010 12:09:49 PM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 12:10:17 PM, cmiller

into WIP default and Status of Solving.

*** NOTES 12/29/2010 12:22:11 PM, cmiller. Action Type : Call from Customer

Verified customer information
[REDACTED]

Recall for combination light switch

Assistance

The customer had his low beam head lights fail while driving. He is aware of the recall and feels that his vehicle should be included in the recall. He took the vehicle to the dealer but did not diagnose the vehicle. They advised him that there are no recalls for the light failure. He spoke to a SA at Holtz Honda. His local mechanic did not get to far into the diagnoses but told him it looks like the same issue. He is not the original owner and purchased it 3 years ago. He services at a local mechanic and has only been to the dealer once and that was for the battery.

NHTSA ODI # 10373284

ACS advised the customer that there are no recalls or warranty extensions for this issue. The warranty was for 3/36 and the vehicle is outside of that by both age and mileage. AHM would not be in a position to provide assistance for this repair at this time. Customer understood and the call was ended.

*** SUBCASE N012010-12-2901077-1 CREATE 12/29/2010 12:22:42 PM, cmiller

Created in WIP Default with Due Date 12/29/2010 12:22:42 PM.

*** SUBCASE N012010-12-2901077-1 CLOSE 12/29/2010 12:23:08 PM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/29/2010 12:23:19 PM, cmiller

into WIP default and Status of Solving.

*** CASE MODIFY 12/29/2010 12:23:29 PM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 12/29/2010 12:23:36 PM, cmiller

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

*** CASE REOPEN 1/5/2011 11:54:36 AM, jfort

with Condition of Open and Status of Solving.

*** NOTES 1/5/2011 12:06:25 PM, jfort, Action Type : Call from Customer

Updated contact info.

Best contact [REDACTED]

Case History

Case ID : N012010-12-2901077

Case Title : [REDACTED] HEAD LIGHT

The customer stated his VIN number is 79 outside of the safety recall for the headlights.
He stated he has had the repair done at a cost of \$297 at an IRF and compared the parts number to the recall and they are the same.

The customer is asking to be reimbursed for the repair.

ACS informed the customer that since his vehicle was not included in the federally mandated recall assistance is not likely.
ACS informed the customer the case will be forwarded for review by a RCM.

The customer is faxing in his pictures and invoice to AHM in the next 1 -2 business days.

Customer understands assistance is not guaranteed.

*** CASE DISPATCH 1/5/2011 12:07:01 PM, jfort
from WIP default to Queue Honda Team H.

*** CASE ASSIGN 1/5/2011 1:04:20 PM, dgonzale
N012010-12-2901077 to sperez, WIP

*** CASE RULE ACTION 1/5/2011 1:04:21 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/6/2011 11:11:57 AM, elim, Action Type : Call from Customer
Verified contact information

Issue:

The customer is having issues faxing in his document and is calling to confirm that he has the right fax number.

Summary:

The customer was given an incorrect fax number and was provided with the correct one at [REDACTED] No further comments.

*** NOTES 1/6/2011 1:05:14 PM, sperez, Action Type : Call to Customer
Contact is under review.

*** NOTES 1/6/2011 1:27:10 PM, mmillen, Action Type : Letter/Fax
On 1/6/11 ACS received a 1-page cover letter from the customer with a 1-page Sutherland Service Center invoice regarding previous issue.

*** CASE MODIFY 1/10/2011 7:10:24 AM, sperez
into WIP WipBin and Status of Solving.

*** CASE MODIFY 1/10/2011 7:10:33 AM, sperez
into WIP WipBin and Status of Solving.

*** NOTES 1/10/2011 7:27:33 AM, sperez, Action Type : Note-General

It has been requested for me to find out more information about this vehicle and the recall released for 2000-2001 Insights. The recall the customer references does not apply to ANY 2002 Insights. It applies to all 2000-2001 Insights.

*** NOTES 1/10/2011 7:35:26 AM, sperez, Action Type : Note-Resolution

Internal correspondence has been sent to technical specialist asking for a review of this customer's VIN to the recall released for 2000-2001 Insights.

Case History

Case ID : N012010-12-2901077

Case Title : 09A [REDACTED] HEAD LIGHT

*** CASE MODIFY 1/10/2011 7:35:33 AM, sperez
into WIP WipBin and Status of Solving.

*** CASE MODIFY 1/10/2011 7:37:53 AM, sperez
into WIP WipBin and Status of Solving.

*** NOTES 1/10/2011 12:38:03 PM, sperez, Action Type : Note-Technical

I have been informed that the issue pertaining to the 2000-2001 Insight was counter measured for MY2002. The issue did not affect the vehicle and there is no notification that the product will be included in any recall pertaining to the same issue.

*** CASE MODIFY 1/10/2011 12:40:10 PM, sperez
into WIP WipBin and Status of Solving.

*** NOTES 1/10/2011 12:55:13 PM, sperez, Action Type : Call to Customer

I placed a call to the customer and left a voice message. I informed the customer that we were looking to touch base in regards to this open contact. I encouraged him to call me at extension 117738. If he could not return my call today, he should dial the main 800 number and ask to speak with the RCM assigned to his contact. He understood.

*** CASE MODIFY 1/10/2011 12:55:23 PM, sperez
into WIP WipBin and Status of Solving.

*** NOTES 1/10/2011 12:56:08 PM, sperez, Action Type : Note-General

If the customer should make contact with the inbound side, please contact RM-DG for information on who is handling this contact. Thanks.

*** CASE MODIFY 1/10/2011 12:56:14 PM, sperez
into WIP WipBin and Status of Solving.

*** COMMIT 1/10/2011 12:56:19 PM, sperez, Action Type : N/A

Customer call back? Try again. 1/14

*** CASE MODIFY 1/10/2011 12:56:37 PM, sperez
into WIP WipBin and Status of Solving.

*** CASE MODIFY 1/10/2011 12:56:41 PM, sperez
into WIP WipBin and Status of Solving.

*** CASE ASSIGN 1/11/2011 6:19:52 AM, sperez
N012010-12-2901077 to kogawa, WIP

*** CASE RULE ACTION 1/11/2011 6:19:53 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/11/2011 8:41:21 AM, kogawa
into WIP Default and Status of Solving.

*** NOTES 1/12/2011 10:02:57 AM, keaton, Action Type : Call for Case Mgr
Customer information was verified

Situation/Request: Customer has contacted ACS asking to peak to CM.

Inbound Summary: ACS informed the customer that it appears that his CM is out of the office. Customer states that he had already left a VM, and stated

Case History

Case ID : N012010-12-2901077

Case Title : [REDACTED] HEAD LIGHT

that he would try back later.

*** CASE MODIFY 1/14/2011 9:42:18 AM, kogawa
into WIP Misc districts and Status of Solving.

*** NOTES 1/14/2011 9:45:54 AM, kogawa, Action Type : Call to Customer

I called the customer and I acknowledged he has been trying to reach a case manager who is no longer in this department. I advised that I do have his fax, and we are looking into his request, with an update by mid week next week. Customer ok.

*** CASE FULFILL 1/14/2011 9:50:43 AM, kogawa

Fulfilled for [REDACTED] due 01/14/2011 12:00:00 AM.

*** COMMIT 1/14/2011 9:50:48 AM, kogawa, Action Type : N/A
review w/ RM

*** NOTES 1/21/2011 9:07:43 AM, elionett, Action Type : Call from Customer

I received a call from the customer regarding the status of the case. I was able to verify contact information then I transferred the customer over to the automated system.

*** NOTES 1/21/2011 9:15:12 AM, dmendoza, Action Type : Warm Transfer

Updated the customer's contact information.

Best Contact # [REDACTED]

The customer states that he is calling to inquire about the status of his case. ACS transferred the customer to his RCM.

*** NOTES 1/21/2011 9:40:14 AM, kogawa, Action Type : Call from Customer

Customer called for status. I informed him that we would not be able to extend the range of affected VINs for the recall, and as such we would not be able to offer to cover the \$297.90 expense he incurred. The customer advises that given the nature of the failure, which he believes is identical to that as described in the recall that included 2000-01 insights, but not on 2002, that this is AHM's error, and he should have been included, and thus should be reimbursed. I advised to him that we will not be able to include his vehicle in the recall, but we can certainly agree that this type of failure is not one we would have expected him to cause, nor have failed to prevent. Keeping in mind his expectations, we discussed our options: I advised that this office is prepared to goodwill half (\$150), or if he is not satisfied, he can choose to pursue other avenues as listed on his correspondence. Customer agrees that my offer is fair, and he will accept the \$150. Address confirmed.

*** NOTES 1/21/2011 9:42:56 AM, kogawa, Action Type : Note-Third Party

RO shows the customer paid via credit card, but no stapled receipt was attached.

I found the website for Sutherland Auto service center, confirmed it is a legitimate brick and mortar business. I called and spoke with Paul Harris @ Sutherland, 585-531-3650 and Paul was able to confirm the legitimacy of the repair order via pulling up his copy of RO #4494. ACS is satisfied on the legitimacy of this paid invoice, ACS will not be asking the customer for additional correspondence.

*** CASE FULFILL 1/21/2011 9:43:12 AM, kogawa

Fulfilled for [REDACTED] due 01/18/2011 12:00:00 AM.

*** COMMIT 1/21/2011 9:43:18 AM, kogawa, Action Type : N/A

chk req

*** SUBCASE N012010-12-2901077-2 CREATE 1/24/2011 9:44:57 AM, kogawa

Created in WIP Default with Due Date 1/24/2011 9:44:57 AM.

Case History

Case ID : N012010-12-2901077

Case Title : [REDACTED] HEAD LIGHT

*** NOTES 1/24/2011 10:05:44 AM, kogawa, Action Type : Note-General

DPSM involved? ☐ NoTotal Amount the customer paid ☐ \$ 297.90Total Reimbursement the customer is seeking ☐ \$ 297.90Total Amount of Goodwill assistance being offered: ☐ \$ 150.00Percentage of Goodwill Authorized: ☐ 50%Total the Customer will pay ☐ \$ 147.90

*** CASE FULFILL 1/24/2011 10:05:54 AM, kogawa

Fulfilled for [REDACTED] due 01/27/2011 12:00:00 AM.

*** COMMIT 1/24/2011 10:05:58 AM, kogawa, Action Type : N/A

chk mailed? close

*** SUBCASE N012010-12-2901077-2 DISPATCH 1/24/2011 10:06:47 AM, kogawa

from WIP Default to Queue CkReq - Gonzalez.

*** CASE MODIFY 1/24/2011 10:07:11 AM, kogawa

into WIP Misc districts and Status of Solving.

*** SUBCASE N012010-12-2901077-2 RULE ACTION 1/25/2011 10:06:47 AM, sa

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

*** SUBCASE N012010-12-2901077-2 1/26/2011 8:49:24 AM, dgonzale, Action Type :

Check Requisition for 150.00 \$ submitted

Check Requisition for 150.00 \$ submitted by dgonzale

*** SUBCASE N012010-12-2901077-2 RETURN 1/26/2011 8:49:32 AM, dgonzale

from Queue CkReq - Gonzalez to WIP Sub Cases.

*** CASE RULE ACTION 1/26/2011 12:06:29 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/28/2011 2:43:00 PM, mmillen, Action Type : Note-General

Check mailed.

*** SUBCASE N012010-12-2901077-2 COMMIT 1/31/2011 8:01:42 AM, kogawa, Action Type : External Commitment

Check processed for check_req_no = 708 on 2011-01-28-00.00.00.000000

*** SUBCASE N012010-12-2901077-2 CLOSE 1/31/2011 10:06:54 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/31/2011 10:06:55 AM, kogawa

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N032008-11-0301637 Division : Honda - Auto Condition : Closed Open Date : 11/3/2008 1:28:24 PM
Case Originator : Valerie Natkowski (Team CF) Sub Division : Satellite Center Status : Closed Close Date : 11/7/2008 6:46:02 AM
Case Owner : Pamela Bongco (Team AC) Method : Phone Queue : Days Open : 4
Last Closed By : Pamela Bongco (Team AC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED]-N012008-11-0700068 / COMBINATION LIGHT SWITCH A 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 : STEELMANTOWN, NJ
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE14762T [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 104,000
In Service Date : 10/22/2001
Months In Use : 85
Engine Number : ECA1 1020331
Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Selling Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 208431 / BOARDWALK HONDA
Phone No. : 609-641-1900
Address : 6807 TILTON ROAD
City / State / Zip : EGG HARBOR TOWN, NJ 08234
Svc District / Sls District : 05K / G05
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032008-11-0301637-1 / [REDACTED] CAMPA	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032008-11-0301637-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Valerie Natkowski	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/3/2008 1:31:24 PM
Issue Owner : Valerie Natkowski	Type 2 : Eligibility	Queue :	Close Date : 11/3/2008 1:31:30 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
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 : N032008-11-0301637

Case Title : [REDACTED] -N012008-11-0700068 / COMBINATION LIGHT SWITCH ASSISTA

*** CASE CREATE 11/3/2008 1:28:24 PM, vnatkows

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

*** NOTES 11/3/2008 1:28:24 PM, vnatkows, Action Type :

Updated customers information [REDACTED]

The customer is calling regarding the head lights. The customer states the low beams are not working properly but the high beams and fog lights do. The customer took the vehicle to BOARDWALK HONDA. The customer was told of a recall that is exactly the same as her issue. I advised the customer that her vehicle is not affected by this recall and the vehicle is currently outside the standard warranty parameter of the 3/36 whichever occurs first therefore the repair would be at the owners expense. The customer asked how a recall becomes. I read to the customer from www-odi.nhtsa.dot.gov, ODI carefully reviews the body of consumer complaints and other available data to determine whether a defect trend may exist. The customer asked if she was to pay for this to be done and it becomes a recall can she be reimbursed. I advised the customer that if it was to become a recall, should would receive a notice and can also register on owners link and she would be able to contact AHM for the reimbursement procedure. The customer understood and needed no further assistance. I thanked the customer for calling and the call ended.

*** CASE EXTENDED WARRANTY LOOKUP 11/3/2008 1:28:26 PM, vnatkows

WARRANTY CHECK 11/03/2008 01:28:26 PM vnatkows

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/3/2008 1:28:28 PM, vnatkows

CLAIM HISTORY CHECK 11/03/2008 01:28:28 PM vnatkows

No data found for VIN.

*** CASE VSC LOOKUP 11/3/2008 1:28:30 PM, vnatkows

VSC-CUC CHECK 11/03/2008 01:28:30 PM vnatkows

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/3/2008 1:28:34 PM, vnatkows

CAMPAIGN CHECK 11/03/2008 01:28:34 PM vnatkows

The following Campaign information was found

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;

07-049; Q52; 01-05 CIVIC/INSIGHT CVT JUDDER; 02/18/08; DS;

07-050; Q53; 01-05 CIVIC/INSIGHT CVT SLIP; ; ;

*** SUBCASE N032008-11-0301637-1 CREATE 11/3/2008 1:31:24 PM, vnatkows

Created in WIP Default with Due Date 11/3/2008 1:31:24 PM.

*** SUBCASE N032008-11-0301637-1 CLOSE 11/3/2008 1:31:30 PM, vnatkows

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/3/2008 1:32:18 PM, vnatkows

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2008 1:32:32 PM, vnatkows

into WIP default and Status of Solving.

*** CASE CLOSE 11/3/2008 1:32:34 PM, vnatkows

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

Case History

Case ID : N032008-11-0301637

Case Title : [REDACTED] N012008-11-0700068 / COMBINATION LIGHT SWITCH ASSISTA

*** CASE REOPEN 11/6/2008 1:21:56 PM, agarcia2
with Condition of Open and Status of Solving.

*** NOTES 11/6/2008 1:46:16 PM, agarcia2, Action Type : Call from Customer
Verified the customer's name, address and phone number [REDACTED]

The customer called stating the she took the vehicle to BOARDWALK HONDA today and was advised the same parts as the combination light switch recall needs to be replaced. The customer is upset stating she would not mind paying for the repair if there was not a recall issued for this exact issue. The customer paid \$200 today for the part and diagnosis and will have to pay \$150 around Tuesday when the part comes in.

I advised the customer this vehicle is not affected by the combination light switch recall. I advised the customer it may just be that the vehicle needs the repair and can be unrelated to the recall. I advised the customer at this time she is responsible for any repairs. The customer does not agree and stated this is exactly the same issue as the combination light switch recall. I apologized to the customer for this issue and advised her the repair can not be covered under a recall that does not affect the vehicle.

The customer requested to speak to a supervisor. I asked the customer what she is seeking from AHM. The customer stated she wants AHM to pay for the repair. The customer was extremely persistent and argumentative about getting assistance. I advised the customer it is unlikely assistance will be offered because the vehicle is not affected by the combination light switch recall and it is outside warranty parameters, but for customer satisfaction this case will be forwarded for review by a case manager. I advised that all requests for assistance are reviewed on a case by case basis and assistance can not be guaranteed. The customer feels AHM should be responsible for the repair because this was recalled and the SA advised her this is the same exact issue and this vehicle may have old parts.

This is the customers 5th Honda that has been purchased in the family. The customer stated if AHM does not assist her she will not buy another Honda. The customer feels that she is treated differently at the dealership because she drives a less expensive vehicle. I apologized to the customer for that experience. The customer stated she just wanted it documented in the case.

I provided the case number. No further assistance was needed, I thanked the customer for calling AHM and call ended.

*** CASE MODIFY 11/6/2008 1:46:25 PM, agarcia2
into WIP default and Status of Solving.

*** CASE MODIFY 11/6/2008 1:46:38 PM, agarcia2
into WIP default and Status of Solving.

*** NOTES 11/6/2008 1:47:10 PM, agarcia2, Action Type : Call from Customer
The customer is seeking assistance with the combination light switch.

Dispatching case to Honda Team G.

*** CASE ASSIGN 11/6/2008 1:47:55 PM, agarcia2
N032008-11-0301637 to Iroberts, WIP [REDACTED]

*** CASE RULE ACTION 11/6/2008 1:47:56 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 11/6/2008 2:26:41 PM, Iroberts, Action Type : Note-General
Reviewed by L.Roberts

*** NOTES 11/6/2008 2:28:14 PM, Iroberts, Action Type : Note-General

Case History

Case ID : N032008-11-0301637

Case Title : [REDACTED] N012008-11-0700068 / COMBINATION LIGHT SWITCH ASSISTA

Correction: Case will be sent to the N03 to Honda queue

*** CASE ASSIGN 11/6/2008 2:28:33 PM, lroberts

N032008-11-0301637 to agarcia2, WIP

*** CASE RULE ACTION 11/6/2008 2:28:33 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 11/6/2008 2:29:00 PM, agarcia2

from WIP default to Queue N03 to Honda.

*** NOTES 11/7/2008 6:45:37 AM, pbongco, Action Type : Call from Customer

On 11/07/08 ACS is closing this case replacing with N012008-11-0700068.

*** CASE YANKED 11/7/2008 6:45:45 AM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE MODIFY 11/7/2008 6:46:00 AM, pbongco

into WIP default and Status of Solving.

*** CASE CLOSE 11/7/2008 6:46:02 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 :	N012008-11-0700068	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/7/2008 6:44:00 AM
Case Originator :	Pamela Bongco (Team AC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/24/2008 9:14:22 AM
Case Owner :	Kris Schroeder (Team HE)	Method :	Phone	Queue :		Days Open :	17
Last Closed By :	Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] N032008-11-0301637 / COMBINATION LIGHT SWITCH AS 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 : STEELMANTOWN, NJ [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE147621 [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 104,000
In Service Date : 10/22/2001
Months In Use : 85
Engine Number : ECA1 1020331
Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Selling Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 208431 / BOARDWALK HONDA
Phone No. : 609-641-1900
Address : 6807 TILTON ROAD
City / State / Zip : EGG HARBOR TOWN, NJ 08234
Svc District / SIs District : 05K / G05
Warranty Labor Rate / Date : \$110.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-11-0700068-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012008-11-0700068-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 11/10/2008 7:11:04 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 11/24/2008 9:14:22 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S3Y-G02	SW, LIGHTING & TURN	Retail

Check Req Info :

Check Requisition No. : 13017
Primary Amount : \$100.00
Incidental Type 1 / Amount : Not Applicable / \$0.00
Incidental Type 2 / Amount : Not Applicable / \$0.00
Total Amount : \$100.00
Approved By : aharlan
Approval Date : 11/19/2008
Status : PROCESSED
Check No. : 1773042
Check Date : 11/21/2008

Payee Name : [REDACTED]
Address : [REDACTED]
City / State / Zip : WOODBINE, NJ [REDACTED]
Campaign Template # :
Contention Code : 03227
Defect Code : 03217
Category : Regular
Failed Part # : 35255-S3Y-G02

Case History

Case ID : N012008-11-0700068

Case Title : 5K [REDACTED] - N032008-11-0301637 / COMBINATION LIGHT SWITCH ASSISTAN

*** CASE CREATE 11/7/2008 6:44:00 AM, pbongco

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

*** NOTES 11/7/2008 6:44:01 AM, pbongco, Action Type :

Please refer to case# N032008-11-0301637.

*** CASE MODIFY 11/7/2008 6:44:07 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 11/7/2008 6:44:12 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 11/7/2008 6:44:21 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 11/7/2008 6:44:22 AM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 11/7/2008 6:44:22 AM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 11/7/2008 6:44:27 AM, pbongco

from WIP default to Queue Honda Team G.

*** CASE RULE ACTION 11/8/2008 6:44:27 AM, sa

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

*** CASE RULE ACTION 11/9/2008 6:44:27 AM, sa

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

*** NOTES 11/10/2008 6:14:26 AM, bmeikle, Action Type : Contention

Here are some of the notes from the other case:

Verified the customer's name, address and phone number [REDACTED]

The customer called stating the she took the vehicle to BOARDWALK HONDA today and was advised the same parts as the combination light switch recall needs to be replaced. The customer is upset stating she would not mind paying for the repair if there was not a recall issued for this exact issue. The customer paid \$200 today for the part and diagnosis and will have to pay \$150 around Tuesday when the part comes in.

I advised the customer this vehicle is not affected by the combination light switch recall. I advised the customer it may just be that the vehicle needs the repair and can be unrelated to the recall. I advised the customer at this time she is responsible for any repairs. The customer does not agree and stated this is exactly the same issue as the combination light switch recall. I apologized to the customer for this issue and advised her the repair can not be covered under a recall that does not affect the vehicle.

