

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Consumer Complaints CR-V

Case Details

Case ID : N012010-01-0401240	Division : Honda - Auto	Condition : Closed	Open Date : 1/4/2010 9:36:20 AM
Case Originator : Allan Perez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/4/2010 9:42:47 AM
Case Owner : Allan Perez (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Allan Perez (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - HEAD LIGHTS 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 FAIRFIELD, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : CR-V / 2002
 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 :
 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
N012010-01-0401240-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-0401240-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 1/4/2010 9:42:01 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 1/4/2010 9:42:24 AM
Issue Title : XXXXXXXXXXXXXXXXXXXX	PRODUCT - OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-0401240

Case Title : [REDACTED] HEAD LIGHTS CONCERN

*** CASE CREATE 1/4/2010 9:36:20 AM, aperezl

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

*** CASE MODIFY 1/4/2010 9:37:10 AM, aperezl

into WIP default and Status of Solving.

*** NOTES 1/4/2010 9:41:36 AM, aperezl, Action Type : Call from Customer

Customer did not verify contact info.

Situation: Head lights concern.

Request: Customer would like to know if the recall on 2004 Civic applies to this vehicle.

Probing questions: Customer does not have the VIN. Customer states that he owns a 2002 CRV. Customer states that there is a short in the dimmer switch for his head lights and his low beams have gone out. Customer states that he was doing some research online and that is when he found the recall for the 2004 Civic that describes the exact same problem that he is dealing with. Customer states that he has not taken the vehicle to a Honda dealer for diagnosis and may just fix the problem himself.

Inbound summary: ACS advised the customer that his concerns will be documented. ACS advised the customer that recalls are applied to a certain batch of vehicle's made at a certain time. ACS advised the customer that with the VIN I can check to see what recalls apply to his vehicle. ACS advised the customer that if the recall does not apply, AHM would be unable to assist with the repair. ACS advised the customer that he may call back with the VIN or go to om and register with the VIN to see if any recalls apply to his vehicle.

Customer understood, call ended.

*** SUBCASE N012010-01-0401240-1 CREATE 1/4/2010 9:42:01 AM, aperezl

Created in WIP Default with Due Date 1/4/2010 9:42:01 AM.

*** SUBCASE N012010-01-0401240-1 CLOSE 1/4/2010 9:42:24 AM, aperezl

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/4/2010 9:42:26 AM, aperezl

into WIP default and Status of Solving.

*** CASE MODIFY 1/4/2010 9:42:34 AM, aperezl

into WIP default and Status of Solving.

*** CASE MODIFY 1/4/2010 9:42:36 AM, aperezl

into WIP default and Status of Solving.

*** CASE CLOSE 1/4/2010 9:42:47 AM, aperezl

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

Case Details

Case ID : N012009-11-3000979	Division : Honda - Auto	Condition : Closed	Open Date : 11/30/2009 10:05:18
Case Originator : Cicely Gill (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/30/2009 10:18:57
Case Owner : Cicely Gill (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cicely Gill (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] FOG LIGHT/ELECTRICAL REPAIR/ASSIST DENIED	No. of Attachments : 0		

Site / Contact Info :

Site Name :	BEVERLY HUNTON 6806
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 :	LANHAM, MD [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 6806
VIN Type / No. :	US VIN / SHSRD78892U [REDACTED]
Model / Year :	CR-V / 2002
Model ID / Product Line :	RD7882JW / A
Miles / Hours :	122,530
In Service Date :	07/16/2002
Months In Use :	88
Engine Number :	K24A11501153
Originating Dealer No. / Name :	208301 / CRISWELL HONDA
Selling Dealer No. / Name :	208301 / CRISWELL HONDA
Trim :	4WD EX
No. Of Doors :	5
Transmission Code :	4AT
Exterior Color :	GB
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-11-3000979-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-11-3000979-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cicely Gill	Type 1 : Product	Status : Subcase Close	Open Date : 11/30/2009 10:18:37
Issue Owner : Cicely Gill	Type 2 : Operation	Queue :	Close Date : 11/30/2009 10:18:54
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
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-11-3000979

Case Title : [REDACTED] FOG LIGHT/ELECTRICAL REPAIR/ASSIST DENIED

*** CASE CREATE 11/30/2009 10:05:18 AM, cgill

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

*** CASE EXTENDED WARRANTY LOOKUP 11/30/2009 10:05:22 AM, cgill

WARRANTY CHECK 11/30/2009 10:05:22 AM cgill

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/30/2009 10:05:27 AM, cgill

CLAIM CHECK 11/30/2009 10:05:27 AM cgill

The following Claim History information was found

0; 2009-01-23; 208308; 408277; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#
92-012 07> CR-V CHANGED TO 0.4 PER TIME STUDY.

*** CASE CAMPAIGN LOOKUP 11/30/2009 10:05:33 AM, cgill

CAMPAIGN CHECK 11/30/2009 10:05:33 AM cgill

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 12/20/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 12/20/03; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
04-035

*** CASE VSC LOOKUP 11/30/2009 10:05:34 AM, cgill

VSC-CUC CHECK 11/30/2009 10:05:34 AM cgill

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/30/2009 10:09:31 AM, cgill

CAMPAIGN CHECK 11/30/2009 10:09:30 AM cgill

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 12/20/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 12/20/03; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
04-035

*** CASE CAMPAIGN LOOKUP 11/30/2009 10:10:37 AM, cgill

CAMPAIGN CHECK 11/30/2009 10:10:37 AM cgill

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 12/20/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 12/20/03; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
04-035

*** CASE EXTENDED WARRANTY LOOKUP 11/30/2009 10:12:14 AM, cgill

WARRANTY CHECK 11/30/2009 10:12:13 AM cgill

No data found for VIN.

*** NOTES 11/30/2009 10:16:29 AM, cgill, Action Type : Call from Customer

Updated Customer Information

Case History

Case ID : N012009-11-3000979

Case Title : [REDACTED] FOG LIGHT/ELECTRICAL REPAIR/ASSIST DENIED

Best number to call: [REDACTED]

Situation: Customer had electrical system repair work done this weekend and wants to be reimbursed

Request: Customer had electrical system repair work done this weekend and wants to be reimbursed

Probing Questions: Customer has smelled a burning smell in her vehicle. She found out Friday that she didn't have low beam lights. Her husband replaced the bulbs, but the lights wouldn't work. Customer took vehicle to College Park dealership, she worked with SA Sharon. Customer was told that wires had burned. The work was done on Saturday. Customer was told that the wires shorted out. Customer states that she is very shocked that this happened with her Honda. She purchased a Honda for its reputation. She is very disappointed. The total was \$451.57.

Customer wants to know if there have been any recalls and if she can be reimbursed. Customer states that the dealership referred her to AHM.

Customer advises that her family is long time Honda customers and that because of this situation and Honda's unwillingness to assist her; she will not be purchasing any more Honda vehicles.

Inbound Summary: ACS advised that there are no recalls or product updates that relate to her electrical system's issue as she has described it. ACS advised that there was no assistance to be offered for her repair. Customer asked ACS for name and it was given. ACS apologized for her disappointment and explained that she vehicle is far outside her warranty and that no assistance would be given. Customer not happy, will escalate.

*** CASE MODIFY 11/30/2009 10:17:08 AM, cgill
into WIP default and Status of Solving.

*** SUBCASE N012009-11-3000979-1 CREATE 11/30/2009 10:18:37 AM, cgill
Created in WIP Default with Due Date 11/30/2009 10:18:37 AM.

*** SUBCASE N012009-11-3000979-1 CLOSE 11/30/2009 10:18:54 AM, cgill
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/30/2009 10:18:57 AM, cgill
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-05-2301617 Division : Honda - Auto Condition : Closed Open Date : 5/23/2011 6:08:26 AM
 Case Originator : Robert Enriquez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/23/2011 6:14:53 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 : ██████████ - HEADLIGHTS CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 106
 VIN Type / No. : US VIN / SHSRD78802U ██████████
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 121,500
 In Service Date : 06/18/2002
 Months In Use : 107
 Engine Number : K24A11501659
 Originating Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Selling Dealer No. / Name : 207548 / CORAL SPRINGS HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-05-2301617-1 / ██████████	PR Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-05-2301617-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 5/23/2011 6:14:17 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 5/23/2011 6:14:47 AM
Issue Title : ██████████ - 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 : N012011-05-2301617

Case Title : [REDACTED] HEADLIGHTS CONCERN

*** CASE CREATE 5/23/2011 6:08:26 AM, renrique

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

*** CASE MODIFY 5/23/2011 6:08:58 AM, renrique

into WIP default and Status of Solving.

*** NOTES 5/23/2011 6:13:38 AM, renrique, Action Type : Call from Customer

Updated Customers Contact

Best Contact : [REDACTED]

Customer called in and stated that they are having an issue with the front head lights.