The customer requested to speak to a supervisor. I asked the customer what she is seeking from AHM. The customer stated she wants AHM to pay for the repair. The customer was extremely persistent and argumentative about getting assistance. I advised the customer it is unlikely assistance will be offered because the vehicle is not affected by the combination light switch recall and it is outside warranty parameters, but for customer satisfaction this case will be forwarded for review by a case manager. I advised that all requests for assistance are reviewed on a case by case basis and assistance can not be guaranteed. The customer feels AHM should be responsible for the repair because this was recalled and the SA advised her this is the same exact issue and this vehicle may have old parts.

Case History

Case ID : N012008-11-0700068

Case Title : [REDACTED] N032008-11-0301637 / COMBINATION LIGHT SWITCH ASSISTAN

This is the customers 5th Honda that has been purchased in the family. The customer stated if AHM does not assist her she will not buy another Honda. The customer feels that she is treated differently at the dealership because she drives a less expensive vehicle. I apologized to the customer for that experience. The customer stated she just wanted it documented in the case.

*** CASE YANKED 11/10/2008 6:14:48 AM, bmeikle

Yanked by bmeikle into WIPbin default.

*** SUBCASE N012008-11-0700068-1 CREATE 11/10/2008 7:11:04 AM, bmeikle

Created in WIP Default with Due Date 11/10/2008 7:11:04 AM.

*** COMMIT 11/10/2008 7:11:41 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 11/10/2008 06:51:42 PM.

call dealer/ cust- combi switch

*** NOTES 11/10/2008 7:13:53 AM, bmeikle, Action Type : Dealer Communication

ATTN: PSD Jim Cantelmo

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

I'll have called on this customer when you read this. I wanted you to see what the customer said. This is only half of it:

The customer called stating the she took the vehicle to BOARDWALK HONDA today and was advised the same parts as the combination light switch recall needs to be replaced. The customer is upset stating she would not mind paying for the repair if there was not a recall issued for this exact issue. The customer paid \$200 today for the part and diagnosis and will have to pay \$150 around Tuesday when the part comes in.

I advised the customer this vehicle is not affected by the combination light switch recall. I advised the customer it may just be that the vehicle needs the repair and can be unrelated to the recall. I advised the customer at this time she is responsible for any repairs. The customer does not agree and stated this is exactly the same issue as the combination light switch recall. I apologized to the customer for this issue and advised her the repair can not be covered under a recall that does not affect the vehicle.

The customer requested to speak to a supervisor. I asked the customer what she is seeking from AHM. The customer stated she wants AHM to pay for the repair. The customer was extremely persistent and argumentative about getting assistance. I advised the customer it is unlikely assistance will be offered because the vehicle is not affected by the combination light switch recall and it is outside warranty parameters, but for customer satisfaction this case will be forwarded for review by a case manager. I advised that all requests for assistance are reviewed on a case by case basis and assistance can not be guaranteed. The customer feels AHM should be responsible for the repair because this was recalled and the SA advised her this is the same exact issue and this vehicle may have old parts.

This is the customers 5th Honda that has been purchased in the family. The customer stated if AHM does not assist her she will not buy another Honda. The customer feels that she is treated differently at the dealership because she drives a less expensive vehicle. I apologized to the customer for that experience. The customer stated she just wanted it documented in the case.

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

Thank you for your attention to this matter.

Case History

Case ID : N012008-11-0700068

Case Title : [REDACTED] - N032008-11-0301637 / COMBINATION LIGHT SWITCH ASSISTAN

Barry Meikle
Automobile Customer Service

*** NOTES 11/10/2008 7:15:56 AM, bmeikle, Action Type : Note-General

UCA9 TUCA90 MODIFY NAME AND ADDRESS INFORMATION 11/10/08
07:15:12

VIN NO: JHMZE14762T [REDACTED] DIVISION: A PROD CODE: A

SOURCE: AHM LAST UPD DT: 11/03/2008

LST NM: [REDACTED] FST NM: [REDACTED] M.I.:

STREET: 400 WOODBINE RD

CITY: WOODBINE STATE: NJ ZIP: 08270

HOME: [REDACTED] WORK [REDACTED] FAX:

E-MAIL:

SOURCE: RDR LAST UPD DT: 10/26/2001

LST NM: [REDACTED] FST NM: [REDACTED] M.I.:

STREET: [REDACTED]

CITY: STEELMANTOWN STATE: NJ ZIP: 08270

HOME: [REDACTED] WORK [REDACTED] FAX:

E-MAIL:

**** NEW OWNER INFORMATION ****

*** NOTES 11/10/2008 7:21:02 AM, bmeikle, Action Type : Note-General

Air Base shows 98 Accord, 98 Civic, 02 CR-V and 02 Insight.

*** CASE CAMPAIGN LOOKUP 11/10/2008 7:21:28 AM, bmeikle

CAMPAIGN CHECK 11/10/2008 07:21:27 AM bmeikle

The following Campaign information was found

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;

07-049; Q52; 01-05 CIVIC/INSIGHT CVT JUDDER; 02/18/08; DS;

07-050; Q53; 01-05 CIVIC/INSIGHT CVT SLIP; ; ;

*** CASE MODIFY 11/10/2008 7:24:41 AM, bmeikle

into WIP default and Status of Solving.

*** NOTES 11/10/2008 9:01:03 AM, bmeikle, Action Type : Call to Dealer

I called the PSD Jim and asked he look into this customer and how the SA handled the complaint. It sounds like the customer may have known about the recall before the repairs. Jim will call me back.

*** NOTES 11/10/2008 1:24:00 PM, mhancock, Action Type : Call from Customer

I verified the customer's information [REDACTED]

The customer contacted AHM regarding her case. The customer stated that she has been waiting for over 48 hours for someone to call her back regarding her case. I advised the customer that her case has been forwarded and assigned to CM. I advised the customer that the CM is currently waiting for the dealership to call him back and is currently doing further investigation on her case. I advised the customer that I have contacted her CM and was advised that her CM will contact her as soon as the dealership calls him back. The customer understood and sought no further assistance with AHM.

Case History

Case ID : N012008-11-0700068

Case Title : [REDACTED] N032008-11-0301637 / COMBINATION LIGHT SWITCH ASSISTAN

*** NOTES 11/10/2008 2:01:04 PM, bmeikle, Action Type : Call to Customer

I need the info from the dealer to answer your question for assistance. She is really upset. I understand her concerns but need to talk to the dealer before I find out if assistance is available. I thought the dealer would have called back today but they didn't. I will call them Tuesday if I don't hear back today but it's late now.

*** NOTES 11/11/2008 10:08:03 AM, bmeikle, Action Type : Call from Dealer

PSD Jim called and advised the customer has been there twice. One time for a CEL 7.2008 and now. She came in armed with Internet info claiming this should be covered. His dealer can only say it's not affected by the recall. I'll let you know if we will help or not.

*** CASE VSC LOOKUP 11/11/2008 10:16:12 AM, bmeikle

VSC-CUC CHECK 11/11/2008 10:16:12 AM bmeikle

No data found for VIN.

*** NOTES 11/11/2008 10:35:53 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. The recall isn't for your car. I need the dealer to check the red and black wire that caused AHM to recall the affected cars and if this wire caused the combi switch to fail I will pay for it. If not assistance will need to be talked about. At 104,000 miles unless this recall caused the damage we are not paying 100%. Please take your car to the dealer Weds with your appointment and I'll call them while it is there. Please call me with any questions.

*** NOTES 11/11/2008 10:36:50 AM, bmeikle, Action Type : Note-General

I had to leave the message so the customer keeps her appointment Weds.11.12. Assistance is still possible.

*** CASE FULFILL 11/11/2008 10:36:56 AM, bmeikle

Fulfilled for [REDACTED] due 11/10/2008 06:51:42 PM.

*** COMMIT 11/11/2008 10:36:59 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 11/12/2008 05:49:01 PM.

call dealer/ cust- red black wire over heated??

*** NOTES 11/11/2008 10:38:56 AM, bmeikle, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Jim, When the car comes in I need you to call me and tell me if TSB recall 04-015 needs to be done? Is the red black wire overheated causing the combi switch to fail? I need to know. Thanks in advance.

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

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

*** NOTES 11/11/2008 2:33:49 PM, bmeikle, Action Type : Call from Customer

The customer called and got my message. She is quite concerned over the lack of customer service she is getting. I apologized for this and advised her Insight is now a sought after car. She thought so but the dealer treats her very poorly. She said the parts guy is the one who showed her the recall when she tried to buy parts for the headlights. She then did her own research and found out the Civics and Insights were recalled. I advised the recall is talking about a

Case History

Case ID : N012008-11-0700068

Case Title : 5K [REDACTED] N032008-11-0301637 / COMBINATION LIGHT SWITCH ASSISTAN

wire that is over heating causing damage to the switch, not the other way around. That's not how she is reading it. I asked where her resource is? Safercars.com and NHTSA web site. I have reviewed our recall and clearly states the wire could over heat and cause damage to the switch. Believe me AHM wants to know if this is happening on your car. I've asked the dealer to call me when the car is there Weds. She will be seeing Robert. I asked she request he call me as well. If the wire caused this you will not pay. If the switch just failed we will be asking you pay for part and we'll pay for part as a goodwill gesture because you've owned Hondas for quite awhile now. She talked her father into buying a Honda after he fought in WW 2. That took some doing so she feels she's been an advocate for Honda. I thanked her for this and we do want you to be happy. She will be looking at the new Insight when it comes out. Her husband won't drive her car. It's too small and her son says she will be killed if someone hits her. No one but her likes the stiff ride either. She doesn't even notice it now. I asked the MPG she is getting? 58 miles per gallon. She loves it. She asked about the secret warranty and what that means because she has now seen it on the Internet. That type of secret stuff isn't what AHM is all about. Never has NHTSA placed a forced recall on our cars. We are proactive and want happy Honda customers. It's our number one priority and always have been. We invest in you and you invest in us. We feel it's a two way street. We issue recalls far more often than the big 3 us MFG's. She understands that now. She does feel a little better now that we have talked. We will talk again.

*** NOTES 11/12/2008 7:15:56 AM, bmeikle, Action Type : Call to Dealer

I called ASM Ed and asked if the customer is there? Not yet but he knows about her. I advised your parts guy started this mess when she tried to buy the headlights. I don't have a name. I asked the tech make sure the wire isn't overheating like 04-015 says. If it looks like the recall AHM will pay 100% of the repair. If it's just the switch we will pay \$100 towards her cost. Please call me with the answer.

*** NOTES 11/12/2008 12:09:28 PM, bmeikle, Action Type : Call from Dealer

Ed called and advised the wire is fine and just the switch failed. I asked he fax me a copy of the bill and I'll talk with the customer. We will assist but not much at 104,000 miles. The customer has been very nice to Ed today.

*** NOTES 11/12/2008 3:19:42 PM, ahsieh, Action Type : Letter/Fax

On 11/12/08 ACS rec'd a 1 page fax from Boardwalk Honda. Boardwalk Honda faxed over a copy of a RO.

*** NOTES 11/14/2008 7:38:04 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a message. I have the invoice and as we have discussed we will reimburse you \$100 as a goodwill gesture. The check will go out a week from Monday and feel free to call me with any questions or concerns. I confirmed the address.

*** SUBCASE N012008-11-0700068-1 DISPATCH 11/14/2008 7:41:44 AM, bmeikle
from WIP default to Queue CkReq - Harlan.

*** NOTES 11/14/2008 7:42:04 AM, bmeikle, Action Type : Note-General
Ck req in que.

*** CASE FULFILL 11/14/2008 7:42:09 AM, bmeikle
Fulfilled for [REDACTED] due 11/12/2008 05:49:01 PM.

*** COMMIT 11/14/2008 7:42:12 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 11/20/2008 05:45:13 PM.
ck req in que

*** SUBCASE N012008-11-0700068-1 RULE ACTION 11/15/2008 7:41:44 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N012008-11-0700068-1 RULE ACTION 11/16/2008 7:41:44 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N012008-11-0700068-1 11/19/2008 6:40:19 AM, aharlan, Action Type :

Case History

Case ID : N012008-11-0700068

Case Title : [REDACTED] N032008-11-0301637 / COMBINATION LIGHT SWITCH ASSISTAN

Check Requisition for 100.00 \$ submitted

Check Requisition for 100.00 \$ submitted by aharlan

*** SUBCASE N012008-11-0700068-1 RETURN 11/19/2008 6:40:25 AM, aharlan
from Queue CkReq - Harlan to WIP 5k Boardwalk Honda.

*** CASE MODIFY COMMITMENT 11/20/2008 6:14:22 AM, bmeikle
with [REDACTED] due 11/24/2008 05:00:13 PM.

*** CASE ASSIGN 11/21/2008 12:12:19 PM, bmeikle
N012008-11-0700068 to kschroed, WIP 8

*** CASE RULE ACTION 11/21/2008 12:12:20 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 11/21/2008 2:33:48 PM, ahsieh, Action Type : Note-General
Check mailed.

*** SUBCASE N012008-11-0700068-1 COMMIT 11/24/2008 8:02:15 AM, bmeikle, Action Type : External Commitment
Check processed for check_req_no = 13017 on 2008-11-21-00.00.00.000000

*** NOTES 11/24/2008 9:13:14 AM, kschroed, Action Type : Call to Customer

Left message for customer and advised that the check was placed in a mail today and she should receive a check in the mail with in a week. I advised that if she has any questions to feel free to give AHM a call back. I advised that the case was currently be closed.

*** SUBCASE N012008-11-0700068-1 YANKED 11/24/2008 9:13:55 AM, kschroed
Yanked by kschroed into WIPbin Default.

*** SUBCASE N012008-11-0700068-1 MODIFY 11/24/2008 9:14:15 AM, kschroed
into WIP Default and Status of Solving.

*** CASE MODIFY 11/24/2008 9:14:19 AM, kschroed
into WIP Team G and Status of Solving.

*** SUBCASE N012008-11-0700068-1 CLOSE 11/24/2008 9:14:22 AM, kschroed
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/24/2008 9:14:22 AM, kschroed
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N032004-04-0501255	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/5/2004 2:30:42 PM
Case Originator :	Nika Trantham (Team CG)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	4/5/2004 3:01:50 PM
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] CAMPAIGN INQUIRY/INSIGHT LOW BEAM			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] HOSCHTON, GA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : [REDACTED] US VIN / JHMZE13742T [REDACTED]
Model / Year : [REDACTED] INSIGHT / 2002
Model ID / Product Line : [REDACTED] ZE1372EW / A
Miles / Hours : [REDACTED] 93,000
In Service Date : [REDACTED] 11/17/2001
Months In Use : [REDACTED] 29
Engine Number : [REDACTED] ECA1 1020477
Originating Dealer No. / Name : [REDACTED] 207486 / PHIL HUGHES HONDA
Selling Dealer No. / Name : [REDACTED] 207486 / PHIL HUGHES HONDA
Trim : [REDACTED] AUTO-AC
No. Of Doors : [REDACTED] 3
Transmission Code : [REDACTED] 5MT
Exterior Color : [REDACTED] 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 : 207486 / PHIL HUGHES HONDA
Phone No. : 706-549-3530
Address : 3200 ATLANTA HIGHWAY
City / State / Zip : ATHENS, GA 30606
Svc District / Sls District : 07G / D07
Warranty Labor Rate / Date : \$87.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032004-04-0501255-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	737	Wire harness
N032004-04-0501255-2 / [REDACTED]	Subcase Close	Product	Operation	857	Interior trim

3rd Party Info :

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

Issue Details

Issue ID : N032004-04-0501255-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/5/2004 2:52:44 PM
Issue Owner : Nika Trantham	Type 2 : Eligibility	Queue :	Close Date : 4/5/2004 3:01:48 PM
Issue Title : [REDACTED]	CAMPAIGN - INFO/ELIGIBILITY		

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
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

Issue Details

Issue ID : N032004-04-0501255-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Nika Trantham	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2004 2:59:33 PM
Issue Owner : Nika Trantham	Type 2 : Operation	Queue :	Close Date : 4/5/2004 3:01:50 PM
Issue Title : [REDACTED]	PRODUCT COMPLAINT - OPERATION		

Coding Info :

Labor Code / Desc : 857 / Interior trim
Condition Code Desc Any 8570
Campaign Code / Desc : /
Temperament Code :
Resolutions : Documented Concern
Component Category : 22 - Seats
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / 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 : N032004-04-0501255

Case Title : [REDACTED] - CAMPAIGN INQUIRY/INSIGHT LOW BEAM

*** CASE CREATE 4/5/2004 2:30:42 PM, ntrantha

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

*** NOTES 4/5/2004 2:30:42 PM, ntrantha, Action Type :

The customer called because he saw something on television about the '01 insight low beam recall and wanted to know if his vehicle fell under this campaign.
The customer states he has had this problem with his vehicle before.

*** CASE CAMPAIGN LOOKUP 4/5/2004 2:30:46 PM, ntrantha

CAMPAIGN CHECK 04/05/2004 02:30:46 PM ntrantha

No data found for VIN

*** CASE CAMPAIGN LOOKUP 4/5/2004 2:31:37 PM, ntrantha

CAMPAIGN CHECK 04/05/2004 02:31:37 PM ntrantha

No data found for VIN

*** NOTES 4/5/2004 2:49:59 PM, ntrantha, Action Type : Note-Resolution

I advised the customer that his VIN did not fall under the light switch recall. The customer stated that his low beams have gone out twice already. I advised the customer to take the car to a dealer and have it diagnosed. I advised the customer that if it is diagnosed that the problem he is having with his low beams is caused by failure of the same component as in the light switch recall, he should call us back and we can submit a case for goodwill consideration. The customer states he normally takes the vehicle to Phil Hughes Honda. The customer stated he has had Honda vehicles since 1975. The customer also wanted to voice a complaint about the seat covers. The customer states the material is fuzzing up and he feels it is defective material. I advised the customer I would note his complaint. The customer needed no further assistance. I am closing the case.

*** SUBCASE N032004-04-0501255-1 CREATE 4/5/2004 2:52:44 PM, ntrantha

Created in WIP Default with Due Date 4/5/2004 2:52:44 PM.

*** SUBCASE N032004-04-0501255-2 CREATE 4/5/2004 2:59:33 PM, ntrantha

Created in WIP Default with Due Date 4/5/2004 2:59:33 PM.

*** CASE MODIFY 4/5/2004 3:00:05 PM, ntrantha

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2004 3:01:15 PM, ntrantha

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2004 3:01:39 PM, ntrantha

into WIP default and Status of Solving.

*** SUBCASE N032004-04-0501255-1 CLOSE 4/5/2004 3:01:48 PM, ntrantha

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032004-04-0501255-2 CLOSE 4/5/2004 3:01:50 PM, ntrantha

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2004 3:01:50 PM, ntrantha

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

Case Details

Case ID :	N032010-01-1500309	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/15/2010 8:22:10 AM
Case Originator :	Ashley Humble (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/15/2010 8:41:47 AM
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] 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 : WALLA WALLA, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13772T [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1372EW / A
Miles / Hours :
In Service Date : 04/17/2002
Months In Use : 93
Engine Number : ECA1 1020599
Originating Dealer No. / Name : 207171 / LITHIA HONDA
Selling Dealer No. / Name : 207171 / LITHIA HONDA
Trim : AUTO-AC
No. Of Doors : 3
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 : 208503 / MCCURLEY INTEGRITY HONDA
Phone No. : 509-783-7171
Address : 1775 FOWLER STREET
City / State / Zip : RICHLAND, WA 99352
Svc District / Sls District : 02E / C02
Warranty Labor Rate / Date : \$89.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-01-1500309-1 [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-01-1500309-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/15/2010 8:27:04 AM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 1/15/2010 8:27:15 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
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 : N032010-01-1500309

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 1/15/2010 8:22:10 AM, ahumble

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

*** CASE MODIFY 1/15/2010 8:22:32 AM, ahumble

into WIP default and Status of Solving.

*** CASE MODIFY 1/15/2010 8:22:50 AM, ahumble

into WIP default and Status of Solving.

*** NOTES 1/15/2010 8:26:39 AM, ahumble, Action Type : Call from Customer

The customer did not have his VIN.

I added the customer's contact information [REDACTED]

The customer states that his low beam headlights are not working, he states that the high beam headlights are still working. He states that he found some information about a recall on the Internet and is wondering if he has that recall. He states that he called McCurley Integrity Honda and they told him that he does not have any recalls.

I advised the customer that without the VIN, we cannot view any recall information. I provided the case number and asked him to call back when he has the VIN available. He understood and ended the call.

*** SUBCASE N032010-01-1500309-1 CREATE 1/15/2010 8:27:04 AM, ahumble

Created in WIP Default with Due Date 1/15/2010 8:27:04 AM.

*** CASE MODIFY 1/15/2010 8:27:14 AM, ahumble

into WIP default and Status of Solving.

*** SUBCASE N032010-01-1500309-1 CLOSE 1/15/2010 8:27:15 AM, ahumble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/15/2010 8:27:15 AM, ahumble

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

*** CASE REOPEN 1/15/2010 8:30:03 AM, aesquive

with Condition of Open and Status of Solving.

*** CASE MODIFY 1/15/2010 8:30:38 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 1/15/2010 8:30:42 AM, aesquive

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/15/2010 8:30:44 AM, aesquive

WARRANTY CHECK 01/15/2010 08:30:44 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/15/2010 8:30:47 AM, aesquive

CLAIM CHECK 01/15/2010 08:30:47 AM aesquive

The following Claim History information was found

0; 2007-08-08; 208238; 226592; 510; 125517 ; ECM/PCM - REPROGRAM. S/B# 01-084 S/B# 03-002

S/B# 04-013 S/B# 05-038 S/B# 06-022 S/B# 06-045

Case ID : N032010-01-1500309

Case Title : [REDACTED] - HEADLIGHT RECALL INQUIRY

CAMPAIGN CHECK 01/15/2010 08:30:50 AM aesquive

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;

07-036; Q49; INSIGHT & CIVIC IMA SFTWARE UP; 08/08/07; FX;

VSC CHECK 01/15/2010 08:30:52 AM aesquive

LYSA;MCDOWELL;V001286472;B77;(NEW) PREMIUM 7YR 75K 0 DED;CANCELLED;2002-11-29;2002-04-17;2009-04-16;75000;12;2

07171;0.00

CUC CHECK 01/15/2010 08:30:52 AM aesquive

```

:::0:0:0:.....0::
:::0:0:0:.....0::

```

into WIP default and Status of Solving.

Customer contacted ACS with the VIN. I checked for recalls for the vehicle and advised customer there are no recalls included on this vehicle. He explained he located a SB on NHTSA for the low beam headlights and it said his vehicle may be included. I explained recalls are VIN specific and his VIN is not included. He understood and we ended the call.

Verified information

into WIP default and Status of Solving.

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012010-12-0300447 Division : Honda - Auto Condition : Closed Open Date : 12/3/2010 9:28:45 AM
Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/3/2010 9:35:06 AM
Case Owner : Michelina Terzoli (Team HA) Method : Phone Queue : Days Open : 0
Last Closed By : Michelina Terzoli (Team HA) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] 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 : WALLA WALLA, WA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE137721 [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1372EW / A
Miles / Hours : 210,000
In Service Date : 04/17/2002
Months In Use : 104
Engine Number : ECA1 1020599
Originating Dealer No. / Name : 207171 / LITHIA HONDA
Selling Dealer No. / Name : 207171 / LITHIA HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-0300447-1 / [REDACTED] - CAM	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012010-12-0300447-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/3/2010 9:34:53 AM
Issue Owner : Michelina Terzoli	Type 2 : Eligibility	Queue :	Close Date : 12/3/2010 9:35:05 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-12-0300447

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 12/3/2010 9:28:45 AM, mterzoli

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

*** CASE MODIFY 12/3/2010 9:31:52 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 12/3/2010 9:34:11 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

best number [REDACTED]

Customer would like to know if there is a headlight recall on his vehicle. Customer advised that his headlights are not working and he saw online that the NHTSA has a recall out for this issue.

ACS advised customer that recalls are VIN specific. ACS advised that his vehicle is not a part of the headlight recall. ACS apologized and advised that at this point in the vehicle's life he would be responsible for the repairs. Customer understood and thanked ACS for information.

*** SUBCASE N012010-12-0300447-1 CREATE 12/3/2010 9:34:53 AM, mterzoli

Created in WIP Default with Due Date 12/3/2010 9:34:53 AM.

*** SUBCASE N012010-12-0300447-1 CLOSE 12/3/2010 9:35:05 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2010 9:35:06 AM, mterzoli

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

Case Details

Case ID :	N012011-01-3102511	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/31/2011 8:43:23 AM
Case Originator :	Crystal Baldassarre (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/31/2011 8:48:32 AM
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	LOW BEAM HEADLIGHT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE14762T
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 221,000
In Service Date : 01/02/2002
Months In Use : 108
Engine Number : ECA1 1020806
Originating Dealer No. / Name : 208149 / POWAY HONDA
Selling Dealer No. / Name : 208149 / POWAY HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-3102511-1 / CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012011-01-3102511-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/31/2011 8:48:15 AM
Issue Owner : Crystal Baldassarre	Type 2 : Eligibility	Queue :	Close Date : 1/31/2011 8:48:31 AM
Issue Title : [REDACTED]	CAMPAIGN - ELIGIBILITY		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website, Referred to 3rd Party
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 : N012011-01-3102511

Case Title : [REDACTED] LOW BEAM HEADLIGHT

*** CASE CREATE 1/31/2011 8:43:23 AM, cbaldas

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

*** NOTES 1/31/2011 8:47:43 AM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer called stating that he is having an issue with the terminal wiring on his low beam headlights burning out which is causing the low beams to go out. Customer states he read that there was a recall for this issue.

ACS advised customer that recalls are VIN specific and issued by the NHTSA. ACS advised customer that his VIN is not included in any recalls for the issue he is describing. ACS advised customer that he can report his concern to the NHTSA if he feels that his vehicle should be included in a recall.

ACS attempted to advise customer that he can view specific recall history online at OwnerLink, but he interrupted ACS. ACS advised customer he can report his issue to NHTSA by going to www.nhtsa.gov. No further assistance required. Case closed.

*** SUBCASE N012011-01-3102511-1 CREATE 1/31/2011 8:48:15 AM, cbaldas

Created in WIP Default with Due Date 1/31/2011 8:48:15 AM.

*** SUBCASE N012011-01-3102511-1 CLOSE 1/31/2011 8:48:31 AM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/31/2011 8:48:32 AM, cbaldas

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

Case Details

Case ID : N012008-02-0500690	Division : Honda - Auto	Condition : Closed	Open Date : 2/5/2008 11:22:06 AM
Case Originator : Ross Paulino (Team CA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/5/2008 11:37:19 AM
Case Owner : Ross Paulino (Team CA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ross Paulino (Team CA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHTS 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 : HAYWARD, CA [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE14712T [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 90,000
In Service Date : 10/31/2002
Months In Use : 64
Engine Number : ECA1 1021002
Originating Dealer No. / Name : 207672 / SHOWCASE HONDA
Selling Dealer No. / Name : 207672 / SHOWCASE HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
Exterior Color : RE
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 : 208100 / HONDA OF HAYWARD
Phone No. : 510-582-1300
Address : 24919 MISSION BLVD.
City / State / Zip : HAYWARD, CA 94544
Svc District / SIs District : 12F / B12
Warranty Labor Rate / Date : \$130.00 /
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
N012008-02-0500690-1 / [REDACTED]	CAMPPI Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012008-02-0500690-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ross Paulino	Type 1 : Campaign	Status : Subcase Close	Open Date : 2/5/2008 11:30:24 AM
Issue Owner : Ross Paulino	Type 2 : Eligibility	Queue :	Close Date : 2/5/2008 11:37:19 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 : 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 : N012008-02-0500690

Case Title : [REDACTED] - HEADLIGHTS ISSUE

*** CASE CREATE 2/5/2008 11:22:06 AM, rpaulino

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

*** NOTES 2/5/2008 11:25:54 AM, rpaulino, Action Type : Call from Customer

The customer called, said when he was driving on the freeway, the low beams went out. He says that this happened previously about 6 months ago (90,000 miles), took it to a local mechanic and it was replaced.

The customer says he saw on the Internet about a recall on the NHTSA website about a defective low beam headlights. I advised him that recalls are VIN specific and S/B 04-015 Safety Recall: Combination Light Switch were for the 2001-2002 Civics (VIN specific).

The customer feels that AHM should assist him with the repair of the headlights because he saw it on the NHTSA website.

I advised the customer that AHM will review the case for possible assistance; on a case-by-case basis with the diagnosis from a Certified Honda Dealership and there are no guarantees. He said that the dealer HONDA OF HAYWARD was going to charge him \$140 for a diagnosis. I advised him that without the diagnosis, we would not be able to forward his request for possible assistance.

The customer at this point declined assistance, said he would contact NHTSA to see what his next course of action would be.

He required no further assistance, I thanked him for calling and the call ended.

The customer's name, address and telephone number were verified. [REDACTED]

*** CASE MODIFY 2/5/2008 11:26:04 AM, rpaulino

into WIP Default and Status of Solving.

*** SUBCASE N012008-02-0500690-1 CREATE 2/5/2008 11:30:24 AM, rpaulino

Created in WIP Default with Due Date 2/5/2008 11:30:24 AM.

*** CASE MODIFY 2/5/2008 11:30:31 AM, rpaulino

into WIP Default and Status of Solving.

*** NOTES 2/5/2008 11:36:47 AM, rpaulino, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

HEADLIGHTS (LOW BEAM). The customer recently contacted your dealership

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

Thank you for your attention to this matter.

Ross Paulino

Automobile Customer Service

*** CASE EXTENDED WARRANTY LOOKUP 2/5/2008 11:36:52 AM, rpaulino

Case History

Case ID : N012008-02-0500690

Case Title : [REDACTED] HEADLIGHTS ISSUE

WARRANTY CHECK 02/05/2008 11:36:52 AM rpaulino
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/5/2008 11:36:56 AM, rpaulino

CLAIM CHECK 02/05/2008 11:36:56 AM rpaulino

The following Claim History information was found

0; 2007-12-08; 208100; 650096; 510; 218511 ; WARRANTY EXTENSION: CVT START CLUTCH JUDDER - DIAGNOSE
THE CVT FOR JUDDER. S/B# 07-049

*** CASE CAMPAIGN LOOKUP 2/5/2008 11:36:58 AM, rpaulino

CAMPAIGN CHECK 02/05/2008 11:36:58 AM rpaulino

The following Campaign information was found

06-026; Q11; 2000-04 INSIGHT 7-state PUD; 02/13/07; FX;
06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;
06-085; Q26; Vaughn Class Action Honda; ; NU;
07-0

*** CASE VSC LOOKUP 2/5/2008 11:36:59 AM, rpaulino

VSC-CUC CHECK 02/05/2008 11:36:59 AM rpaulino

No data found for VIN.

*** CASE CLOSE 2/5/2008 11:37:19 AM, rpaulino

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

*** SUBCASE N012008-02-0500690-1 CLOSE 2/5/2008 11:37:19 AM, rpaulino

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012011-12-0600664	Division : Honda - Auto	Condition : Closed	Open Date : 12/6/2011 9:03:30 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/22/2011 10:13:17
Case Owner : Bridgette Samonte (Team HC)	Method : Phone	Queue :	Days Open : 16
Last Closed By : Bridgette Samonte (Team HC)	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 : HILLSBORO, OR [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE13782T [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1372EW / A
Miles / Hours : 101,000
In Service Date : 01/09/2002
Months In Use : 119
Engine Number : ECAI 1021122
Originating Dealer No. / Name : 208059 / ANDERSON HONDA
Selling Dealer No. / Name : 208059 / ANDERSON HONDA
Trim : AUTO-AC
No. Of Doors : 3
Transmission Code : 5MT
Exterior Color : BL
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-12-0600664-1 [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-12-0600664-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2011 9:11:12 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 12/6/2011 9:17:57 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, 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 : N012011-12-0600664

Case Title : [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 12/6/2011 9:03:30 AM, jnajee

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

*** SUBCASE N012011-12-0600664-1 CREATE 12/6/2011 9:11:12 AM, jnajee

Created in WIP Default with Due Date 12/6/2011 9:11:12 AM.

*** NOTES 12/6/2011 9:17:44 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that his low beam headlights don't work. Customer advised that he replaced the low beam headlight light bulbs and the headlights aren't working still. Customer stated that he looked on the nhtsa web site and noticed there is a recall regarding this issue. Customer stated that he will like to get this issue resolved.

ACS informed customer that all recalls are vin specific and according to his vin number, the recall does not apply to his vehicle. ACS informed customer that he can contact nhtsa if he wants further verification. Customer stated that he is unhappy with my response. No further information required.

*** CASE MODIFY 12/6/2011 9:17:54 AM, jnajee

into WIP default and Status of Solving.

*** CASE CLOSE 12/6/2011 9:17:57 AM, jnajee

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

*** SUBCASE N012011-12-0600664-1 CLOSE 12/6/2011 9:17:57 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 12/22/2011 10:06:37 AM, bsamonte

with Condition of Open and Status of Solving.

*** CASE CLOSE 12/22/2011 10:06:53 AM, bsamonte

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

*** CASE REOPEN 12/22/2011 10:10:01 AM, bsamonte

with Condition of Open and Status of Solving.

*** NOTES 12/22/2011 10:13:12 AM, bsamonte, Action Type : Call from Dealer

SM Andy from Beaverton Honda called e and inquired what the status of this case is. I informed him it was not dispatched and AHM informed the customer he is not involved in the recall. Andy thanked me.

*** CASE CLOSE 12/22/2011 10:13:17 AM, bsamonte

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 : N032009-12-2101736 Division : Honda - Auto Condition : Closed Open Date : 12/21/2009 4:05:38 PM
Case Originator : Waderia Lambert (Team CG) Sub Division : Satellite Center Status : Closed Close Date : 2/8/2010 3:21:22 PM
Case Owner : Nika Trantham (Team CG) Method : Phone Queue : Days Open : 49
Last Closed By : Nika Trantham (Team CG) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] HEADLIGHTS RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
Dealer No. : [REDACTED]
Site Phone No. : [REDACTED]
Contact Name : [REDACTED]
Day Phone No. : [REDACTED]
Evening Phone No. : [REDACTED]
Cell / Pager No. : [REDACTED]
Fax No. : [REDACTED]
Address : [REDACTED]
City / State / Zip : CASTLE ROCK, CO [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE147521 [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 200,000
In Service Date : 04/07/2003
Months In Use : 80
Engine Number : ECA1 1021156
Originating Dealer No. / Name : 208193 / BELL HONDA
Selling Dealer No. / Name : 208193 / BELL HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 206588 / RALPH SCHOMP HONDA
Phone No. : 303-798-1500
Address : 5700 S. BROADWAY
City / State / Zip : LITTLETON, CO 80121
Svc District / SIs District : 10C / C10
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
N032009-12-2101736-1 / [REDACTED] - CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032009-12-2101736-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/21/2009 4:11:58 PM
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 12/21/2009 4:15:11 PM
Issue Title : [REDACTED] - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : 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 : N032009-12-2101736

Case Title : [REDACTED] HEADLIGHTS RECALL INQUIRY

*** CASE CREATE 12/21/2009 4:05:38 PM, wlambert

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

*** CASE EXTENDED WARRANTY LOOKUP 12/21/2009 4:05:39 PM, wlambert

WARRANTY CHECK 12/21/2009 04:05:39 PM wlambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/21/2009 4:05:42 PM, wlambert

CLAIM HISTORY CHECK 12/21/2009 04:05:42 PM wlambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/21/2009 4:05:53 PM, wlambert

CAMPAIGN CHECK 12/21/2009 04:05:53 PM wlambert

The following Campaign information was found

06-026; Q11; 2000-04 INSIGHT 7-state PUD; 06/12/06; FX;

06-057; Q16; 00-04 43 STATE WARRANTY EXT; 07/27/06; FX;

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 12/21/2009 4:05:56 PM, wlambert

VSC-CUC CHECK 12/21/2009 04:05:56 PM wlambert

No data found for VIN.

*** CASE MODIFY 12/21/2009 4:06:05 PM, wlambert

into WIP default and Status of Solving.

*** NOTES 12/21/2009 4:11:25 PM, wlambert, Action Type : Call from Customer

The customer called to report that he had to pay to have the headlight repaired and found a recall for the headlights. The customer wanted to know why he had to pay for the repairs.

The customer's contact information was verified.

The customer was advised the vehicle was not part of the headlights recall. The customer was not happy but understood. The customer thanked me and I thanked him and the call ended.

*** SUBCASE N032009-12-2101736-1 CREATE 12/21/2009 4:11:58 PM, wlambert

Created in WIP Default with Due Date 12/21/2009 4:11:58 PM.

*** CASE MODIFY 12/21/2009 4:14:55 PM, wlambert

into WIP default and Status of Solving.

*** SUBCASE N032009-12-2101736-1 CLOSE 12/21/2009 4:15:11 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/21/2009 4:15:11 PM, wlambert

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

*** CASE REOPEN 1/25/2010 4:13:40 PM, dphillip

with Condition of Open and Status of Solving.

*** NOTES 1/25/2010 4:13:47 PM, dphillip, Action Type : Call from Customer

Case History

Case ID : N032009-12-2101736

Case Title : [REDACTED] HEADLIGHTS RECALL INQUIRY

The customer called inquiring if his vehicle was included in a combination light switch recall. I confirmed thru CRMS that the vehicle was not included in a combination light switch recall. The customer stated that his low beam headlights have failed. The customer feels that his vehicle should have been part of the combination light switch recall and is inquiring what was the date that the new combination light switches going into the vehicles at factory that were included in the combination light switch recall. I informed the customer that I would forward his request for further assistance and to expect a return call within 24/48 hours. The customer thanked me and ended the call.

*** CASE MODIFY 1/25/2010 4:14:10 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 1/25/2010 4:15:11 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 1/25/2010 4:15:29 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 1/25/2010 4:16:29 PM, dphillip
into WIP default and Status of Solving.

*** CASE ASSIGN 1/25/2010 4:16:46 PM, dphillip
N032009-12-2101736 to rcisne01, WIP □□□l8lt

*** CASE RULE ACTION 1/25/2010 4:16:47 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/25/2010 4:34:35 PM, rcisne01
into WIP Default and Status of Solving.

*** CASE CLOSE 1/25/2010 4:34:37 PM, rcisne01
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/8/2010 1:28:26 PM, rwatkins
with Condition of Open and Status of Solving.

*** NOTES 2/8/2010 1:30:37 PM, rwatkins, Action Type : Call from Customer
[REDACTED] verified contact info.

Customer requested case update.

ACS informed customer that case will be reopened and that he will receive call back within 2 business days.

Customer prefers to be reached at [REDACTED]

Customer thanked me and required no further assistance. Call end.

*** CASE DISPATCH 2/8/2010 1:31:12 PM, rwatkins
from WIP default to Queue Satellite Center.

*** CASE FORWARD 2/8/2010 1:43:18 PM, hacosta
from Queue Satellite Center to Queue Chino Team CB.

*** NOTES 2/8/2010 1:45:12 PM, tsantana, Action Type : Call from Customer

The customer called to verify when Honda started using the new light switches. I verified his contact info. I apologized for the inconvenience and informed him that I am not able to verify that information. I informed him that I would need to transfer him to product concerns for additional assistance. He understood and stated that would be fine. I asked if he had any additional questions and he stated no thank you. I thanked him and the call ended

*** NOTES 2/8/2010 1:55:15 PM, ccastano, Action Type : Call from Customer

Case History

Case ID : N032009-12-2101736

Case Title : [REDACTED] HEADLIGHTS RECALL INQUIRY

Customer contact information verified

customer wants to know when the new headlights started to be manufactured. ACS informed the customer that ACS does not have that information available. customer indicated that Honda wanted him to go to the news or state attorney general to get the information. ACS informed the customer that it was his prerogative to pursue whatever avenue he felt was necessary however i am not and was not advising him on what do to. ACS informed the customer that the recall for the headlights i was able to find was sb 04-015 however it did not apply to his vehicle. No further assistance is needed.

*** NOTES 2/8/2010 3:20:52 PM, ntrantha, Action Type : Note-General

Case will be closed. Customer was advised recall doesn't pertain to his vehicle and Torrance answered his new part question.

*** CASE ACCEPT 2/8/2010 3:21:07 PM, ntrantha
from Queue Chino Team CB to WIP dispatched.

*** CASE CLOSE 2/8/2010 3:21:22 PM, ntrantha

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

Case Details

Case ID :	N012010-01-2200399	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/22/2010 9:04:37 AM
Case Originator :	Fran Diaz (Team SA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	2/8/2010 1:31:36 PM
Case Owner :	Ryan Watkins (Team HB)	Method :	Mail	Queue :		Days Open :	17
Last Closed By :	Ryan Watkins (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	PLEASE REFER TO N032009-12-2101736/HE 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 : CASTLE ROCK, CO
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / JHMZE14752T
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 200,000
In Service Date : 04/07/2003
Months In Use : 81
Engine Number : ECA1 1021156
Originating Dealer No. / Name : 208193 / BELL HONDA
Selling Dealer No. / Name : 208193 / BELL HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 206588 / RALPH SCHOMP HONDA
Phone No. : 303-798-1500
Address : 5700 S. BROADWAY
City / State / Zip : LITTLETON, CO 80121
Svc District / Sls District : 10C / C10
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
N012010-01-2200399-1 /	PRODUCT - Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-2200399-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2010 8:42:43 AM
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 1/25/2010 3:44:27 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Assist Denied
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 : N012010-01-2200399

Case Title : [REDACTED] - PLEASE REFER TO N032009-12-2101736/HEADLIGH

*** CASE CREATE 1/22/2010 9:04:37 AM, fdiaz

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

*** NOTES 1/22/2010 9:04:38 AM, fdiaz, Action Type :

Please refer to case # N032009-12-2101736

On 01/21/10 ACS received a 1 page letter from customer requesting assistance with headlights.

*** CASE MODIFY 1/22/2010 9:09:26 AM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 1/22/2010 9:09:27 AM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 1/22/2010 9:09:32 AM, fdiaz

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 1/22/2010 9:32:59 AM, jsmith02

from Queue Honda Team C to WIP default.

*** CASE MODIFY 1/22/2010 9:34:03 AM, jsmith02

into WIP default and Status of Solving.

*** SUBCASE N012010-01-2200399-1 CREATE 1/25/2010 8:42:43 AM, jsmith02

Created in WIP Default with Due Date 1/25/2010 8:42:43 AM.

*** COMMIT 1/25/2010 8:42:47 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 01/25/2010 05:00:00 PM.

10C (Ralph Schomp)- Call cust for 24hr call- headlight 1/25

*** CASE MODIFY 1/25/2010 8:43:12 AM, jsmith02

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/25/2010 3:31:39 PM, jsmith02

VSC-CUC CHECK 01/25/2010 03:31:39 PM jsmith02

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/25/2010 3:31:44 PM, jsmith02

CAMPAIGN CHECK 01/25/2010 03:31:43 PM jsmith02

The following Campaign information was found

06-026; Q11; 2000-04 INSIGHT 7-state PUD; 06/12/06; FX;

06-057; Q16; 00-04 43 STATE WARRANTY EXT; 07/27/06; FX;

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE CLAIMS LOOKUP 1/25/2010 3:31:45 PM, jsmith02

CLAIM HISTORY CHECK 01/25/2010 03:31:44 PM jsmith02

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/25/2010 3:31:46 PM, jsmith02

WARRANTY CHECK 01/25/2010 03:31:46 PM jsmith02

No data found for VIN.

Case History

Case ID : N012010-01-2200399

Case Title :

PLEASE REFER TO N032009-12-2101736/HEADLIGH

*** CASE CAMPAIGN LOOKUP 1/25/2010 3:35:07 PM, jsmith02

CAMPAIGN CHECK 01/25/2010 03:35:06 PM jsmith02

The following Campaign information was found

06-026; Q11; 2000-04 INSIGHT 7-state PUD; 06/12/06; FX;

06-057; Q16; 00-04 43 STATE WARRANTY EXT; 07/27/06; FX;

06-085; Q26; Vaughn Class Action Honda; ;

*** NOTES 1/25/2010 3:41:27 PM, jsmith02, Action Type : Letter/Fax

The customer stated he owns a 2002 Insight and experienced a sudden low beam headlight failure. May 26, 2009 he took the vehicle Schomp Honda because the headlight was working sporadically. At 3AM on his way to work the headlight failed completely. The customer was charged \$215 for parts/labor. His problem was resolved. A month ago his brother-in-law came across a CNBC article that said there was recall on 2000-2002 Insights and Civics for a sudden loss of low beam headlights. He's wondering why he wasn't advised of this and feels he should be compensated.