Customer stated that they have not taken the vehicle to the Honda Dealership regarding this issue. Customer stated that 5/21/2011 the head lights stopped working. Customer stated that they read online on www.nhtsa.com about this concern. Customer would like to know if AHM can financially assist with this vehicle

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 the replacement of the transmission. ACS advised that its beyond the point at which that AHM would consider assisting financially. ACS advised that they should have the vehicle inspected even if the vehicle is outside of warranty for safety. Customer understood and needed no further assistance.

*** CASE MODIFY 5/23/2011 6:13:47 AM, renrique

into WIP default and Status of Solving.

*** SUBCASE N012011-05-2301617-1 CREATE 5/23/2011 6:14:17 AM, renrique

Created in WIP Default with Due Date 5/23/2011 6:14:17 AM.

*** SUBCASE N012011-05-2301617-1 CLOSE 5/23/2011 6:14:47 AM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/23/2011 6:14:49 AM, renrique

into WIP default and Status of Solving.

*** CASE CLOSE 5/23/2011 6:14:53 AM, renrique

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

Case Details

Case ID : N012010-01-1801520	Division : Honda - Auto	Condition : Closed	Open Date : 1/18/2010 2:01:12 PM
Case Originator : Mary Stapleton (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/18/2010 2:13:38 PM
Case Owner : Mary Stapleton (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mary Stapleton (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] LOW BEAM HEADLIGHT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 5004
 VIN Type / No. : US VIN / JHLRD68482C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD6842PW / A
 Miles / Hours : 128,000
 In Service Date : 01/12/2002
 Months In Use : 96
 Engine Number : K24A11023046
 Originating Dealer No. / Name : 206642 / LAPOINTE HONDA CO.
 Selling Dealer No. / Name : 206642 / LAPOINTE HONDA CO.
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207790 / METRO HONDA
 Phone No. : 704-331-0816
 Address : 4918 HIGHWAY 74 WEST
 City / State / Zip : INDIAN TRAIL, NC 28079
 Svc District / Sls District : 06K / E06
 Warranty Labor Rate / Date : \$89.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-1801520-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-1801520-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 1/18/2010 2:13:10 PM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 1/18/2010 2:13:34 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-1801520

Case Title : [REDACTED] LOW BEAM HEADLIGHT

*** CASE CREATE 1/18/2010 2:01:12 PM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 1/18/2010 2:01:14 PM, mstaplet

WARRANTY CHECK 01/18/2010 02:01:14 PM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/18/2010 2:01:17 PM, mstaplet

CLAIM HISTORY CHECK 01/18/2010 02:01:17 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/18/2010 2:01:22 PM, mstaplet

CAMPAIGN CHECK 01/18/2010 02:01:22 PM mstaplet

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 12/26/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 12/26/03; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE VSC LOOKUP 1/18/2010 2:01:24 PM, mstaplet

VSC-CUC CHECK 01/18/2010 02:01:23 PM mstaplet

No data found for VIN.

*** NOTES 1/18/2010 2:12:35 PM, mstaplet, Action Type : Call from Customer

Verified the owner's information.

The customer called regarding lights.

The customer said that he is unable to use the low beam headlights on the vehicle.

The customer wanted to know if there was an issue with the wiring.

I explained there are no known issues with the 2002 CR-V low beam headlights.

I explained the technical arm is the Honda dealer and they should be consulted.

I provided the website service.express.honda.com to view the low beam headlight repair issue if he wanted to repair the issue himself.

I offered to assist with the site.

The customer declined.

*** SUBCASE N012010-01-1801520-1 CREATE 1/18/2010 2:13:10 PM, mstaplet

Created in WIP Default with Due Date 1/18/2010 2:13:10 PM.

*** SUBCASE N012010-01-1801520-1 CLOSE 1/18/2010 2:13:34 PM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/18/2010 2:13:38 PM, mstaplet

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

Case Details

Case ID : N012010-12-1600740 Division : Honda - Auto Condition : Closed Open Date : 12/16/2010 10:49:42
 Case Originator : Yolanda Jones (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/16/2010 11:09:24
 Case Owner : Yolanda Jones (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Yolanda Jones (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ 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 : NAPLES, FL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 60
 VIN Type / No. : US VIN / JHLRD684520 ██████████
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD6842PW / A
 Miles / Hours : 111,000
 In Service Date : 01/26/2002
 Months In Use : 107
 Engine Number : K24A11030602
 Originating Dealer No. / Name : 207316 / GERMAIN HONDA OF NAPLES
 Selling Dealer No. / Name : 207316 / GERMAIN HONDA OF NAPLES
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207316 / GERMAIN HONDA OF NAPLES
 Phone No. : 239-643-4044
 Address : 3707 DAVIS BOULEVARD
 City / State / Zip : NAPLES, FL 34104
 Svc District / Sls District : 07J / F07
 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
N012010-12-1600740-1 ██████████	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-1600740-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 12/16/2010 11:07:11
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 12/16/2010 11:07:29
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Other 712X
 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 : N012010-12-1600740