*** NOTES 1/25/2010 3:44:14 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED]

The customer stated the article he found says the recall affected 2000-2002 Insights and Civics. I explained I have the recall notice in front of me and it only affects 2000-2001 Insights. The customer stated it affected his vehicle and he expects compensation. I explained we would not be able to compensate him for this repair. He asked and I provided my name/title/location/immediate supervisor's name/and his title. I thanked him and the call ended.

*** CASE MODIFY 1/25/2010 3:44:25 PM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

*** SUBCASE N012010-01-2200399-1 CLOSE 1/25/2010 3:44:27 PM, jsmith02

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/25/2010 3:44:28 PM, jsmith02

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

*** CASE REOPEN 1/25/2010 3:53:47 PM, jsmith02

with Condition of Open and Status of Solving.

*** NOTES 1/25/2010 3:57:00 PM, jsmith02, Action Type : Warm Transfer

The customer was transferred from inbound.

He wanted to know his case # which I provided to him. He also asked if the 2000-2001 Insight is per model/year or per the manufacture date. I explained it is per model year not by manufacture's date.

*** CASE MODIFY 1/25/2010 3:57:06 PM, jsmith02

into WIP default and Status of Solving.

*** CASE CLOSE 1/25/2010 3:57:08 PM, jsmith02

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

*** NOTES 1/25/2010 3:57:55 PM, elopez01, Action Type : Call for Case Mgr

Customer called in stating that she just spoke to her CM & needs to speak to her again. I contacted CM & transferred the call with a warm transfer.

*** CASE REOPEN 2/8/2010 1:17:04 PM, rwatkins

with Condition of Open and Status of Solving.

*** CASE MODIFY 2/8/2010 1:17:30 PM, rwatkins

into WIP default and Status of Solving.

Case History

Case ID : N012010-01-2200399

Case Title : [REDACTED] - PLEASE REFER TO N032009-12-2101736/HEADLIGH

*** CASE CLOSE 2/8/2010 1:31:36 PM, rwatkins

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

Case Details

Case ID :	N012005-08-2600695	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/26/2005 10:43:33 AM
Case Originator :	Monique Juniel (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/31/2005 2:34:10 PM
Case Owner :	Ron Rubino (Team HE)	Method :	Phone	Queue :		Days Open :	5
Last Closed By :	Ron Rubino (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] (TAMAROFF HONDA) HEADLIGHTS 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 :	PLEASANT RIDGE, MI [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / JHMZE14772 [REDACTED]
Model / Year :	INSIGHT / 2002
Model ID / Product Line :	ZE1472EW / A
Miles / Hours :	60,000
In Service Date :	11/07/2002
Months In Use :	33
Engine Number :	ECA1 1021279
Originating Dealer No. / Name :	206667 / ANDERSON HONDA CAR SALES
Selling Dealer No. / Name :	206687 / TAMAROFF HONDA
Trim :	CVT
No. Of Doors :	3
Transmission Code :	CVT
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 :	206687 / TAMAROFF HONDA
Phone No. :	248-353-1300
Address :	28585 TELEGRAPH ROAD
City / State / Zip :	SOUTHFIELD, MI 48034
Svc District / Sls District :	04B / A04
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
N012005-08-2600695-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012005-08-2600695-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2005 2:08:17 PM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 8/31/2005 2:34:06 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 Partial, Gdwill Cust Decline
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-08-2600695

Case Title : [REDACTED] - (TAMAROFF HONDA) HEADLIGHTS GOODWILL

*** CASE CREATE 8/26/2005 10:43:33 AM, mjuniel

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

*** NOTES 8/26/2005 10:43:33 AM, mjuniel, Action Type :

*** CASE CAMPAIGN LOOKUP 8/26/2005 10:43:35 AM, mjuniel

CAMPAIGN CHECK 08/26/2005 10:43:35 AM mjuniel

No data found for VIN

*** CASE CLAIMS LOOKUP 8/26/2005 10:43:40 AM, mjuniel

CLAIM CHECK 08/26/2005 10:43:40 AM mjuniel

The following Claim History information was found

0; 2004-12-02; 900020; 009825; 510; 111098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B# 0

*** CASE MODIFY 8/26/2005 10:43:53 AM, mjuniel

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 8/26/2005 10:45:22 AM, mjuniel

CLAIM CHECK 08/26/2005 10:45:22 AM mjuniel

The following Claim History information was found

0; 2004-12-02; 900020; 009825; 510; 111098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B# 0

*** CASE VSC LOOKUP 8/26/2005 10:45:24 AM, mjuniel

VSC-CUC CHECK 08/26/2005 10:45:24 AM mjuniel

No data found for VIN.

*** NOTES 8/26/2005 10:50:05 AM, mjuniel, Action Type : Call from Customer

Dealer: Tamarock Honda

Service Advisor: John

Customer called advising he is a loyal Honda Owner and he loves the product. Customer advised he took his vehicle to the dealership because both of his low beam lights went out. Customer advised there is a re-call for this on the 2000-2002 models but his vehicle is not shown as being affected by this re-call.

Customer advised he would like assistance on the repair.

Informed customer I will forward his request to a case manager for review. Thanked customer for calling and disconnected.

*** CASE MODIFY 8/26/2005 10:50:20 AM, mjuniel

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2005 10:50:26 AM, mjuniel

into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2005 10:50:26 AM, mjuniel

into WIP default and Status of Solving.

*** CASE DISPATCH 8/26/2005 10:50:31 AM, mjuniel

from WIP default to Queue Honda Team E.

Case History

Case ID : N012005-08-2600695

Case Title : [REDACTED] (TAMAROFF HONDA) HEADLIGHTS GOODWILL

*** CASE ASSIGN 8/26/2005 1:47:19 PM, kogawa

N012005-08-2600695 to rrubinfof, WIP O

*** CASE RULE ACTION 8/26/2005 1:47:20 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/26/2005 2:08:10 PM, rrubinfof

into WIP default and Status of Solving.

*** SUBCASE N012005-08-2600695-1 CREATE 8/26/2005 2:08:17 PM, rrubinfof

Created in WIP Default with Due Date 8/26/2005 2:08:17 PM.

*** COMMIT 8/26/2005 2:08:53 PM, rrubinfof, Action Type : N/A

Made to [REDACTED] due 08/30/2005 02:08:54 PM.

Call dlr/customer

*** NOTES 8/30/2005 3:30:06 PM, rrubinfof, Action Type : Call to Customer

LM for the customer informing him that I was his RCM.

*** CASE FULFILL 8/30/2005 3:30:19 PM, rrubinfof

Fulfilled for [REDACTED] due 08/30/2005 02:08:54 PM.

*** COMMIT 8/30/2005 3:30:21 PM, rrubinfof, Action Type : N/A

Made to [REDACTED] due 09/05/2005 03:30:22 PM.

Customer call back?

*** NOTES 8/31/2005 2:29:46 PM, rrubinfof, Action Type : Call to Dealer

LM for the SM, Shaun @ TAMAROFF HONDA re customer request for GW I pre authorized her to GW the parts if the customer has a decent service history..

*** NOTES 8/31/2005 2:33:46 PM, rrubinfof, Action Type : Call to Customer

Informed the customer that most likely he will receive assistance from TAMAROFF HONDA on the part in the interest of customer satisfaction as he indicated that he does all of his routine service at the dealership and has purchased several Hondas from them as well. The customer accepted the GW assistance.

*** SUBCASE N012005-08-2600695-1 CLOSE 8/31/2005 2:34:06 PM, rrubinfof

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/31/2005 2:34:10 PM, rrubinfof

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

Case Details

Case ID :	N032012-01-2301466	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/23/2012 12:47:25 PM
Case Originator :	Heather Smith (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	1/23/2012 12:53:59 PM
Case Owner :	Heather Smith (Team CA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Heather Smith (Team CA)	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 : NEWPORT NEWS, VA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE147127 [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 88,000
In Service Date : 05/14/2002
Months In Use : 116
Engine Number : ECA1 1021310
Originating Dealer No. / Name : 207745 / BOBBY RAHAL HONDA
Selling Dealer No. / Name : 206754 / HERSON'S HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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
N032012-01-2301466-1 [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032012-01-2301466-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Heather Smith	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/23/2012 12:53:49 PM
Issue Owner : Heather Smith	Type 2 : Eligibility	Queue :	Close Date : 1/23/2012 12:53:59 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Other 712X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Updated 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 : N032012-01-2301466

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 1/23/2012 12:47:25 PM, hsmith

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

*** CASE MODIFY 1/23/2012 12:47:38 PM, hsmith

into WIP default and Status of Solving.

*** CASE MODIFY 1/23/2012 12:47:54 PM, hsmith

into WIP default and Status of Solving.

*** NOTES 1/23/2012 12:53:08 PM, hsmith, Action Type : Call from Customer

The customer contacted AHM in regards to a recall inquiry for the headlights. I verified and updated the customer's contact information on CRMS. I verified in CRMS the vehicle's campaign statuses. The customer advised me he read online about a recall for the headlights and he thinks his vehicle is having the issue. I advised the customer recalls are VIN specific. I advised the customer his vehicle is not included in any recalls. I asked if there was anything else I could assist the customer with. The customer responded with a no. I thanked the customer for calling AHM and the call ended.

*** SUBCASE N032012-01-2301466-1 CREATE 1/23/2012 12:53:49 PM, hsmith

Created in WIP Default with Due Date 1/23/2012 12:53:49 PM.

*** CASE MODIFY 1/23/2012 12:53:58 PM, hsmith

into WIP default and Status of Solving.

*** SUBCASE N032012-01-2301466-1 CLOSE 1/23/2012 12:53:59 PM, hsmith

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/23/2012 12:53:59 PM, hsmith

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

Case Details

Case ID :	N012010-10-1803854	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/18/2010 1:11:52 PM
Case Originator :	Crystal Vito (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/18/2010 1:20:35 PM
Case Owner :	Crystal Vito (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Crystal Vito (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS CONCERN			No. of Attachments :	0		

Site / Contact Info :

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

Current Dealer Info :

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

Previous Dealer Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-1803854-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE137527 [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1372EW / A
Miles / Hours : 217,000
In Service Date : 03/05/2002
Months In Use : 103
Engine Number : ECA1 1021329
Originating Dealer No. / Name : 207501 / GILROY HONDA
Selling Dealer No. / Name : 208002 / VAL STROUGH HONDA
Trim : AUTO-AC
No. Of Doors : 3
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 :

3rd Party Info :

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

Issue Details

Issue ID : N012010-10-1803854-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 10/18/2010 1:16:58 PM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 10/18/2010 1:20:34 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Referred to Website, Documented Concern,
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-10-1803854

Case Title : [REDACTED] HEADLIGHTS CONCERN

*** CASE CREATE 10/18/2010 1:11:52 PM, cvito

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

*** CASE EXTENDED WARRANTY LOOKUP 10/18/2010 1:11:58 PM, cvito

WARRANTY CHECK 10/18/2010 01:11:58 PM cvito

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/18/2010 1:12:02 PM, cvito

CLAIM CHECK 10/18/2010 01:12:02 PM cvito

The following Claim History information was found

0; 2007-12-31; 207866; 772571; 510; 125517 ; ECM/PCM - REPROGRAM. S/B# 01-084 S/B# 03-002
S/B# 04-013 S/B# 05-038 S/B# 06-022 S/B# 06-039 S

*** CASE CAMPAIGN LOOKUP 10/18/2010 1:12:06 PM, cvito

CAMPAIGN CHECK 10/18/2010 01:12:06 PM cvito

The following Campaign information was found

06-026; Q11; 2000-04 INSIGHT 7-state PUD; 06/19/06; FX;
06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;
07-036; Q49; INSIGHT & CIVIC IMA SFTWARE UP; 01/10/08;

*** CASE VSC LOOKUP 10/18/2010 1:12:08 PM, cvito

VSC-CUC CHECK 10/18/2010 01:12:08 PM cvito

No data found for VIN.

*** CASE MODIFY 10/18/2010 1:12:10 PM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012010-10-1803854-1 CREATE 10/18/2010 1:16:58 PM, cvito

Created in WIP Default with Due Date 10/18/2010 1:16:58 PM.

*** CASE MODIFY 10/18/2010 1:17:19 PM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 10/18/2010 1:17:47 PM, cvito

into WIP default and Status of Solving.

*** NOTES 10/18/2010 1:20:26 PM, cvito, Action Type : Call from Customer

Updates customer ☐s contact information

Best Contact Number: [REDACTED]

Probing Questions:

Customer advised that he is calling about Combination light switch 04-015. The customer is stating that his vehicle was affected by this SR. The customer headlights keep turning off.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I verified at this time, we show no records of this SR affecting his vehicle as it is Vin# specific. I referred the customer to a Honda DLR for a proper diagnosis.

I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Case History

Case ID : N012010-10-1803854

Case Title : [REDACTED] - HEADLIGHTS CONCERN

Customer requires no further assistance. Case solved.

*** CASE MODIFY 10/18/2010 1:20:29 PM, cvito
into WIP default and Status of Solving.

*** SUBCASE N012010-10-1803854-1 CLOSE 10/18/2010 1:20:34 PM, cvito
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/18/2010 1:20:35 PM, cvito
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012009-04-0300091	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/3/2009 6:55:55 AM
Case Originator :	Sarah Lambert (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/3/2009 7:09:00 AM
Case Owner :	Jun Hong (Team AA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jun Hong (Team AA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] COMPLAINT-HEADLIGHTS			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / JHMZE14732T [REDACTED]
Model / Year : INSIGHT / 2002
Model ID / Product Line : ZE1472EW / A
Miles / Hours : 140,000
In Service Date : 09/02/2002
Months In Use : 79
Engine Number : ECA1 1021801
Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Selling Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
Trim : CVT
No. Of Doors : 3
Transmission Code : CVT
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 : 206874 / BRANDFON HONDA
Phone No. : 203-481-1616
Address : 515 WEST MAIN STREET
City / State / Zip : BRANFORD, CT 06405
Svc District / Sls District : 09E / B09
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0300091-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-04-0300091-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2009 6:59:41 AM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 4/3/2009 6:59:56 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Provided Information, Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-04-0300091

Case Title : [REDACTED] COMPLAINT-HEADLIGHTS

*** CASE CREATE 4/3/2009 6:55:55 AM, slambert

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

*** CASE EXTENDED WARRANTY LOOKUP 4/3/2009 6:56:08 AM, slambert

WARRANTY CHECK 04/03/2009 06:56:08 AM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/3/2009 6:56:11 AM, slambert

CLAIM HISTORY CHECK 04/03/2009 06:56:11 AM slambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/3/2009 6:56:18 AM, slambert

CAMPAIGN CHECK 04/03/2009 06:56:18 AM slambert

The following Campaign information was found

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

07-049; Q52; 01-05 CIVIC/INSIGHT CVT JUDDER; ; ;

07-050; Q53; 0

*** CASE VSC LOOKUP 4/3/2009 6:56:19 AM, slambert

VSC-CUC CHECK 04/03/2009 06:56:19 AM slambert

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/3/2009 6:56:36 AM, slambert

CAMPAIGN CHECK 04/03/2009 06:56:36 AM slambert

The following Campaign information was found

06-057; Q16; 00-04 43 STATE WARRANTY EXT; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

07-049; Q52; 01-05 CIVIC/INSIGHT CVT JUDDER; ; ;

07-050; Q53; 0

*** CASE MODIFY 4/3/2009 6:57:46 AM, slambert

into WIP default and Status of Solving.

*** SUBCASE N012009-04-0300091-1 CREATE 4/3/2009 6:59:41 AM, slambert

Created in WIP Default with Due Date 4/3/2009 6:59:41 AM.

*** SUBCASE N012009-04-0300091-1 CLOSE 4/3/2009 6:59:56 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/3/2009 7:01:39 AM, slambert, Action Type : Call from Customer

I updated the customer's information.

He said about 1 week ago, his headlights went out. He stated he had them replaced at Brandfon Honda. He called in to see if there were any recalls regarding the headlights on his model.

I advised the customer there were no recalls regarding the headlights on his vehicle. He said he would do more research. He thanked me and had no further requests.

*** CASE MODIFY 4/3/2009 7:01:47 AM, slambert

Case History

Case ID : N012009-04-0300091

Case Title : [REDACTED] COMPLAINT-HEADLIGHTS

into WIP default and Status of Solving.

*** CASE CLOSE 4/3/2009 7:01:59 AM, slambert

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

*** CASE REOPEN 4/3/2009 7:08:36 AM, jhong

with Condition of Open and Status of Solving.

*** NOTES 4/3/2009 7:08:47 AM, jhong, Action Type : Call from Customer

Verified information

[REDACTED] called back to ACS and provided the S/B 63-569 for the low beam headlight issue. Customer said his Headlight does not work. I advised the customer he is outside of the factory warranty of 3/36 whichever comes first. I advised the customer there are no recalls for the headlight. Customer understood. I asked if there is anything else ACS can assist with. Customer said no. Customer thanked me and I ended the call.

*** CASE MODIFY 4/3/2009 7:08:59 AM, jhong

into WIP default and Status of Solving.

*** CASE CLOSE 4/3/2009 7:09:00 AM, jhong

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

Case Details

Case ID :	N012010-09-2400159	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/24/2010 7:22:35 AM
Case Originator :	Christeen Miller (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/24/2010 7:30:54 AM
Case Owner :	Christeen Miller (Team HH)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Christeen Miller (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	UNKNOWN, UNKNOWN - HEAD LIGHTS			No. of Attachments :	0		

Site / Contact Info :

Site Name : UNKNOWN UNKNOWN SYST
Dealer No. :
Site Phone No. : 999-999-9999
Contact Name : UNKNOWN UNKNOWN
Day Phone No. : 999-999-9999
Evening Phone No. : 999-999-9999
Cell / Pager No. : 999-999-9999
Fax No. : 999-999-9999
Address : SYSTEM TORRANCE BLVD
City / State / Zip : TORRANCE, CA [REDACTED]
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : PILOT / 2003
Model ID / Product Line : /
Miles / Hours : 1
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
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
N012010-09-2400159-1 / UNKNOWN UNKNOWN -	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-09-2400159-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 9/24/2010 7:30:29 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 9/24/2010 7:30:45 AM
Issue Title : UNKNOWN UNKNOWN - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-2400159

Case Title : UNKNOWN, UNKNOWN - HEAD LIGHTS

*** CASE CREATE 9/24/2010 7:22:35 AM, cmiller

Contact = UNKNOWN UNKNOWN, Priority = N/A, Status = Solving.

*** NOTES 9/24/2010 7:29:46 AM, cmiller, Action Type : Call from Customer

No contact information

Head lights

Customer replaced his head lights and they are now not working. He wants to know if there is a reset or something that is causing them not to work.

ACS suggested he check the fuses. There is no reset. Advised him that there would be no way for ACS to explain why the repair did not work and referred him to the dealer. The call was ended.

*** SUBCASE N012010-09-2400159-1 CREATE 9/24/2010 7:30:29 AM, cmiller

Created in WIP Default with Due Date 9/24/2010 7:30:29 AM.

*** SUBCASE N012010-09-2400159-1 CLOSE 9/24/2010 7:30:45 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/24/2010 7:30:48 AM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 9/24/2010 7:30:54 AM, cmiller

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012010-11-0801337 Division : Honda - Auto Condition : Closed Open Date : 11/8/2010 12:04:00 PM
Case Originator : David Mendoza (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 11/11/2010 8:35:59 AM
Case Owner : Morris Lin (Team HE) Method : Dealer Referred Queue : Days Open : 3
Last Closed By : Morris Lin (Team HE) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] ALLEGED SAFETY COMPONENT FAILURE HE 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 : JACKSONVILLE, FL [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner :
VIN Type / No. : No VIN /
Model / Year : PILOT / 2003
Model ID / Product Line : /
Miles / Hours : 90,000
In Service Date :
Months In Use :
Engine Number :
Originating Dealer No. / Name :
Selling Dealer No. / Name :
Trim :
No. Of Doors :
Transmission Code :
Exterior Color :
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 : 206600 / DUVAL HONDA
Phone No. : 904-387-9024
Address : 1325 CASSAT AVENUE
City / State / Zip : JACKSONVILLE, FL 32205
Svc District / SIs District : 07H / B07
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207435	COGGIN 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
N012010-11-0801337-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-0801337-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Morris Lin	Type 1 : Product	Status : Subcase Close	Open Date : 11/9/2010 6:01:55 AM
Issue Owner : Morris Lin	Type 2 : Operation	Queue :	Close Date : 11/11/2010 8:35:58 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, 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 : N012010-11-0801337

Case Title : 07H-206600- [REDACTED] ALLEGED SAFETY COMPONENT FAILURE HEADLIGHT

*** CASE CREATE 11/8/2010 12:04:00 PM, dmendoza

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

*** NOTES 11/8/2010 12:10:19 PM, dmendoza. Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # [REDACTED]

The customer states that last night his vehicle's headlights went out and his vehicle went off the road. The customer states that his dealership, Coggin Honda, told him to contact ACS. The customer states that he spoke to a service tech but he doesn't remember his name. DEALER REFERRAL. The customer states that the incident happened last night on a 2-lane highway at approximately 8:40pm. He states that the vehicle went off the road and its undercarriage was damaged and the front bumper was dented because the vehicle hit an embankment. The customer states that his dealership told him that his vehicle was most likely affected by TSB 07-027. The customer states that he would like to receive assistance with the cost of repairing his vehicle as he feels his wife wouldn't have had an accident if her vehicle's lights would have worked. The customer states that he was unhappy that Coggin Honda brushed him off and had him call ACS so he will take the vehicle to Duval Honda tomorrow.

ACS advised the customer that his case will be forwarded to an RCM for review. ACS advised the customer that his RCM will contact him within the next 2 business days.

*** CASE MODIFY 11/8/2010 12:10:35 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 11/8/2010 12:10:54 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 11/8/2010 12:11:07 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 11/8/2010 12:14:18 PM, dmendoza

into WIP default and Status of Solving.

*** NOTES 11/8/2010 12:14:29 PM, bphilbin. Action Type : Note-General

Reviewed by TL BPhilbin.

*** CASE MODIFY 11/8/2010 12:15:13 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 11/8/2010 12:15:23 PM, dmendoza

into WIP default and Status of Solving.

*** CASE DISPATCH 11/8/2010 12:15:36 PM, dmendoza

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 11/8/2010 12:43:58 PM, mlin

from Queue Honda Team E to WIP default.

*** CASE MODIFY 11/9/2010 5:59:00 AM, mlin

into WIP default and Status of Solving.

*** SUBCASE N012010-11-0801337-1 CREATE 11/9/2010 6:01:55 AM, mlin

Created in WIP Default with Due Date 11/9/2010 6:01:55 AM.

Case History

Case ID : N012010-11-0801337

Case Title : [REDACTED] ALLEGED SAFETY COMPONENT FAILURE HEADLIGH

*** CASE MODIFY 11/9/2010 6:01:58 AM, mlin
into WIP default and Status of Solving.

*** NOTES 11/9/2010 12:10:21 PM, mlin, Action Type : Call to Customer

I contacted customer regarding his case. ACS received a busy tone and was unable to leave a VM. ACS will attempt to contact customer another time.

*** COMMIT 11/9/2010 12:10:30 PM, mlin, Action Type : N/A

call cust/ call sm 11/11

*** NOTES 11/11/2010 8:29:56 AM, mlin, Action Type : Call to Customer

I contacted customer regarding his case. I then introduced myself has the CM. Customer states that I was suppose to call him yesterday however he did not receive a call. I then advised customer that I did however received a busy tone and had no VM for me to leave. Customer states he understands however already brought the vehicle to the dealership and paid for repairs. I then advised customer that his concerns would typically be an insurance matter. Customer states he will contact his insurance and call disconnected.

*** SUBCASE N012010-11-0801337-1 CLOSE 11/11/2010 8:35:58 AM, mlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/11/2010 8:35:59 AM, mlin

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

Case Details

Case ID : N012008-11-1000513 Division : Honda - Auto Condition : Closed Open Date : 11/10/2008 7:23:52 AM
Case Originator : Daun Craig (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 12/8/2008 10:30:31 AM
Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 28
Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
Case Title : [REDACTED] BURNED WIRE HARNESS---REOPE 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 : SAVANNAH, GA [REDACTED]
E Mail : [REDACTED]
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18463H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1843EW / A
Miles / Hours : 94,000
In Service Date : 05/31/2002
Months In Use : 78
Engine Number : J34A42500168
Originating Dealer No. / Name : 206857 / ED VOYLES HONDA
Selling Dealer No. / Name : 206857 / ED VOYLES HONDA
Trim : EX
No. Of Doors : 5
Transmission Code : SAT
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 : 206715 / SOUTHERN MOTORS HONDA
Phone No. : 912-927-0700
Address : 10300 ABERCORN EXTENS.
City / State / Zip : SAVANNAH, GA 31406
Svc District / SIs District : 07G / G07
Warranty Labor Rate / Date : \$90.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208371	CURRY HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-11-1000513-1 [REDACTED]	PRODUCT Subcase Close	Product	Operation	737	Wire harness
N012008-11-1000513-2 [REDACTED]	PRODUCT Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-11-1000513-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 11/10/2008 7:37:53 AM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 11/10/2008 7:38:04 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : N/A /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-11-1000513-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 11/12/2008 10:26:49
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 11/12/2008 10:33:30
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 : Repaired/Cust. Pay
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-11-1000513

Case Title : 7H / [REDACTED] - BURNED WIRE HARNESS---REOPEN

*** CASE CREATE 11/10/2008 7:23:52 AM, dcraig

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

*** NOTES 11/10/2008 7:23:53 AM, dcraig, Action Type :

Verified customer information.

Headlight issue.

Customer states the headlights stopped working on the vehicle about a year ago as a result of the wire harness burning out. Customer states she inspected the fuse box under the hood of the vehicle and found the wires burned out again. She would like to know if this is something she would need to replace each year or not.

I explained to the customer she should have a warranty on this part that is covered for 12 months or 12,000 miles, which ever comes first since she paid out of pocket for this item and I asked her if she took the vehicle back into the Curry Honda dealership for further inspection and repair since this has happened and she said no. She said no and states she would like AHM to assist with if there are any other vehicles similar to hers with this issue and if AHM can offer permanent assistance. I asked the customer to please take her vehicle back into the Curry Honda dealership where they can inspect the vehicle and inform her of the cost of repair. I explained if the warranty is expired and the dealership is not willing to assist, she can contact AHM back for possible further assistance. She understood and no further assistance was needed. Case closed.

*** NOTES 11/10/2008 7:24:34 AM, dcraig, Action Type : Call from Customer

Customer did not have her VIN number.

*** SUBCASE N012008-11-1000513-1 CREATE 11/10/2008 7:37:53 AM, dcraig

Created in WIP Default with Due Date 11/10/2008 7:37:53 AM.

*** SUBCASE N012008-11-1000513-1 CLOSE 11/10/2008 7:38:04 AM, dcraig

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/10/2008 7:38:08 AM, dcraig

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

*** CASE REOPEN 11/10/2008 9:47:16 AM, rmiller

with Condition of Open and Status of Solving.

*** CASE MODIFY 11/10/2008 9:47:46 AM, rmiller

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/10/2008 9:47:51 AM, rmiller

WARRANTY CHECK 11/10/2008 09:47:51 AM rmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/10/2008 9:47:55 AM, rmiller

CLAIM HISTORY CHECK 11/10/2008 09:47:55 AM rmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/10/2008 9:48:24 AM, rmiller

CAMPAIGN CHECK 11/10/2008 09:48:24 AM rmiller

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 04/10/04; FX;

Case History

Case ID : N012008-11-1000513

Case Title : [REDACTED] - BURNED WIRE HARNESS---REOPEN

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/15/04; FX

*** CASE VSC LOOKUP 11/10/2008 9:48:25 AM, rmiller
VSC-CUC CHECK 11/10/2008 09:48:25 AM rmiller
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/10/2008 9:52:29 AM, rmiller
CAMPAIGN CHECK 11/10/2008 09:52:29 AM rmiller
The following Campaign information was found
03-081; P07; 02-03 TIMING BELT TENSIONER; 04/10/04; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 07/15/04; FX

*** NOTES 11/10/2008 10:14:12 AM, rmiller, Action Type : Call from Customer

[REDACTED] called back to ACS asking if she can go to any Honda dealer of her choice. I verified with her that she can. Customer did not want me to locate a dealer. Customer's case number was supplied and I advised her to call back if there are any further concerns.

Customer thanked me and needed no further assistance at this moment.

*** CASE MODIFY 11/10/2008 10:14:33 AM, rmiller
into WIP default and Status of Solving.

*** CASE CLOSE 11/10/2008 10:14:35 AM, rmiller
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 11/11/2008 1:30:26 PM, svalenti
with Condition of Open and Status of Solving.

*** NOTES 11/11/2008 1:42:09 PM, svalenti, Action Type : Call from Customer
Verified Customer Information

Customer states that the vehicle is now at the dealership and has had the wiring repaired but now the turn signal is not working. Customer feels that it is very obvious that there is a deeper issue causing the problem and would like AHM to intervene to assist dealership. Customer states that for the second time she is paying over \$300 for this repair and she does not want to have to go through the same thing in another 10 months. Customer is requesting possible reimbursement for a problem that seems to be a manufacturer defect. ACS advised customer that a CM can get involved and work with the dealership, however no specific result can be guaranteed. Customer understood and thanked ACS. ACS informed customer that she should receive a call within the next two business days.

SA: Phillip and Bryan

*** CASE MODIFY 11/11/2008 1:42:21 PM, svalenti
into WIP default and Status of Solving.

*** CASE DISPATCH 11/11/2008 1:42:36 PM, svalenti
from WIP default to Queue Honda Team E.

*** CASE ASSIGN 11/11/2008 1:52:19 PM, ltafoya
N012008-11-1000513 to bmc donal, WIP t□eC! d*□!_7

*** CASE RULE ACTION 11/11/2008 1:52:20 PM, sa

Case History

Case ID : N012008-11-1000513

Case Title :

GLORIA - BURNED WIRE HARNESS---REOPEN

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/12/2008 9:36:53 AM, bmc donal
into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2008 9:37:02 AM, bmc donal
into WIP default and Status of Solving.

*** NOTES 11/12/2008 9:55:43 AM, bmc donal, Action Type : Call to Dealer

I reviewed the inspection findings with Tracy Joy, SM who indicated that the customer came in the first time April 19, 2007 67,890 miles with a complaint of the headlights being out. The customer's most recent visit was yesterday November 11, 2008 at 87, 600 miles. the head lamp relay # 2 was out. The repair was completed and the vehicle returned to the customer. I asked if there was any after market equipment installed on the vehicle. SM said that there was none noted.

*** NOTES 11/12/2008 9:58:01 AM, bmc donal, Action Type : Note-General

Correction of the mileage currently on the vehicle 94,000 miles. There is no defective component on the vehicle. This is not a manufacture responsibility. Customer paid for the repair.

*** CASE MODIFY 11/12/2008 9:58:05 AM, bmc donal
into WIP default and Status of Solving.

*** NOTES 11/12/2008 10:25:49 AM, bmc donal, Action Type : Call to Customer

I spoke to [REDACTED] to review the information that was provided to me by the Southern Motors dealership. I apologized for her difficulty with the wire harness. The customer advised that there was information from the case. Customer updated about her visit to Curry Honda in Atlanta August 24, 2007 @ 74,323 miles.

The customer is concerned that this issue (wire harness) headlight , low beams may occur again. I assured the customer that the dealer would have never release her vehicle back to her if there was a safety issue with the vehicle. The customer indicates that she is a mechanic for military vehicle and has been for 17 years. Customer doesn't have technical familiarity with Honda vehicles. The customer knows that the request for reimbursement may have been far fetched when she asked for it. Reimbursement is not her concern at this time. The customer believes that more should have been done to check further that identify the current issue and making the repair. I apologized that the customer doesn't believe that not enough was done. I offered to re contact the dealer to review the need for further discovery. I explained that once the diagnoses is completed and they confirm the root cause of the failure they make the correct repair. In that regard AHM has met its obligation in repairing the vehicle. I explained that this case is a permanent record in our database of the concerns. The dealer is confident that this was a comprehensive repair. The customer was provided the case number to keep for her records. The customer thanked me for calling her and said that was all that she would need at this time. I thanked the customer for taking the time to speak with me and being candid in her comments. I advised that this is a permanent record in AHM database and can be used to support a future claim related to this latest repair.

*** CASE MODIFY 11/12/2008 10:25:53 AM, bmc donal
into WIP default and Status of Solving.

*** SUBCASE N012008-11-1000513-2 CREATE 11/12/2008 10:26:49 AM, bmc donal
Created in WIP Default with Due Date 11/12/2008 10:26:49 AM.

*** CASE MODIFY 11/12/2008 10:26:56 AM, bmc donal
into WIP default and Status of Solving.

*** NOTES 11/12/2008 10:33:03 AM, bmc donal, Action Type : Call to Customer
I discussed the case with the customer and updated the case notes accordingly.

Case History

Case ID : N012008-11-1000513

Case Title : [REDACTED] - BURNED WIRE HARNESS---REOPEN

NOTES 11/12/2008 10:25:49 McDonald Action Type: Call to Customer

I spoke to [REDACTED] to review the information that was provided to me by the Southern Motors dealership. I apologized for her difficulty with the wire harness. The customer advised that there was information from the case. Customer updated about her visit to Curry Honda in Atlanta August 24, 2007 @ 74,323 miles.

Summary:

customer has no confidence that this latest repair will correct the problem. The customer states that a year ago she had a similar failure that she paid to have repaired. Customer states that now the same issue has occurred and she believes that there may be a underling problem not yet discovered. I verified the repair that was completed in April 2007 at 67,890. The repair parts are covered for 12/12. The vehicle is at 94,000 miles at this time and outside of the replacement parts warranty. The customer was advised that this case is a permanent record in our database. Should she have any further problem related to this latest repair we can refer to it as a basis to support a request for assistance.

*** SUBCASE N012008-11-1000513-2 MODIFY 11/12/2008 10:33:26 AM, bmcDonald
into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N012008-11-1000513-2 CLOSE 11/12/2008 10:33:30 AM, bmcDonald
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/12/2008 10:33:35 AM, bmcDonald
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/8/2008 7:01:30 AM, japplewh
with Condition of Open and Status of Solving.

*** CASE MODIFY 12/8/2008 7:03:36 AM, japplewh
into WIP default and Status of Solving.

*** NOTES 12/8/2008 7:09:18 AM, japplewh, Action Type : Call from Customer

Customer contacted ACS to update her case information. The customer stated that while she was driving last night, her lights went out again. The customer stated that her vehicle is back at the dealer. The customer stated that she would like her case open. The customer explained that she feels, the dealer and AHM is not looking deep enough into the issue.

The customer provided a alternate contact number [REDACTED] home.

I will forward the case to a RCM for further review.

*** CASE DISPATCH 12/8/2008 7:09:45 AM, japplewh
from WIP default to Queue Honda Team E.

*** CASE RULE ACTION 12/8/2008 7:23:52 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE ACCEPT 12/8/2008 7:26:01 AM, bmcDonald
from Queue Honda Team E to WIP default.

*** NOTES 12/8/2008 10:09:07 AM, cmiller, Action Type : Call for Case Mgr
Customer called in for the CM. ACS contacted the CM and the call was transferred

*** NOTES 12/8/2008 10:14:05 AM, bmcDonald, Action Type : Call from Customer

Case History

Case ID : N012008-11-1000513

Case Title : [REDACTED] - BURNED WIRE HARNESS---REOPEN

Customer states that she just paid \$264.56 in November 11, 2008 for the headlight (low beam in operable at the time of the repair. The customer states s that the headlight went out again last night. The vehicle at the dealer at this time, headlight switch corroded and burned. the customer is calling from [REDACTED]

*** NOTES 12/8/2008 10:23:35 AM, bmedonal, Action Type : Call to Dealer

Spoke to Brian, SA that is working with the customer. He advised that there is a TSB on this failure . The last repair had nothing to do with this switch at this time. I provided the authorization for 100% coverage on RO# 216319 \$160.00.

*** CASE MODIFY 12/8/2008 10:30:12 AM, bmedonal
into WIP default and Status of Solving.

*** CASE CLOSE 12/8/2008 10:30:31 AM, bmedonal
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID : N012010-07-1600883 Division : Honda - Auto Condition : Closed Open Date : 7/16/2010 11:33:17 AM
Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/16/2010 11:43:59 AM
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 REPAIR KIT 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 : JERSEY CITY, NJ
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HKYF18533H
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 120,000
In Service Date : 06/21/2002
Months In Use : 97
Engine Number : J35A42503736
Originating Dealer No. / Name : 208006 / PARAMOUNT HONDA
Selling Dealer No. / Name : 208006 / PARAMOUNT HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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
N012010-07-1600883-1 /	PARTS - Subcase Close	Parts - Dealer	Purchase	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012010-07-1600883-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Parts - Dealer	Status : Subcase Close	Open Date : 7/16/2010 11:38:42 AM
Issue Owner : Crystal Baldassarre	Type 2 : Purchase	Queue :	Close Date : 7/16/2010 11:43:58 AM
Issue Title : [REDACTED]	PARTS - DEALER - PURCHASE		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, 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
35012-S5A-307	SET, COMBI SW SERVIC	Not Applicable

Case History

Case ID : N012010-07-1600883

Case Title : [REDACTED] COMBINATION LIGHT SWITCH REPAIR KIT

*** CASE CREATE 7/16/2010 11:33:17 AM, cbaldas

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

*** CASE EXTENDED WARRANTY LOOKUP 7/16/2010 11:33:20 AM, cbaldas

WARRANTY CHECK 07/16/2010 11:33:20 AM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/16/2010 11:33:22 AM, cbaldas

CLAIM HISTORY CHECK 07/16/2010 11:33:22 AM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/16/2010 11:33:29 AM, cbaldas

CAMPAIGN CHECK 07/16/2010 11:33:29 AM cbaldas

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 12/22/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/18/04; FX

*** CASE VSC LOOKUP 7/16/2010 11:33:30 AM, cbaldas

VSC-CUC CHECK 07/16/2010 11:33:30 AM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/16/2010 11:36:52 AM, cbaldas

CAMPAIGN CHECK 07/16/2010 11:36:52 AM cbaldas

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 12/22/03; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/18/04; FX

*** CASE MODIFY 7/16/2010 11:38:19 AM, cbaldas

into WIP default and Status of Solving.

*** SUBCASE N012010-07-1600883-1 CREATE 7/16/2010 11:38:42 AM, cbaldas

Created in WIP Default with Due Date 7/16/2010 11:38:42 AM.

*** NOTES 7/16/2010 11:43:51 AM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn# [REDACTED]

Customer states that his low beams are not working and he is looking at TSB # 07-027 and is inquiring how to get the combination light switch repair kit p/n 35012-S5A-307. ACS advised customer that the part number does exist according to the TSB, but this is a part he would need to special order with the assistance of a Honda dealership. ACS advised customer he can locate dealership contact information online @ www.automobiles.honda.com or he can an appointment online @ www.ahm-ownerlink.com. Customer required no further assistance. Case closed.

*** SUBCASE N012010-07-1600883-1 CLOSE 7/16/2010 11:43:58 AM, cbaldas

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2010 11:43:59 AM, cbaldas

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

Case Details

Case ID :	N012003-11-2100384	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/21/2003 9:19:33 AM
Case Originator :	Michael Fenner (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/21/2003 9:38:41 AM
Case Owner :	Michael Fenner (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Fenner (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - HEADLIGHTS NON-FUNTIONAL					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 : DALY CITY, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF186X3H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1863ENW / A
Miles / Hours : 17,000
In Service Date : 08/26/2002
Months In Use : 15
Engine Number : J35A42506442
Originating Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
Selling Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
Trim : EX-LRES
No. Of Doors : 5
Transmission Code : 5AT
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 : 208176 / HONDA OF SERRAMONTE
Phone No. : 650-758-4800
Address : 485 SERRAMONTE BLVD.
City / State / Zip : COLMA, CA 94014
Svc District / Sls District : 12G / B12
Warranty Labor Rate / Date : \$137.50 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012003-11-2100384-1 / [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights
N012003-11-2100384-2 / [REDACTED]	DEA Subcase Close	Dealer Location	Locate / Info		

Issue Details

Issue ID : N012003-11-2100384-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Fenner	Type 1 : Product	Status : Subcase Close	Open Date : 11/21/2003 9:38:14 AM
Issue Owner : Michael Fenner	Type 2 : Operation	Queue :	Close Date : 11/21/2003 9:38:23 AM
Issue Title : [REDACTED] PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012003-11-2100384-2	Disposition: Please Specify	Condition : Closed	Wipbin :
Issue Originator : Michael Fenner	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 11/21/2003 9:38:29 AM
Issue Owner : Michael Fenner	Type 2 : Locate / Info	Queue :	Close Date : 11/21/2003 9:38:37 AM
Issue Title : [REDACTED] DEALER LOCATION - LOCATE / INFO			

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

Case History

Case ID : N012003-11-2100384

Case Title : [REDACTED] HEADLIGHTS NON-FUNCTIONAL

*** CASE CREATE 11/21/2003 9:19:33 AM, mfenner

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

*** CASE MODIFY 11/21/2003 9:23:43 AM, mfenner

into WIP default and Status of Solving.

*** NOTES 11/21/2003 9:27:37 AM, mfenner, Action Type : Call from Customer

Customer called AHM because the headlights on her vehicle are not functional. The customer claims that there have been no modifications to the vehicle to cause the headlights to fail. The customer called AHM to determine if the repairs would be covered under warranty. The customer was advised that the vehicle is covered under a factory warranty for 3/36, and that it covers any defects in workmanship to all parts including the headlights. Advised the customer that if any modifications have been made to the electrical system, that it might invalidate the factory warranty. Advised the customer to contact a dealer and make an appointment to have the vehicle diagnosed. Provided the customer with contact information to Colma Honda. No further action required.

*** NOTES 11/21/2003 9:28:34 AM, mfenner, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called AHM because the headlights on her vehicle are not functional. The customer claims that there have been no modifications to the vehicle to cause the headlights to fail. The customer called AHM to determine if the repairs would be covered under warranty. The customer was advised that the vehicle is covered under a factory warranty for 3/36, and that it covers any defects in workmanship to all parts including the headlights. Advised the customer that if any modifications have been made to the electrical system, that it might invalidate the factory warranty. Advised the customer to contact a dealer and make an appointment to have the vehicle diagnosed. Provided the customer with contact information to your dealership.

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

Thank you for your attention to this matter.

Michael Fenner

Automobile Customer Service

*** CASE MODIFY 11/21/2003 9:28:37 AM, mfenner

into WIP default and Status of Solving.

*** SUBCASE N012003-11-2100384-1 CREATE 11/21/2003 9:38:14 AM, mfenner

Created in WIP Default with Due Date 11/21/2003 9:38:14 AM.

*** SUBCASE N012003-11-2100384-1 CLOSE 11/21/2003 9:38:23 AM, mfenner

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012003-11-2100384-2 CREATE 11/21/2003 9:38:29 AM, mfenner

Created in WIP Default with Due Date 11/21/2003 9:38:29 AM.

*** SUBCASE N012003-11-2100384-2 CLOSE 11/21/2003 9:38:37 AM, mfenner

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/21/2003 9:38:41 AM, mfenner

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-07-1300658	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/13/2011 10:18:05 AM
Case Originator :	Juan Gudino (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/13/2011 10:27:49 AM
Case Owner :	Juan Gudino (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Juan Gudino (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAM 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 : BAKERSFIELD, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18443H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1843EW / A
Miles / Hours : 126,000
In Service Date : 06/21/2002
Months In Use : 109
Engine Number : J35A42506768
Originating Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Selling Dealer No. / Name : 206506 / NORM REEVES HONDA SUPERSTOR
Trim : EX
No. Of Doors : 5
Transmission Code : 5AT
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. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-07-1300658-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-07-1300658-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Juan Gudino	Type 1 : Product	Status : Subcase Close	Open Date : 7/13/2011 10:27:28 AM
Issue Owner : Juan Gudino	Type 2 : Operation	Queue :	Close Date : 7/13/2011 10:27:48 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Updated Information, Assist Denied, Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-07-1300658

Case Title : [REDACTED] - LOW BEAM HEADLIGHT CONCERN

*** CASE CREATE 7/13/2011 10:18:05 AM, jgudino

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

*** NOTES 7/13/2011 10:26:48 AM, jgudino, Action Type : Call from Customer

Updated customer information.