Case Title : [REDACTED] HEADLIGHT SWITCH

*** CASE CREATE 12/16/2010 10:49:42 AM, yjones

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

*** SUBCASE N012010-12-1600740-1 CREATE 12/16/2010 11:07:11 AM, yjones

Created in WIP Default with Due Date 12/16/2010 11:07:11 AM.

*** SUBCASE N012010-12-1600740-1 CLOSE 12/16/2010 11:07:29 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** NOTES 12/16/2010 11:08:42 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states smoke was coming from her steering column, so she took it to listed dealership and she was told that they could not duplicate the concern.

Customer states a week later her headlights were out, so she took the vehicle to listed dealership again and they replaced headlight switch assembly.

Customer would like ACS to document this for the record, because this may be a potential safety issue.

Thanked customer for contacting ACS with information.

Advised customer that ACS documented information for the record.

*** CASE MODIFY 12/16/2010 11:09:04 AM, yjones

into WIP default and Status of Solving.

*** CASE CLOSE 12/16/2010 11:09:24 AM, yjones

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

Case Details

Case ID : N012009-12-1400347 Division : Honda - Auto Condition : Closed Open Date : 12/14/2009 7:46:10 AM
 Case Originator : Raymond Anguiano (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/14/2009 7:58:57 AM
 Case Owner : Raymond Anguiano (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Raymond Anguiano (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] HEADLIGHT FAILURE 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 : INDIANAPOLIS, IN [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 6
 VIN Type / No. : US VIN / JHLRD78422C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7842PW / A
 Miles / Hours : 142,000
 In Service Date : 12/22/2001
 Months In Use : 96
 Engine Number : K24A11011041
 Originating Dealer No. / Name : 206853 / STEPHEN VINCEL HONDA
 Selling Dealer No. / Name : 207169 / D-PATRICK HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206648 / PENSKE HONDA
 Phone No. : 317-574-9600
 Address : 4140 E. 96TH STREET
 City / State / Zip : INDIANAPOLIS, IN 46240
 Svc District / SIs District : 04E / G04
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-1400347-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-12-1400347-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Product	Status : Subcase Close	Open Date : 12/14/2009 7:58:03 AM
Issue Owner : Raymond Anguiano	Type 2 : Operation	Queue :	Close Date : 12/14/2009 7:58:56 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012009-12-1400347

Case Title : [REDACTED] HEADLIGHT FAILURE CONCERN

*** CASE CREATE 12/14/2009 7:46:10 AM, ranguian

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

*** CASE CAMPAIGN LOOKUP 12/14/2009 7:46:29 AM, ranguian

CAMPAIGN CHECK 12/14/2009 07:46:28 AM ranguian

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/22/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/22/03; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** NOTES 12/14/2009 7:57:13 AM, ranguian, Action Type : Call from Customer

The customer is calling AHM because he states that his vehicle is currently down at the shop being inspected. The customer states that he had the problem once before. The customer states that the problem is with his vehicles headlights. The customer states that about 2 years ago he took the vehicle to PENSKE HONDA because his headlights would not turn on. The customer states that at that time they replaced the multi-functioning light switch. The customer states that the problem has occurred again however this time he took the vehicle to an IRF. The customer states that they showed him the headlight connector and they have melted away causing the failure. The customer states that he has read online that there is a recall regarding this failure and that he should be covered. The customer is calling AHM to seek assistance with the repair in the form of recall coverage.

I then informed the customer that his concern is documented into our system however I am not able to locate any information stating that his vehicle is affected by any recall at this time. I informed the customer that any repairs that would be necessary at this time would have to be at his expense. I informed the customer that there is a similar recall that applies to other year models but not the 2002 CR-V. I informed the customer that no assistance or coverage would be provided and that he is responsible for any repair required at this time.

The customer then stated that this is really disappointing and would like to file a complaint. The customer stated that he feels that this is a safety concern and that he should not have to pay for this. The customer stated that he will do what he has to do to get his vehicle fixed. The customer thanked me for my time and ended the call.

Customer information updated. 8125688951

*** SUBCASE N012009-12-1400347-1 CREATE 12/14/2009 7:58:03 AM, ranguian

Created in WIP Default with Due Date 12/14/2009 7:58:03 AM.