Best contact number is [REDACTED]

The customer stated that he is having an electrical problem with the dealership. The customer stated that for a while the low beam head lights would not work but the high beams would work. The customer stated that he found SB 07-027 and The customer stated that the issue started a few day ago. The customer stated that he has not taken the car to the dealership yet. The customer stated that he has no idea how much the repair will cost but would like to know if he can receive assistance for the repair since the SB states that he may be able to receive assistance.

ACS informed the customer that his vehicle is 4 years out of the CUC warranty and the repair cost at this point will lie on the owner of the vehicle.

The customer had no further concerns.

*** CASE MODIFY 7/13/2011 10:27:00 AM, jgudino

into WIP default and Status of Solving.

*** SUBCASE N012011-07-1300658-1 CREATE 7/13/2011 10:27:28 AM, jgudino

Created in WIP Default with Due Date 7/13/2011 10:27:28 AM.

*** CASE MODIFY 7/13/2011 10:27:43 AM, jgudino

into WIP default and Status of Solving.

*** SUBCASE N012011-07-1300658-1 CLOSE 7/13/2011 10:27:48 AM, jgudino

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/13/2011 10:27:49 AM, jgudino

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

Case Details

Case ID :	N012005-10-1000156	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/10/2005 6:39:14 AM
Case Originator :	Julie Blunt (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/11/2005 12:45:06
Case Owner :	Kara Castanon (Team HC)	Method :	Dealer Referred	Queue :		Days Open :	32
Last Closed By :	Kara Castanon (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	HEADLIGHT/GOOD WILL 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 : SAYVILLE, NY
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HKYF18553H
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 60,000
In Service Date : 06/13/2002
Months In Use : 40
Engine Number : J35A42506875
Originating Dealer No. / Name : 206698 / NARDY HONDA
Selling Dealer No. / Name : 206698 / NARDY HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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 : 206698 / NARDY HONDA
Phone No. : 631-724-0300
Address : 559 MIDDLE COUNTY ROAD
City / State / Zip : SAINT JAMES, NY 11780
Svc District / Sls District : 05B / A05
Warranty Labor Rate / Date : \$111.00 /
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
N012005-10-1000156-1 /	Subcase Close	Product	Operation	712	Headlights

Spool Report

Run Date : 03/06/2012

Issue Details

Issue ID : N012005-10-1000156-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kara Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 10/10/2005 7:19:41 AM
Issue Owner : Kara Castanon	Type 2 : Operation	Queue :	Close Date : 11/11/2005 12:45:02
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 : 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

Case History

Case ID : N012005-10-1000156

Case Title : [REDACTED] - HEADLIGHT/GOOD WILL REQUEST

*** CASE CREATE 10/10/2005 6:39:14 AM, jbluntl

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

*** CASE CAMPAIGN LOOKUP 10/10/2005 6:39:21 AM, jbluntl

CAMPAIGN CHECK 10/10/2005 06:39:21 AM jbluntl

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-01-09; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-06-23; FX

*** CASE VSC LOOKUP 10/10/2005 6:39:23 AM, jbluntl

VSC-CUC CHECK 10/10/2005 06:39:22 AM jbluntl

No data found for VIN.

*** CASE MODIFY 10/10/2005 6:39:41 AM, jbluntl

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 6:45:06 AM, jbluntl

into WIP default and Status of Solving.

*** NOTES 10/10/2005 6:49:33 AM, jbluntl, Action Type : Call from Customer

Customer called ACS stating that the headlight were out in his vehicle about a week ago. The bulbs were changed and the problem continued. The vehicle was taken to NARDY HONDA on Saturday and the connector wires were melted and burned. An estimate of about \$800 for repairs was given to the customer (SA Erick Gessow) and he was referred to AHM by dealership. Customer is afraid that this may be a fire hazard and would like AHM to cover the cost of repairs. I provided him with this case number and I am forwarding this information to CM in the interest of customer satisfaction.

*** CASE MODIFY 10/10/2005 6:49:39 AM, jbluntl

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 6:49:40 AM, jbluntl

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 6:49:40 AM, jbluntl

into WIP default and Status of Solving.

*** CASE DISPATCH 10/10/2005 6:49:46 AM, jbluntl

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 10/10/2005 7:00:42 AM, mjuniel

N012005-10-1000156 to kcastano, WIP employee2user = ?

*** CASE RULE ACTION 10/10/2005 7:00:44 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 10/10/2005 7:19:03 AM, kcastano

WARRANTY CHECK 10/10/2005 07:19:03 AM kcastano

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/10/2005 7:19:07 AM, kcastano

CLAIM CHECK 10/10/2005 07:19:07 AM kcastano

The following Claim History information was found

Case History

Case ID : N012005-10-1000156

Case Title :

HEADLIGHT/GOOD WILL REQUEST

0; 2003-04-02; 206698; 181020; 510; 016199 ; ROOF RACK - REPLACE.

*** CASE CAMPAIGN LOOKUP 10/10/2005 7:19:11 AM, kcastano

CAMPAIGN CHECK 10/10/2005 07:19:11 AM kcastano

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-01-09; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-06-23; F

*** CASE VSC LOOKUP 10/10/2005 7:19:12 AM, kcastano

VSC-CUC CHECK 10/10/2005 07:19:12 AM kcastano

No data found for VIN.

*** SUBCASE N012005-10-1000156-1 CREATE 10/10/2005 7:19:41 AM, kcastano

Created in WIP Default with Due Date 10/10/2005 7:19:41 AM.

*** CASE MODIFY 10/10/2005 7:19:43 AM, kcastano

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 7:19:43 AM, kcastano

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 7:19:43 AM, kcastano

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 7:19:43 AM, kcastano

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 7:19:43 AM, kcastano

into WIP default and Status of Solving.

*** COMMIT 10/10/2005 7:19:47 AM, kcastano, Action Type : N/A

NARDY/call cust re:headlight wiring concer/\$800

*** NOTES 10/14/2005 6:43:55 AM, kcastano, Action Type : Call to Dealer

I spoke with Ray and he advised that he would research this case a bit further before we made a final decision.

*** NOTES 10/14/2005 6:44:27 AM, kcastano, Action Type : Call to Customer

I placed a call to the customer at the daytime number in the case and got a busy signal, twice.

*** CASE MODIFY COMMITMENT 10/14/2005 6:44:41 AM, kcastano

with MARK ANDRES due 10/18/2005 12:00:00 AM.

*** NOTES 10/14/2005 10:54:32 AM, sscott1, Action Type : Call from Customer

Customer calling to speak with case manager. Informed customer that she had tried to contact him and had received a busy signal. Customer requests a call back on his cell phone. Inform customer that I will give CM the message that he called and that she will call him before the end of the day. Customer requests that he be called on his cell phone.

*** NOTES 10/14/2005 2:07:32 PM, jwheeler, Action Type : Call from Customer

The customer is calling to talk to his case manager. The notes show that Kara has talked to the dealership trying to solve the issue, and she will get back with the customer as quickly as she hears back from the dealership. She will be out of the office Monday. The customer said that he would call her Tuesday.

Case History

Case ID : N012005-10-1000156

Case Title : [REDACTED] - HEADLIGHT/GOOD WILL REQUEST

*** NOTES 10/18/2005 8:47:29 AM, alenande, Action Type : Call from Customer

Customer call ACS requesting to speak with case manager Kara Castanon. Transferred to case manager.

*** CASE VSC LOOKUP 10/18/2005 8:49:00 AM, kcastano

VSC-CUC CHECK 10/18/2005 08:49:00 AM kcastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/18/2005 8:49:06 AM, kcastano

CAMPAIGN CHECK 10/18/2005 08:49:06 AM kcastano

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-01-09; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-06-23; F

*** NOTES 10/18/2005 8:49:26 AM, kcastano, Action Type : Call from Customer

The customer states he normally services the vehicle at Nardy Honda. The customer states he also has a 2005 Odyssey. The customer states the headlights failed. The customer states that he feels something melted.

*** NOTES 10/20/2005 7:04:40 AM, jbiafore, Action Type : Call from Customer

The customer contacted ACS to state that he has not received contact from either the CM or the SA Eric & that he has made attempts to get status on his request for assistance. He feels that he should not have to pay for all the repair costs.

I advised him that I will notify the CM of his request.

He understood & I ended the call.

*** NOTES 10/24/2005 7:27:52 AM, dhamilto, Action Type : Call from Customer

Customer stated that he has not heard from his CM and would like a return phone call from his supervisor. I informed the customer that i would forward this message to the CM and the supervisor. Customer understood and call ended.

*** NOTES 10/24/2005 7:29:29 AM, dhamilto, Action Type : Call from Customer

I made copy of file and walked it to the CM.

*** CASE CLAIMS LOOKUP 10/24/2005 7:41:20 AM, kcastano

CLAIM CHECK 10/24/2005 07:41:20 AM kcastano

The following Claim History information was found

0; 2005-10-20; 900020; 013394; 510; 121098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B#

*** CASE VSC LOOKUP 10/24/2005 7:41:21 AM, kcastano

VSC-CUC CHECK 10/24/2005 07:41:21 AM kcastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/24/2005 7:41:26 AM, kcastano

CAMPAIGN CHECK 10/24/2005 07:41:26 AM kcastano

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 2004-01-09; FX

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

Case History

Case ID : N012005-10-1000156

Case Title : [REDACTED] - HEADLIGHT/GOOD WILL REQUEST

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-06-23; F

*** NOTES 10/24/2005 7:44:32 AM, kcastano, Action Type : Call to Dealer

I placed a call to Ray Powers/SM. The customer has 13 RO's some fluid changes oil/differential. The customer has had brake repairs and some warranted repairs. The vehicle needs a wiring harness. \$400 plus tax, 370.00 for the labor \$366.40 parts

*** NOTES 10/24/2005 8:18:34 AM, kcastano, Action Type : Call to Dealer

Ray advised that the technician who worked on the vehicle will be in tomorrow. He needs to inquire about any modifications before we make a final decision. ACS to call customer to advise.

*** NOTES 10/24/2005 8:22:21 AM, kcastano, Action Type : Note-General

5FNRL38665B [REDACTED] 05/Ody owned by [REDACTED]

*** NOTES 10/24/2005 8:25:32 AM, kcastano, Action Type : Call to Customer

I placed a call to the customer he was unavailable. I left a message and advised that I am hoping to have a final decision for him by Wednesday. I advised that I will contact him once there is an update/decision in the case.

*** CASE MODIFY COMMITMENT 10/24/2005 8:25:41 AM, kcastano

with MARK ANDRES due 10/26/2005 12:00:00 AM.

*** NOTES 10/26/2005 11:00:42 AM, kcastano, Action Type : Call to Dealer

I placed a call to the dealer and spoke with Ray. He advised that after reviewing the case with the technician it was determined that there was damage to the part. He states it appears as if a probing tool was used and it may have broke through the wires in the harness to the harness, head light connector. The dlr checked their records and they have not made any repairs/services in the head light connector area. I thanked him for the information.

*** CASE VSC LOOKUP 10/26/2005 12:18:53 PM, kcastano

VSC-CUC CHECK 10/26/2005 12:18:52 PM kcastano

No data found for VIN.

*** NOTES 10/26/2005 1:17:54 PM, kcastano, Action Type : Call to Customer

I placed a call to the customer and we discussed the case in detail. I explained that in speaking with the dlr they feel something pierced the wires which caused the failure. The customer states that he took the vehicle to an independent when the head lights went out and the shop changed the bulbs and the lights still did not work he then was referred to Honda. The customer states he currently has two vehicles and has been satisfied so far. I apologized to the customer for the failure and explained that this is not a common occurrence. I advised that we acknowledge that he is a Honda customer with multiple vehicles and even though the vehicle is outside of warranty we would like to offer assistance towards the repair. I probed to see what he felt would be a satisfactory/fair resolution and the customer stated a part and labor split. I advised the customer that I would contact the dlr and follow up with him.

*** NOTES 10/26/2005 2:09:18 PM, kcastano, Action Type : Call to Dealer

I placed a call to the dlr and spoke with Ray/SM. I advised that AHM would like to assist with the cost of the parts as a goodwill gesture. I provided Ray with my authorization and advised that I would notify the customer and have him contact the dlr to set up the arrangements if he accepts the offer.

*** NOTES 10/26/2005 2:11:30 PM, kcastano, Action Type : Call to Customer

I placed a call to the customer and apologized for the delay in reaching a decision in his case. I explained that we would like to assist with the repairs and AHM would be willing to cover the cost of the part if it would satisfy him. The customer states he will take it and thanked me for my help. I advised the customer to contact Ray/SM. The customer again thanked, call ended.

*** COMMIT 10/26/2005 2:11:46 PM, kcastano, Action Type : N/A

NARDY/repairs complete???

*** CASE FULFILL 10/26/2005 2:12:15 PM, kcastano

Case History

Case ID : N012005-10-1000156

Case Title : [REDACTED] HEADLIGHT/GOOD WILL REQUEST

Fulfilled for [REDACTED] due 10/26/2005 12:00:00 AM.

*** CASE MODIFY 10/26/2005 2:12:20 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** NOTES 11/1/2005 1:43:14 PM, kcastano, Action Type : Call to Customer
I placed a follow up call to the customer to ensure completion of repairs. I was advised that he was not available.

*** CASE MODIFY COMMITMENT 11/1/2005 1:43:24 PM, kcastano
with [REDACTED] due 11/04/2005 12:00:00 AM.

*** NOTES 11/3/2005 12:10:47 PM, kcastano, Action Type : Call to Customer
I placed a call to the customer. I left a message advising that I wanted to follow up to make sure that his concerns have been resolved.

*** CASE MODIFY COMMITMENT 11/4/2005 9:44:38 AM, kcastano
with [REDACTED] due 11/09/2005 12:00:00 AM.

*** CASE RULE ACTION 11/7/2005 6:39:14 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 11/9/2005 7:25:37 AM, kcastano, Action Type : Call to Dealer
I placed a call to the dealer to inquire about the completion of the repairs. The customer is scheduled to have his repairs completed tomorrow.

*** CASE MODIFY COMMITMENT 11/9/2005 7:45:21 AM, kcastano
with [REDACTED] due 11/11/2005 12:00:00 AM.

*** NOTES 11/11/2005 12:15:40 PM, kcastano, Action Type : Call to Dealer
The vehicle was repaired yesterday and picked up. AHM authorized approx \$300.

*** NOTES 11/11/2005 12:44:30 PM, kcastano, Action Type : Call to Customer
I placed a call to the customer and left a message advising that I am following up with the repairs that were completed to his vehicle yesterday. I advised that I just wanted to make sure everything had been resolved. I left my contact information and advised the customer to call me if he has any additional questions or concerns.

*** SUBCASE N012005-10-1000156-1 CLOSE 11/11/2005 12:45:02 PM, kcastano
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/11/2005 12:45:03 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

Case History

Case ID : N012005-10-1000156

Case Title : [REDACTED] - HEADLIGHT/GOOD WILL REQUEST

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE MODIFY 11/11/2005 12:45:04 PM, kcastano
into WIP 5B-Nardy and Status of Solving.

*** CASE CLOSE 11/11/2005 12:45:06 PM, kcastano
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-03-1201071	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/12/2010 12:51:13 PM
Case Originator :	RaShaun Logan (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/12/2010 1:39:44 PM
Case Owner :	RaShaun Logan (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	RaShaun Logan (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] LOW BEAMS/COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18513H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 84,383
In Service Date : 07/03/2002
Months In Use : 92
Engine Number : J35A42508768
Originating Dealer No. / Name : 208095 / LARRY MILLER HONDA
Selling Dealer No. / Name : 208095 / LARRY MILLER HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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 : 208095 / LARRY MILLER HONDA
Phone No. : 208-947-6650
Address : 7710 GRATZ DRIVE
City / State / Zip : BOISE, ID 83709
Svc District / SIs District : 02H / E02
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-03-1201071-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-03-1201071-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : RaShaun Logan	Type 1 : Product	Status : Subcase Close	Open Date : 3/12/2010 12:52:12 PM
Issue Owner : RaShaun Logan	Type 2 : Operation	Queue :	Close Date : 3/12/2010 12:52:25 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-03-1201071

Case Title : [REDACTED] LOW BEAMS/COMPLAINT

*** CASE CREATE 3/12/2010 12:51:13 PM, rlogan

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

*** CASE EXTENDED WARRANTY LOOKUP 3/12/2010 12:51:17 PM, rlogan

WARRANTY CHECK 03/12/2010 12:51:17 PM rlogan

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/12/2010 12:51:21 PM, rlogan

CLAIM CHECK 03/12/2010 12:51:21 PM rlogan

The following Claim History information was found

0; 2007-02-12; 208095; 559391; 510; 613103 ; REAR BLOWER RESISTOR/TRANSISTOR - REPLACE. S/B# 03-048
S/B# 09-097

*** CASE CAMPAIGN LOOKUP 3/12/2010 12:51:29 PM, rlogan

CAMPAIGN CHECK 03/12/2010 12:51:29 PM rlogan

The following Campaign information was found

03-081; P07; 02-03 TIMING BELT TENSIONER; 10/24/03; FX;
03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/30/04; FX;

*** CASE VSC LOOKUP 3/12/2010 12:51:31 PM, rlogan

VSC-CUC CHECK 03/12/2010 12:51:31 PM rlogan

No data found for VIN.

*** SUBCASE N012010-03-1201071-1 CREATE 3/12/2010 12:52:12 PM, rlogan

Created in WIP Default with Due Date 3/12/2010 12:52:12 PM.

*** SUBCASE N012010-03-1201071-1 CLOSE 3/12/2010 12:52:25 PM, rlogan

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/12/2010 12:57:30 PM, rlogan, Action Type : Call from Customer

Updated customer information

Best contact number [REDACTED]

Situation Customer said that he had to pay to have a repair done on his vehicle.

Request Customer would like to know why he had to pay for this repair is a TSB was out on this issue.

Probing questions Customer said that he was having an issue with his head lights. Customer said that he was driving at a very high speed and the lights went black. Customer said that he took his vehicle in for service and he was told that there was a TSB. Customer said that he was charged for the repair. Customer said that he took the car to Larry Miller Honda. Customer spoke with Tim Harney. Customer said that he took the car in on March 8th or 9th.

Inbound conclusion ACS showed empathy. ACS explained to customer that a TSB simply tells the dealership how to fix a problem if a customer comes in with it. ACS informed customer that since he is outside of warranty he is responsible for all repairs unless a recall, product update or warranty extension is put out. Call dropped while on hold.

*** CASE CLOSE 3/12/2010 1:39:44 PM, rlogan

Case History

Case ID : N012010-03-1201071

Case Title : [REDACTED] - LOW BEAMS/COMPLAINT

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

Case Details

Case ID :	N012009-03-0600998	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/6/2009 12:24:27 PM
Case Originator :	Fran Diaz (Team SA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	3/23/2009 9:04:38 AM
Case Owner :	Ryan Watkins (Team HB)	Method :	Mail	Queue :		Days Open :	17
Last Closed By :	Ryan Watkins (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	REPAIR REIMBURSEMENT 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 : CHARLOTTE, NC
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HKYF18573H
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 121,000
In Service Date : 07/26/2003
Months In Use : 68
Engine Number : J35A42518493
Originating Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
Selling Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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 : 207414 / HONDA OF CONCORD
Phone No. : 704-979-7500
Address : 7650 BRUTON SMITH BLVD
City / State / Zip : CONCORD, NC 28027
Svc District / Sls District : 06K / E06
Warranty Labor Rate / Date : \$91.00 /
Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208201	CROWN HONDA OF SOUTH		YES

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
N012009-03-0600998-1 / - SERVICE	Subcase Close	Service - Dealer	Workmanship	712	Headlights

Issue Details

Issue ID : N012009-03-0600998-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/9/2009 11:55:31 AM
Issue Owner : Ryan Watkins	Type 2 : Workmanship	Queue :	Close Date : 3/23/2009 9:04:37 AM
Issue Title : [REDACTED] SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
Component Category : 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 : N012009-03-0600998

Case Title : [REDACTED] REPAIR REIMBURSEMENT HEADLIGHTS

*** CASE CREATE 3/6/2009 12:24:27 PM, fdiaz

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

*** NOTES 3/6/2009 12:24:28 PM, fdiaz, Action Type :

On 03/06/09 ACS received a 1 page letter from customer with 1 page RO from Crown Honda of Southpoint, 1 page RO from Honda of Concord, 1 page copy of receipt, 1 page multi point vehicle inspection and 5 page SB 07-027.

Customer states that he had to have the headlight switch replaced twice and is seeking assistance from AHM for reimbursement.

*** CASE MODIFY 3/6/2009 12:25:43 PM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 3/6/2009 12:25:43 PM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 3/6/2009 12:25:47 PM, fdiaz

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 3/6/2009 1:33:33 PM, rwatkins

from Queue Honda Team F to WIP default.

*** CASE CLAIMS LOOKUP 3/9/2009 11:52:51 AM, rwatkins

CLAIM HISTORY CHECK 03/09/2009 11:52:51 AM rwatkins

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/9/2009 11:53:11 AM, rwatkins

CAMPAIGN CHECK 03/09/2009 11:53:11 AM rwatkins

The following Campaign information was found

02-055; L68; 2002-03 HONDA V6 WATER PUMP; 08/30/02; FX;

03-081; P07; 02-03 TIMING BELT TENSIONER; 01/06/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

*** NOTES 3/9/2009 11:54:41 AM, rwatkins, Action Type : Call to Customer

RCM left voicemail requesting call back.

*** SUBCASE N012009-03-0600998-1 CREATE 3/9/2009 11:55:31 AM, rwatkins

Created in WIP Default with Due Date 3/9/2009 11:55:31 AM.

*** CASE MODIFY 3/9/2009 11:55:42 AM, rwatkins

into WIP default and Status of Solving.

*** COMMIT 3/9/2009 11:55:46 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/11/2009 11:55:53 AM.

Customer ??

*** NOTES 3/9/2009 1:09:00 PM, rwatkins, Action Type : Call to Dealer

Customer left voicemail requesting call back.

*** NOTES 3/9/2009 1:09:46 PM, rwatkins, Action Type : Call from Customer

PLEASE EXCUSE PREVIOUS ACTION.

Customer called and left voicemail requesting call back.

Case History

Case ID : N012009-03-0600998

Case Title : [REDACTED] REPAIR REIMBURSEMENT HEADLIGHTS

*** CASE FULFILL 3/9/2009 1:09:53 PM, rwatkins

Fulfilled for [REDACTED] due 03/11/2009 11:55:53 AM.

*** COMMIT 3/9/2009 1:09:55 PM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/10/2009 01:10:03 PM.

Customer ??

*** CASE CLAIMS LOOKUP 3/10/2009 9:33:10 AM, rwatkins

CLAIM HISTORY CHECK 03/10/2009 09:33:10 AM rwatkins

No data found for VIN.

*** NOTES 3/10/2009 9:48:56 AM, rwatkins, Action Type : Call to Customer

I contacted Customer [REDACTED] introducing myself as AH CM. I informed customer that this call may be monitored or recorded for quality purposes.

Customer then informed that he does not agree because he is not recording the call himself.

I informed customer that call MAY be monitored or recorded for quality purposes only.

I asked customer if he would agree?? Customer said no. I then informed that I would call back.

*** NOTES 3/10/2009 9:49:47 AM, rwatkins, Action Type : Note-General

I informed DOT that customer does not wish to be recorded. She informed that advise customer that call will not be recorded.

*** CASE CAMPAIGN LOOKUP 3/10/2009 9:50:04 AM, rwatkins

CAMPAIGN CHECK 03/10/2009 09:50:04 AM rwatkins

The following Campaign information was found

02-055; L68; 2002-03 HONDA V6 WATER PUMP; 08/30/02; FX;

03-081; P07; 02-03 TIMING BELT TENSIONER; 01/06/04; FX;

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

*** NOTES 3/10/2009 10:00:37 AM, rwatkins, Action Type : Call to Customer

I called [REDACTED] advising that call will not be recorded or monitored.

Customer agreed to discuss concern.

I informed customer that ACS received request for reimbursement.

Customer is seeking \$624.48 for headlight concern addressed by two DLRS within 1 year.

Customer advised that on 4/23/08 he took vehicle to DLR Crown Honda Southpoint for no headlights.

DLR checked found damage to headlight switch.

DLR replaced switch 35012-s5a-307. DLR charged \$255.45.

Customer states that headlights failed again and that he went to Honda of Concorde on 3/2/09.

DLR checked and found high resistance in wire harness.

DLR replaced harness per customer and charged \$369.03.

Customer states that DLR TECH advised that previous repair by Southpoint was a patch up job and that it did not hold.

Customer states GM advised that cost will not be covered.

DLR Honda of Concord provided a 10% discount.

Customer states that he is dissatisfied with this and that he would like to be reimbursed.

I informed customer that DLR is independently owned and operated.

Case History

Case ID : N012009-03-0600998

Case Title : [REDACTED] REPAIR REIMBURSEMENT HEADLIGHTS

I advised customer that I may assist by contacting Southpoint to advise of Concord's findings to determine if they are willing to assist. Customer informed that he understands that this is a workmanship issue.

I advised of no guarantee and 3/17 follow up. Call end.

*** CASE FULFILL 3/10/2009 10:00:45 AM, rwatkins

Fulfilled for [REDACTED] due 03/10/2009 01:10:03 PM.

*** COMMIT 3/10/2009 10:00:47 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/11/2009 10:01:01 AM.

DLRs

*** NOTES 3/11/2009 9:36:48 AM, rwatkins, Action Type : Call to Dealer

I called and spoke to Matt SM re concern.

SM did not have access to records.

I informed Matt that customer states that Honda of Concorde advised that Honda of Southpoint did not properly repair the vehicle wire harness.

I informed SM that after customer had the headlight switch and wire harness repaired by Southpoint he noticed the concern again less than one year later and went to Concord for assistance. I informed that Concord charged \$369.03 for labor to repair wire harness.

I advised that customer is now seeking assistance. SM informed that he would like to know what Concord says.

SM asked why they would charge this much for a problem they were able to locate.

I informed SM that I will be in contact with Concord for further information and follow up. Call end.

*** CASE FULFILL 3/11/2009 9:37:15 AM, rwatkins

Fulfilled for [REDACTED] due 03/11/2009 10:01:01 AM.

*** COMMIT 3/11/2009 9:37:18 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/12/2009 09:37:25 AM.

DLR Concord

*** NOTES 3/12/2009 8:55:51 AM, rwatkins, Action Type : Call to Dealer

I called HONDA OF CONCORD requesting David SM. I was transferred to voicemail. I left voicemail requesting call back.

*** CASE FULFILL 3/12/2009 8:56:02 AM, rwatkins

Fulfilled for [REDACTED] due 03/12/2009 09:37:25 AM.

*** COMMIT 3/12/2009 8:56:05 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/16/2009 08:56:16 AM.

DLR CONCORD

*** NOTES 3/13/2009 11:10:15 AM, rwatkins, Action Type : Call to Dealer

David SM left voicemail re concern.

SM verified that DLR fixed a headlight wiring problem.

SM informed that the same repair was performed 15k miles ago

by a different DLR. SM contacted DPSM and was informed that no assistance would be offered.

*** CASE FULFILL 3/13/2009 11:13:57 AM, rwatkins

Fulfilled for [REDACTED] due 03/16/2009 08:56:16 AM.

*** COMMIT 3/13/2009 11:14:01 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/17/2009 11:14:12 AM.

Customer advise

Case History

Case ID : N012009-03-0600998

Case Title : [REDACTED] REPAIR REIMBURSEMENT HEADLIGHTS

*** CASE MODIFY 3/17/2009 10:00:57 AM, rwatkins
into WIP 6k and Status of Solving.

*** NOTES 3/17/2009 10:16:54 AM, rwatkins, Action Type : Call to Customer

I contacted [REDACTED]
I informed customer that Honda of Concord verified that wire harness was replaced.
I informed that SM Dave verified that no assistance was offered.
Customer states Oscar SA left a voicemail stating that no assistance from Concord will be offered.
Customer understood however is seeking further assistance with concern.
Customer asked me to call both DLRs again in order to have Concord document that Southpoint failed to properly repair vehicle.
I informed customer that I may contact Southpoint to find out if they are willing to offer assistance with concern. Customer informed that he would appreciate me contacting DLR.
I agreed to call DLR and of no guarantees. I advised of 3/20/09 follow up. Customer thanked me. Call end.

*** CASE FULFILL 3/17/2009 10:17:12 AM, rwatkins

Fulfilled for [REDACTED] due 03/17/2009 11:14:12 AM.

*** COMMIT 3/17/2009 10:17:14 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/18/2009 10:17:20 AM.

DLR CROWN HONDA OF SOUTHPOINT

*** NOTES 3/18/2009 9:55:39 AM, rwatkins, Action Type : Call to Dealer

I called DLR requesting Matt SM. I was placed on hold for over 3 minutes and told that he would be located.. I will try later.

*** CASE FULFILL 3/18/2009 9:55:53 AM, rwatkins

Fulfilled for [REDACTED] due 03/18/2009 10:17:20 AM.

*** COMMIT 3/18/2009 9:55:55 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/19/2009 09:56:03 AM.

DLR CROWN HONDA OF SOUTHPOINT

*** NOTES 3/19/2009 7:05:00 AM, rwatkins, Action Type : Call to Dealer

I contacted SM Matt @ Southpoint. I informed Matt that Concord found resistance in wire harness and replaced it. I informed Matt that DLR Concord spoke to customer and advised that no assistance would be offered and that mileage is outside DLR workmanship warranty by 3k miles. SM Matt of Southpoint informed me that his best Shop Foreman Anthony repaired the harness in the past and that he is not considering assistance at this time. I informed SM that I will speak with DLR Concord SM directly for further info. Call end.

*** CASE FULFILL 3/19/2009 7:05:21 AM, rwatkins

Fulfilled for [REDACTED] due 03/19/2009 09:56:03 AM.

*** COMMIT 3/19/2009 7:05:24 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/20/2009 07:05:36 AM.

DLR Honda of Concord

*** NOTES 3/20/2009 7:28:07 AM, rwatkins, Action Type : Call to Dealer

I contacted SM David @ Honda of Concord.
I informed David that customer states Concord informed that Southpoint did not repair the wire harness properly. I informed that Southpoint SM would like to know if he should assist. SM David confirmed that Concord TECH did not advise that Southpoint is to blame for the wire harness concern. SM confirmed that

Case History

Case ID : N012009-03-0600998

Case Title : [REDACTED] - REPAIR REIMBURSEMENT HEADLIGHTS

he is not blaming Southpoint for faulty workmanship. SM advised that DLR TECH found a short in the harness and fixed it. I thanked SM. Call end.

*** CASE FULFILL 3/20/2009 7:28:15 AM, rwatkins

Fulfilled for [REDACTED] due 03/20/2009 07:05:36 AM.

*** COMMIT 3/20/2009 7:28:18 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 03/23/2009 07:28:25 AM.

Customer advise

*** NOTES 3/23/2009 9:03:10 AM, rwatkins, Action Type : Call to Customer

I contacted [REDACTED] informed [REDACTED] that I spoke to SM @ Concorde. I informed customer that SM was unable to confirm that Crown Honda is responsible for poor workmanship causing a short in the wire harness. I informed that SM confirmed that TECH found a short and fixed it. Customer states that he is now dissatisfied with both DLRs. I apologized to hear of this. Customer informed that he would like to file a complaint on both DLRS. I informed customer that complaint will be documented and filed. Customer informed that he will turn up the heat on the Concord SM. Customer thanked me and required no further assistance at this time. I encouraged him to call back if necessary. Call end.

*** CASE MODIFY 3/23/2009 9:03:52 AM, rwatkins

into WIP 6k and Status of Solving.

*** SUBCASE N012009-03-0600998-1 CLOSE 3/23/2009 9:04:37 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/23/2009 9:04:38 AM, rwatkins

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012011-01-1200203	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/12/2011 8:04:53 AM
Case Originator :	Jennell Fort (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/12/2011 8:32:59 AM
Case Owner :	Jennell Fort (Team HA)	Method :	Dealer Referred	Queue :		Days Open :	0
Last Closed By :	Jennell Fort (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS SB 07-027			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 : NOBLESVILLE, IN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF185X3F [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 101,000
In Service Date : 09/04/2002
Months In Use : 100
Engine Number : J35A42527434
Originating Dealer No. / Name : 208216 / TEMPE HONDA
Selling Dealer No. / Name : 208216 / TEMPE HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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 : 206648 / PENSKE HONDA
Phone No. : 317-574-9600
Address : 4140 E. 96TH STREET
City / State / Zip : INDIANAPOLIS, IN 46240
Svc District / Sls District : 04E / G04
Warranty Labor Rate / Date : \$98.00 /
Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-1200203-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-1200203-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Product	Status : Subcase Close	Open Date : 1/12/2011 8:31:54 AM
Issue Owner : Jennell Fort	Type 2 : Operation	Queue :	Close Date : 1/12/2011 8:32:32 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, Updated Information, Documented Concern,
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-01-1200203

Case Title : 4E- [REDACTED] HEADLIGHTS SB 07-027

*** CASE CREATE 1/12/2011 8:04:53 AM, jfort

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

*** CASE MODIFY 1/12/2011 8:22:20 AM, jfort

into WIP default and Status of Solving.

*** NOTES 1/12/2011 8:31:07 AM, jfort, Action Type : Call from Customer

Updated contact info.

Best contact [REDACTED]

The customer stated he is the original owner, this is his first Honda and he has a SB#07-027.

Regarding low beam headlights. The customer stated both low beams went out at once and the high beams still work.

The customer stated it seems related to the SB.

ACS referred the customer to the dealership for a diagnosis.

The customer insisted he be advised if he will be covered should the failure be the same as 07-027.

ACS informed the customer that assistance is on a case by case basis outside of warranty.

The customer was further advised that the vehicle needs to be first inspected.

The customer demanded to speak with a supervisor.

ACS TL advised the customer the aforementioned info is correct.

The customer disconnected the call.

*** SUBCASE N012011-01-1200203-1 CREATE 1/12/2011 8:31:54 AM, jfort

Created in WIP Default with Due Date 1/12/2011 8:31:54 AM.

*** SUBCASE N012011-01-1200203-1 CLOSE 1/12/2011 8:32:32 AM, jfort

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/12/2011 8:32:48 AM, jfort

into WIP default and Status of Solving.

*** CASE CLOSE 1/12/2011 8:32:59 AM, jfort

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012006-09-0700632	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/7/2006 10:32:22 AM
Case Originator :	Cynthia Sudario (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/27/2006 1:25:18 PM
Case Owner :	Herbert Webb (Team HC)	Method :	Phone	Queue :		Days Open :	20
Last Closed By :	Herbert Webb (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHT SWITCH REPLACEMENT			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 : ROCKVILLE, MD [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF186X3H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1863ENW / A
Miles / Hours : 61,224
In Service Date : 09/16/2002
Months In Use : 48
Engine Number : J35A42531250
Originating Dealer No. / Name : 208210 / HERITAGE HONDA
Selling Dealer No. / Name : 208210 / HERITAGE HONDA
Trim : EX-LRES
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BE
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 : 206754 / HERSON'S HONDA
Phone No. : 301-279-8600
Address : 15525 FREDERICK ROAD
City / State / Zip : ROCKVILLE, MD 20855
Svc District / Sls District : 06A / A06
Warranty Labor Rate / Date : \$128.88 /
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
N012006-09-0700632-1 [REDACTED] P	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-09-0700632-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Herbert Webb	Type 1 : Product	Status : Subcase Close	Open Date : 9/11/2006 6:42:43 AM
Issue Owner : Herbert Webb	Type 2 : Operation	Queue :	Close Date : 9/27/2006 1:25:14 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 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 : N012006-09-0700632

Case Title : 6A 75 [REDACTED] HEADLIGHT SWITCH REPLACEMENT

*** CASE CREATE 9/7/2006 10:32:22 AM, csudario

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

*** NOTES 9/7/2006 10:36:11 AM, csudario, Action Type : Call from Customer

Customer states it is obscene that customer has to pay \$290.00 for a headlight switch, and dealership is not sure if this is the problem when high beams are still working..

Customer states that part is on order. Customer cannot accept the fact that customer is paying for something that was less than an ounce.

*** CASE MODIFY 9/7/2006 10:37:16 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/7/2006 10:37:57 AM, csudario

into WIP default and Status of Solving.

*** NOTES 9/7/2006 10:43:04 AM, csudario, Action Type : Call from Customer

Customer is requesting assistance from AHM for the repair of the cost and labor of the headlight switch.

Customer states that part has been ordered at the dealership, and probably will not come in until next week.

ACS provided customer with case no. and advised that file will be reviewed with a CM and will be contacted within the next 1 to 2 business days.
end call.

*** CASE DISPATCH 9/7/2006 10:43:19 AM, csudario

from WIP default to Queue Honda Team A.

*** CASE YANKED 9/7/2006 10:43:34 AM, csudario

Yanked by csudario into WIPbin default.

*** CASE MODIFY 9/7/2006 10:44:46 AM, csudario

into WIP default and Status of Solving.

*** CASE DISPATCH 9/7/2006 10:45:05 AM, csudario

from WIP default to Queue Honda Team A.

*** CASE YANKED 9/8/2006 7:35:51 AM, hwebb

Yanked by hwebb into WIPbin default.

*** CASE MODIFY 9/11/2006 6:42:35 AM, hwebb

into WIP default and Status of Solving.

*** SUBCASE N012006-09-0700632-1 CREATE 9/11/2006 6:42:43 AM, hwebb

Created in WIP Default with Due Date 9/11/2006 6:42:43 AM.

*** CASE MODIFY 9/11/2006 6:43:11 AM, hwebb

into WIP default and Status of Solving.

*** NOTES 9/11/2006 6:45:24 AM, hwebb, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Hi Greg,

Case History

Case ID : N012006-09-0700632

Case Title : [REDACTED] HEADLIGHT SWITCH REPLACEMENT

Customer states that a head light switch on this vehicle needs to be replaced.

Customer has requested assistance for the repair, please call me so that we may make the correct decision to assist this customer.

Thank you for your attention to this matter.

Herbert Webb
Automobile Customer Service
800 999-1009 x118050

*** COMMIT 9/11/2006 6:45:28 AM, hwebb, Action Type : N/A

Made to [REDACTED] due 09/12/2006 12:00:00 AM.

Call dealer / customer

*** NOTES 9/14/2006 11:01:40 AM, hwebb, Action Type : Call to Dealer

I spoke with Greg s/m he confirmed that the headlight switch on this vehicle has failed and has been ordered as well.

I told him that in the interest of customer satisfaction AH will cover the cost of the part and the customer will be responsible for the labor.

He agreed to call the customer and present the offer and I will follow up at a later time.

*** CASE FULFILL 9/14/2006 11:02:12 AM, hwebb

Fulfilled for [REDACTED] due 09/12/2006 12:00:00 AM.

*** COMMIT 9/14/2006 11:02:19 AM, hwebb, Action Type : N/A

Call customer / present offer

*** CASE FULFILL 9/18/2006 9:44:14 AM, hwebb

Fulfilled for [REDACTED] due 09/15/2006 12:00:00 AM.

*** NOTES 9/18/2006 9:45:15 AM, hwebb, Action Type : Call to Customer

I called [REDACTED] to follow up on the repair of his vehicle, I left a voice message for him to return my call.

*** COMMIT 9/18/2006 9:45:32 AM, hwebb, Action Type : N/A

Final follow up w/ cust. / close case

*** NOTES 9/20/2006 1:00:50 PM, hwebb, Action Type : Note-General

The part number for this repair is 35255-S5A-A02.

*** NOTES 9/20/2006 1:23:55 PM, hwebb, Action Type : Call to Dealer

I spoke with Steve Flynt s/m he again confirmed that a headlight switch on this vehicle needs to be replaced. He told me that the cost of the part is \$50.44 and the labor is \$170.00. I told him that as a goodwill gesture AH will provide the labor and the customer will be responsible for the part. I provided my auth# and I agreed to call the customer and present the offer.

*** CASE FULFILL 9/20/2006 1:24:02 PM, hwebb

Fulfilled for [REDACTED] due 09/20/2006 12:00:00 AM.

*** NOTES 9/20/2006 1:24:57 PM, hwebb, Action Type : Call to Customer

I called [REDACTED] to present the updated goodwill offer, I left a voice message for him to return my call.

Case History

Case ID : N012006-09-0700632

Case Title : 6A 754 [REDACTED] HEADLIGHT SWITCH REPLACEMENT

*** COMMIT 9/20/2006 1:25:02 PM, hwebb, Action Type : N/A

Follow up w/ customer / close case

*** CASE FULFILL 9/27/2006 1:22:09 PM, hwebb

Fulfilled for [REDACTED] due 09/27/2006 12:00:00 AM.

*** NOTES 9/27/2006 1:24:08 PM, hwebb, Action Type : Call to Customer

I called [REDACTED] to follow up on the goodwill offer to repair his vehicle, he told me that the repair has been performed and he is very satisfied with the result. I asked if I may offer any further assistance and he said no, I told him that I will document this information for the purpose of permanent record and close this case file. He agreed and thanked me, call ended.

*** SUBCASE N012006-09-0700632-1 CLOSE 9/27/2006 1:25:14 PM, hwebb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/27/2006 1:25:18 PM, hwebb

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

Case Details

Case ID :	N012005-04-1900579	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/19/2005 9:35:41 AM
Case Originator :	Randall jackson (Team HI)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/25/2005 8:49:49 AM
Case Owner :	Brian Philbin (Team HC)	Method :	Phone	Queue :		Days Open :	6
Last Closed By :	Brian Philbin (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	GREGORY - HEADLIGHTS/GAS GAUGE NOT 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 : PEARLAND, TX
E Mail :
Svc District / SIs District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HKYF18533H
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 40,000
In Service Date : 10/31/2002
Months In Use : 30
Engine Number : J35A42541597
Originating Dealer No. / Name : 208247 / HONDA OF SPRING
Selling Dealer No. / Name : 208247 / HONDA OF SPRING
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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 : 206603 / RUSSELL & SMITH HONDA
Phone No. : 713-663-4111
Address : 2900 SOUTH LOOP WEST
City / State / Zip : HOUSTON, TX 77054
Svc District / SIs District : 03C / C03
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208172	MCDavid 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
N012005-04-1900579-1 /	Subcase Close	Warranty	Coverage	712	Headlights

Issue Details

Issue ID : N012005-04-1900579-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Randall jackson	Type 1 : Warranty	Status : Subcase Close	Open Date : 4/19/2005 2:58:42 PM
Issue Owner : Randall jackson	Type 2 : Coverage	Queue :	Close Date : 4/19/2005 3:00:04 PM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
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 : N012005-04-1900579

Case Title : [REDACTED] - HEADLIGHTS/GAS GAUGE NOT WORKI

*** CASE CREATE 4/19/2005 9:35:41 AM, rjackson

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

*** CASE CAMPAIGN LOOKUP 4/19/2005 9:37:55 AM, rjackson

CAMPAIGN CHECK 04/19/2005 09:37:55 AM rjackson

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX

04-021; P30; PILOT-ODYSSEY TRANS RECALL; 2004-08-06; FX

*** CASE VSC LOOKUP 4/19/2005 9:38:13 AM, rjackson

VSC-CUC CHECK 04/19/2005 09:38:13 AM rjackson

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/19/2005 9:38:56 AM, rjackson

CLAIM CHECK 04/19/2005 09:38:56 AM rjackson

The following Claim History information was found

0; 2004-08-06; 206603; 454311; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION

- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** NOTES 4/19/2005 9:54:12 AM, rjackson, Action Type : Call from Customer

the customer call acc stating that his headlights were not working also his gas gauge was not working he is out of his warrenty and is requesting goodwill help he has had 3 Hondas and is a long time customer. i explained that goodwill is done on a case to case basis and that a Honda rep would call him back in one to two days customer wants to talk to someone now. car is at mc.david Honda service manager name is Sam.

*** CASE CLAIMS LOOKUP 4/19/2005 9:57:16 AM, rjackson

CLAIM CHECK 04/19/2005 09:57:16 AM rjackson

The following Claim History information was found

0; 2004-08-06; 206603; 454311; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION

- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** NOTES 4/19/2005 10:01:44 AM, rjackson, Action Type : Call from Customer

customer drives at nights says he cant get to work in dark very upset

*** CASE MODIFY 4/19/2005 10:02:09 AM, rjackson

into WIP default and Status of Solving.

*** NOTES 4/19/2005 2:51:02 PM, rjackson, Action Type : Call from Customer

I called Customer back as per tracey blackshear request ask Customer to take car to dealer for diagnose and call back tomorrow with information and will add note then and dispatch

*** CASE MODIFY 4/19/2005 2:53:08 PM, rjackson

into WIP default and Status of Solving.

*** CASE MODIFY 4/19/2005 2:53:59 PM, rjackson

into WIP default and Status of Solving.

*** NOTES 4/19/2005 2:54:38 PM, rjackson, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Case History

Case ID : N012005-04-1900579

Case Title : [REDACTED] - HEADLIGHTS/GAS GAUGE NOT WORKI

I called Customer back as per tracey blackshear request ask Customer to take car to dealer for diagnose and call back tomorrow with information and will add note then and dispatch

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

Thank you for your attention to this matter.

Randall jackson

Automobile Customer Service

*** SUBCASE N012005-04-1900579-1 CREATE 4/19/2005 2:58:42 PM, rjackson

Created in WIP Default with Due Date 4/19/2005 2:58:42 PM.

*** CASE MODIFY 4/19/2005 2:59:18 PM, rjackson

into WIP default and Status of Solving.

*** SUBCASE N012005-04-1900579-1 CLOSE 4/19/2005 3:00:04 PM, rjackson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/19/2005 3:00:04 PM, rjackson

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

*** CASE REOPEN 4/20/2005 1:58:01 PM, jjenkins

with Condition of Open and Status of Solving.

*** NOTES 4/20/2005 2:30:15 PM, jjenkins. Action Type : Note-General

Case should not have been closed. Case will be dispatched for customer call back.

*** CASE MODIFY 4/20/2005 2:30:34 PM, jjenkins

into WIP default and Status of Solving.

*** CASE ASSIGN 4/20/2005 2:31:04 PM, jjenkins

N012005-04-1900579 to bphilbin, WIP "U", "P" "Ä" "i

*** CASE RULE ACTION 4/20/2005 2:31:04 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/20/2005 3:28:50 PM, tmartin. Action Type : Call from Dealer

The SM contacted ACS to speak with CM. CM was available. Transferred call.

*** NOTES 4/20/2005 3:59:02 PM, bphilbin, Action Type : Call to Dealer

Spoke to Luis Sevilla, Service Manager. Luis verified nature of the failure and mileage of the vehicle, service history and indicated that the gas gauge problem is a product issue not related to any modification or abuse. Luis states that both headlights have also failed, but that there has been no indication of any outlying electrical issue.

Informed Luis that, considering the age and mileage of the vehicle and the nature of the failure, as well as his service history and Honda loyalty, as a one-time goodwill gesture, AHM will provide coverage for both repairs.

Luis states that he will provide service.

*** NOTES 4/20/2005 3:59:14 PM, bphilbin, Action Type : Call to Customer

Case History

Case ID : N012005-04-1900579

Case Title : [REDACTED] HEADLIGHTS/GAS GAUGE NOT WORKI

Luis states that he will contact the customer to notify of goodwill gesture.

*** COMMIT 4/20/2005 3:59:18 PM, bphilbin. Action Type : N/A

Close [REDACTED] Gas Gauge

*** CASE MODIFY 4/20/2005 4:00:52 PM, bphilbin
into WIP Hold and Status of Solving.

*** CASE MODIFY COMMITMENT 4/21/2005 11:07:46 AM, bphilbin
with [REDACTED] due 04/22/2005 11:00:00 AM.

*** NOTES 4/21/2005 1:39:36 PM, efiguero. Action Type : Call from Customer
UPDATED STATUS: (Per Tblackshear)

ACS contacted customer to verify if customer was able to take the vehicle to a dealership to have the following concern repaired: headlights and gas gauge. The customer states the vehicle was taken to [REDACTED] Honda. Customer states the vehicle was repaired and customer loved the service at [REDACTED] Honda.

*** NOTES 4/22/2005 9:23:29 AM, bphilbin. Action Type : Call to Customer

ACS contacted customer to verify if customer was able to take the vehicle to a dealership to have the following concern repaired: headlights and gas gauge. The customer states the vehicle was taken to [REDACTED] Honda. Customer states the vehicle was repaired and customer loved the service at [REDACTED] Honda.

*** CASE MODIFY COMMITMENT 4/22/2005 9:23:40 AM, bphilbin
with [REDACTED] due 04/25/2005 11:00:00 AM.

*** CASE CLOSE 4/25/2005 8:49:49 AM, bphilbin

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

Case Details

Case ID :	N012011-01-2500051	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/25/2011 6:27:00 AM
Case Originator :	Roshanda Roberts (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/25/2011 6:33:20 AM
Case Owner :	Roshanda Roberts (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Roshanda Roberts (Team HA)	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 : BEACON FALLS, CT
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HKYF18533H
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 85,000
In Service Date : 11/15/2002
Months In Use : 98
Engine Number : J35A42544524
Originating Dealer No. / Name : 206792 / CURTISS RYAN HONDA
Selling Dealer No. / Name : 206792 / CURTISS RYAN HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : SAT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-2500051-1	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-2500051-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Roshanda Roberts	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2011 6:32:57 AM
Issue Owner : Roshanda Roberts	Type 2 : Operation	Queue :	Close Date : 1/25/2011 6:33:15 AM
Issue Title : [REDACTED]	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 : N012011-01-2500051

Case Title : [REDACTED] - REOCCURRING HEADLIGHT ISSUES

*** CASE CREATE 1/25/2011 6:27:00 AM, rrobert2

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

*** CASE MODIFY 1/25/2011 6:27:27 AM, rrobert2

into WIP default and Status of Solving.

*** CASE MODIFY 1/25/2011 6:29:14 AM, rrobert2

into WIP default and Status of Solving.

*** NOTES 1/25/2011 6:32:20 AM, rrobert2, Action Type : Call from Customer

Updated contact info

Best contact [REDACTED]

The customer states that he has been having an ongoing issue with the headlights going out. The customer states that he replaced the headlight recently 2 months ago, and it has went out again. The customer states that he has spent over \$500 replacing head lights. The customer wants to know if there is a recall related to this issue. The customer states that he replaces them himself and has not had it checked at a Honda dealership.

ACS advised the customer to take the vehicle into his local Honda dealer for diagnosis and provided a case number for future references.

*** SUBCASE N012011-01-2500051-1 CREATE 1/25/2011 6:32:57 AM, rrobert2

Created in WIP Default with Due Date 1/25/2011 6:32:57 AM.

*** SUBCASE N012011-01-2500051-1 CLOSE 1/25/2011 6:33:15 AM, rrobert2

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/25/2011 6:33:20 AM, rrobert2

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

Case Details

Case ID :	N012012-01-2301310	Division :	Honda - Auto	Condition :	Closed	Open Date :	1/23/2012 12:05:16 PM
Case Originator :	Brenda Ibarra (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	1/23/2012 12:21:22 PM
Case Owner :	Brenda Ibarra (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Brenda Ibarra (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS BURNED OUT COMPLAINT/ ACTIVE CAMPAIGN I 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 : NAPLES, FL
E Mail :
Svc District / Sls District : /

Product Info :

Unit Owner :
VIN Type / No. : US VIN / 2HKYF18593H
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 230,000
In Service Date : 11/14/2002
Months In Use : 110
Engine Number : J35A42544739
Originating Dealer No. / Name : 207391 / MAROONE HONDA OF HOLLYWOOD
Selling Dealer No. / Name : 207219 / POMPANO HONDA
Trim : EX-L
No. Of Doors : 5
Transmission Code : SAT
Exterior Color : BE
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 : 208221 / HONDA OF FT. MYERS
Phone No. : 239-433-8383
Address : 14020 S. TAMIAMI TRAIL
City / State / Zip : FORT MYERS, FL 33912
Svc District / Sls District : 07J / F07
Warranty Labor Rate / Date : \$100.98 /
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
N012012-01-2301310-1 / [REDACTED] CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights
N012012-01-2301310-2 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012012-01-2301310-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Brenda Ibarra	Type 1 : Campaign	Status : Subcase Close	Open Date : 1/23/2012 12:19:01 PM
Issue Owner : Brenda Ibarra	Type 2 : Eligibility	Queue :	Close Date : 1/23/2012 12:21:22 PM
Issue Title : [REDACTED] CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Website, 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 : N012012-01-2301310-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brenda Ibarra	Type 1 : Product	Status : Subcase Close	Open Date : 1/23/2012 12:20:51 PM
Issue Owner : Brenda Ibarra	Type 2 : Operation	Queue :	Close Date : 1/23/2012 12:21:22 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 : Documented Concern
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-01-2301310

Case Title : [REDACTED] HEADLIGHTS BURNED OUT COMPLAINT/ ACTIVE CAMPAIGN INQUIR

*** CASE CREATE 1/23/2012 12:05:16 PM, bibarra

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

*** CASE MODIFY 1/23/2012 12:09:44 PM, bibarra

into WIP default and Status of Solving.

*** CASE MODIFY 1/23/2012 12:11:30 PM, bibarra

into WIP default and Status of Solving.

*** NOTES 1/23/2012 12:18:52 PM, bibarra, Action Type : Call from Customer

Customer info updated.

Customer called to document complaint with 2003 PILOT, headlights have burned out. Customer states that there are several reviews online of other Honda vehicles in that era experiencing the same issue. Customer would like to inquire about possible warranty or active campaigns.

ACS informed customer that there were no active campaigns concerning his issue. ACS informed customer that AHM does not substantiate any information found online other than that found on authorized Honda websites. ACS informed customer that regardless of other customer's experiences if there was an issue that AHM acknowledged as a factory defect or reoccurring theme they would release a mass campaign.

Customer required no further assistance.

*** SUBCASE N012012-01-2301310-1 CREATE 1/23/2012 12:19:01 PM, bibarra

Created in WIP Default with Due Date 1/23/2012 12:19:01 PM.

*** SUBCASE N012012-01-2301310-2 CREATE 1/23/2012 12:20:51 PM, bibarra

Created in WIP Default with Due Date 1/23/2012 12:20:51 PM.

*** CASE MODIFY 1/23/2012 12:21:09 PM, bibarra

into WIP default and Status of Solving.

*** SUBCASE N012012-01-2301310-2 CLOSE 1/23/2012 12:21:22 PM, bibarra

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012012-01-2301310-1 CLOSE 1/23/2012 12:21:22 PM, bibarra

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/23/2012 12:21:22 PM, bibarra

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

Spool Report

Run Date : 03/06/2012

Case Details

Case ID :	N012010-11-1000925	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/10/2010 11:41:14
Case Originator :	Michelina Terzoli (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/10/2010 11:53:43
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] 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 : LEANDER, TX [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18613H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1863ENW / A
Miles / Hours : 189,000
In Service Date : 11/08/2002
Months In Use : 96
Engine Number : J35A42545291
Originating Dealer No. / Name : 206592 / FIRST TEXAS HONDA
Selling Dealer No. / Name : 206592 / FIRST TEXAS HONDA
Trim : EX-LRES
No. Of Doors : 5
Transmission Code : 5AT
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 : 207895 / ROUND ROCK HONDA
Phone No. : 512-244-9000
Address : 2301 NORTH IH-35
City / State / Zip : ROUND ROCK, TX 78664
Svc District / Sls District : 03B / B03
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
N012010-11-1000925-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-1000925-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 11/10/2010 11:53:25
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 11/10/2010 11:53:43
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, Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-11-1000925

Case Title : [REDACTED] HEADLIGHT CONCERN

*** CASE CREATE 11/10/2010 11:41:14 AM, mterzoli

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

*** NOTES 11/10/2010 11:52:35 AM, mterzoli, Action Type : Call from Customer

ACS verified customer info.

Best number [REDACTED]

Customer called in stating that her head lights are not working. Customer advised that she spoke with Round Rock Honda and they advised that she would need to replace the left combination switch. Customer advised that she changed the turn switch and replaced the head light bulbs herself as the DLR was too expensive. Customer advised that replacing the switch and bulbs did not correct the issue. Customer advised that she read online that this is happening to all 2003 Pilots. Customer states that this should be a recall and AHM should be responsible for the repair costs.

ACS apologized to customer for the inconvenience. ACS advised that at this time there are no open campaigns for this issue. ACS suggested that customer bring the vehicle into the DLR to have them check the repairs that she performed on her own to ensure they were done correctly. ACS advised customer that her concerns have been documented and will be on file. ACS also advised that unfortunately the vehicle is beyond the point that AHM would be in a position to offer assistance for the repairs. Customer was not happy and advised that she would go to the DLR.

*** CASE MODIFY 11/10/2010 11:52:43 AM, mterzoli

into WIP default and Status of Solving.

*** SUBCASE N012010-11-1000925-1 CREATE 11/10/2010 11:53:25 AM, mterzoli

Created in WIP Default with Due Date 11/10/2010 11:53:25 AM.

*** CASE CLOSE 11/10/2010 11:53:43 AM, mterzoli

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

*** SUBCASE N012010-11-1000925-1 CLOSE 11/10/2010 11:53:43 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID :	N012011-10-1900008	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/19/2011 6:07:24 AM
Case Originator :	Robert Enriquez (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/19/2011 6:19:41 AM
Case Owner :	Robert Enriquez (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Robert Enriquez (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] HEADLIGHTS FAILURE CONCERN/ASSIST DENIED			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18493H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1843EW / A
Miles / Hours : 105,000
In Service Date : 11/10/2002
Months In Use : 107
Engine Number : J35A42545452
Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
Trim : EX
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : GY
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208371 / CURRY HONDA
Phone No. : 770-451-2700
Address : 5525 PEACHTREE INDUST.
City / State / Zip : CHAMBLEE, GA 30341
Svc District / Sls District : 07E / D07
Warranty Labor Rate / Date : \$100.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-10-1900008-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-10-1900008-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 10/19/2011 6:19:28 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 10/19/2011 6:19:38 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, 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 : N012011-10-1900008

Case Title : [REDACTED] HEADLIGHTS FAILURE CONCERN/ASSIST DENIED

*** CASE CREATE 10/19/2011 6:07:24 AM, renrique

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

*** NOTES 10/19/2011 6:18:30 AM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best Contact [REDACTED]

Customer called in and stated that they are having a issue with the headlights.

Customer stated that they went to the vehicle this morning 10/19/2011 and the head lights would not work. Customer stated that they replaced the head lights last month. Customer stated that they read online that there is a SB# 07-027. Customer stated that they called CURRY HONDA DLR#208371 and spoke to a "female". Customer stated that they explained the SB to the Dealership and was instructed to contact AHM for financial assistance. Customer stated that they have not had the vehicle physically inspected. Customer stated that they would like AHM to assist financially.

ACS apologized for the experience in regards to the vehicle. ACS advised that at this time AHM would not be in the position to financially assist with any repair or replacement. ACS apologized once again for the experience. ACS explained to the customer that a SB does not guarantee financial assistance and is sent to the Dealerships for assistance in diagnosing a vehicle. Customer understood and needed no further assistance.

*** CASE MODIFY 10/19/2011 6:19:01 AM, renrique
into WIP default and Status of Solving.*** CASE MODIFY 10/19/2011 6:19:06 AM, renrique
into WIP default and Status of Solving.*** SUBCASE N012011-10-1900008-1 CREATE 10/19/2011 6:19:28 AM, renrique
Created in WIP Default with Due Date 10/19/2011 6:19:28 AM.*** SUBCASE N012011-10-1900008-1 CLOSE 10/19/2011 6:19:38 AM, renrique
Status = Solving, Resolution Code = Instruction Given*** CASE MODIFY 10/19/2011 6:19:39 AM, renrique
into WIP default and Status of Solving.*** CASE CLOSE 10/19/2011 6:19:41 AM, renrique
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	N012010-07-2800433	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/28/2010 9:15:04 AM
Case Originator :	Bridgette Samonte (Team HC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	7/28/2010 9:26:16 AM
Case Owner :	Bridgette Samonte (Team HC)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Bridgette Samonte (Team HC)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] WORKMANSHIP 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 : MEMPHIS, TN [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18593H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1853ENW / A
Miles / Hours : 100,000
In Service Date : 11/23/2002
Months In Use : 92
Engine Number : J35A42549725
Originating Dealer No. / Name : 206856 / DOBBS HONDA ON MENDENHALL
Selling Dealer No. / Name : 206856 / DOBBS HONDA ON MENDENHALL
Trim : EX-L
No. Of Doors : 5
Transmission Code : 5AT
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 : 206856 / DOBBS HONDA ON MENDENHALL
Phone No. : 901-795-5900
Address : 2785 SO. MENDENHALL RD
City / State / Zip : MEMPHIS, TN 38115
Svc District / Sls District : 07A / A07
Warranty Labor Rate / Date : \$96.00 /
Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-07-2800433-1 / [REDACTED]	SERVIC Subcase Close	Service - Dealer	Workmanship	712	Headlights

Issue Details

Issue ID : N012010-07-2800433-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 7/28/2010 9:25:56 AM
Issue Owner : Bridgette Samonte	Type 2 : Workmanship	Queue :	Close Date : 7/28/2010 9:26:12 AM
Issue Title : [REDACTED]	SERVICE - DEALER - WORKMANSHIP		

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 : 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 : N012010-07-2800433

Case Title : [REDACTED] - WORKMANSHIP ISSUE

*** CASE CREATE 7/28/2010 9:15:04 AM, bsamonte

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

*** CASE EXTENDED WARRANTY LOOKUP 7/28/2010 9:16:50 AM, bsamonte

WARRANTY CHECK 07/28/2010 09:16:50 AM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/28/2010 9:16:54 AM, bsamonte

CLAIM HISTORY CHECK 07/28/2010 09:16:54 AM bsamonte

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/28/2010 9:17:10 AM, bsamonte

CAMPAIGN CHECK 07/28/2010 09:17:10 AM bsamonte

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 04/08/05; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;

06

*** CASE CUC LOOKUP 7/28/2010 9:17:15 AM, bsamonte

CUC CHECK 07/28/2010 09:17:15 AM bsamonte

The following CUC information was found

[REDACTED] EXPIRED;105000;33715;50400;2005-12-30;2009-11-23;2002-11-23;2005-12-30;2005-12-30;206856;2006-07-25;41038;2006-01-31;2006-01-05

*** CASE VSC LOOKUP 7/28/2010 9:17:15 AM, bsamonte

VSC CHECK 07/28/2010 09:17:15 AM bsamonte

The following VSC information was found

[REDACTED] V002548119;H70;HONDA CERTIFIED 7/100 VSC UPSELL;EXPIRED;;2005-12-30;2009-11-22;100000;33715;206856;0.00

*** NOTES 7/28/2010 9:22:43 AM, bsamonte, Action Type : Call from Customer

Contact Info Verified

Phone [REDACTED]

Customer says both the headlights went out at the same time. DOBBS HONDA ON MENDENHALL changed the connector and now the lights in the dash are not working.

Dealer is saying it is something under the dash and want to charge her. They have not given her an estimate yet.

Customer feels this is a workmanship issue. ACS advised DCS will be sent, but since she is there to speak with Buzz, SM.

*** NOTES 7/28/2010 9:23:41 AM, bsamonte, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer says both the headlights went out at the same time. DOBBS HONDA ON MENDENHALL changed the connector and now the lights in the dash are not working.

Case History

Case ID : N012010-07-2800433

Case Title : [REDACTED] WORKMANSHIP ISSUE

Customer feels this is a workmanship issue. Please contact customer at [REDACTED]

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

Thank you for your attention to this matter.

Bridgette Samonte
Automobile Customer Service

*** SUBCASE N012010-07-2800433-1 CREATE 7/28/2010 9:25:56 AM, bsamonte

Created in WIP Default with Due Date 7/28/2010 9:25:56 AM.

*** SUBCASE N012010-07-2800433-1 CLOSE 7/28/2010 9:26:12 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/28/2010 9:26:16 AM, bsamonte

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

Case Details

Case ID :	N032010-12-3001087	Division :	Honda - Auto	Condition :	Closed	Open Date :	12/30/2010 12:32:09
Case Originator :	Arlilu Padungyothee (Team CA)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	12/30/2010 12:35:08
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] 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 : PLACENTIA, CA [REDACTED]
E Mail : [REDACTED]
Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
VIN Type / No. : US VIN / 2HKYF18793H [REDACTED]
Model / Year : PILOT / 2003
Model ID / Product Line : YF1873ENW / A
Miles / Hours : 136,000
In Service Date : 11/13/2002
Months In Use : 97
Engine Number : J35A42550080
Originating Dealer No. / Name : 206559 / HARDIN HONDA
Selling Dealer No. / Name : 206559 / HARDIN HONDA
Trim : EX-LNAV
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : BK
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-12-3001087-1 / [REDACTED] CAMPAIG	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-12-3001087-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Campaign	Status : Subcase Close	Open Date : 12/30/2010 12:33:10
Issue Owner : Arlilu Padungyothee	Type 2 : Eligibility	Queue :	Close Date : 12/30/2010 12:35:07
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :
Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-12-3001087

Case Title : [REDACTED] HEADLIGHT RECALL INQUIRY

*** CASE CREATE 12/30/2010 12:32:09 PM, apadungy

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

*** CASE MODIFY 12/30/2010 12:32:28 PM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 12/30/2010 12:32:46 PM, apadungy

into WIP default and Status of Solving.

*** SUBCASE N032010-12-3001087-1 CREATE 12/30/2010 12:33:10 PM, apadungy

Created in WIP Default with Due Date 12/30/2010 12:33:10 PM.

*** CASE MODIFY 12/30/2010 12:33:25 PM, apadungy

into WIP default and Status of Solving.

*** NOTES 12/30/2010 12:35:00 PM, apadungy, Action Type : Call from Customer

The customer called AHM to know if there is a recall for the headlight. I informed him there is no recall for the headlight. He informed that the headlight has gone out and he notice the the wire harness is melted and wanted to know what the fix would be. i informed he will need to have it looked at by the dealership but if there are to be any recalls AHM will notify him by mail.

*** SUBCASE N032010-12-3001087-1 CLOSE 12/30/2010 12:35:07 PM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/30/2010 12:35:08 PM, apadungy

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