*** CASE MODIFY 12/14/2009 7:58:51 AM, ranguian

into WIP default and Status of Solving.

*** SUBCASE N012009-12-1400347-1 CLOSE 12/14/2009 7:58:56 AM, ranguian

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/14/2009 7:58:57 AM, ranguian

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

Case Details

Case ID : N012005-11-0100818 Division : Honda - Auto Condition : Closed Open Date : 11/1/2005 11:58:24 AM
 Case Originator : Darrell Harville (Team SB) Sub Division : Customer Relations Status : Closed Close Date : 11/9/2005 10:19:10 AM
 Case Owner : Kevin Brown (Team SB) Method : Phone Queue : Days Open : 8
 Last Closed By : Kevin Brown (Team SB) Point of Origin : Customer Wipbin :
 Case Title : 05D [REDACTED] HEADLIGHT 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 : SUMMIT, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] OA
 VIN Type / No. : US VIN / JHLRD784X2C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7842PW / A
 Miles / Hours : 73,538
 In Service Date : 12/15/2001
 Months In Use : 47
 Engine Number : K24A11014135
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207565 / MADISON HONDA
 Phone No. : 973-822-1600
 Address : 280 MAIN STREET
 City / State / Zip : MADISON, NJ 07940
 Svc District / Sls District : 05D / B05
 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
N012005-11-0100818-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012005-11-0100818-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Brown	Type 1 : Product	Status : Subcase Close	Open Date : 11/1/2005 1:33:04 PM
Issue Owner : Kevin Brown	Type 2 : Operation	Queue :	Close Date : 11/9/2005 10:19:10 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 : Assist Denied
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-11-0100818

Case Title : 05D [REDACTED] HEADLIGHT REPAIR ASSISTANCE

*** CASE CREATE 11/1/2005 11:58:24 AM, dharvill

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

*** CASE EXTENDED WARRANTY LOOKUP 11/1/2005 11:58:28 AM, dharvill

WARRANTY CHECK 11/01/2005 11:58:28 AM dharvill

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/1/2005 11:58:35 AM, dharvill

CLAIM CHECK 11/01/2005 11:58:35 AM dharvill

The following Claim History information was found

0; 2002-10-03; 206774; 040621; 510; 118500 ; CHARGING SYSTEM - DIAGNOSE.

*** CASE CAMPAIGN LOOKUP 11/1/2005 11:58:39 AM, dharvill

CAMPAIGN CHECK 11/01/2005 11:58:39 AM dharvill

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-08; FX
03-047; P04; 2002-03 CR-V SHIFT CABLE; 2003-09-08; FX
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX

*** CASE VSC LOOKUP 11/1/2005 11:58:41 AM, dharvill

VSC-CUC CHECK 11/01/2005 11:58:41 AM dharvill

No data found for VIN.

*** CASE MODIFY 11/1/2005 11:59:11 AM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 11/1/2005 12:03:22 PM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 11/1/2005 12:03:32 PM, dharvill

into WIP default and Status of Solving.

*** NOTES 11/1/2005 12:12:11 PM, dharvill, Action Type : Call from Customer

Customer states that the headlights were not working properly and took the vehicle to Madison Honda on 10/27/05. The normal low beam headlight stopped working properly. Customer says she was assisted by Sean Murray/Service Advisor. The customer stated the wire harness was damaged and wires melted. The head light bulb was replaced. The customer states that the wiring harness shorted and caused the light to burn out. The service invoice costs total was \$242.98 and the customer is seeking assistance for the required repair. The customer feels that this should not have happened as described by the service department at the dealership. Customer takes the vehicle to Madison Honda for regular preventative maintenance. Customer would like AHM to follow-up with the Service Department Manager to review vehicle maintenance history with the dealership to show her loyalty. She states that she really like her Honda vehicle!

*** CASE MODIFY 11/1/2005 12:12:14 PM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 11/1/2005 12:15:28 PM, dharvill

into WIP default and Status of Solving.

*** CASE DISPATCH 11/1/2005 12:15:47 PM, dharvill

from WIP default to Queue Honda Team C.

*** CASE MODIFY 11/1/2005 12:16:01 PM, dharvill

Case History

Case ID : N012005-11-0100818

Case Title : 05I [REDACTED] - HEADLIGHT REPAIR ASSISTANCE

into WIP default and Status of Solving.

*** CASE ASSIGN 11/1/2005 1:08:56 PM, dhamilto
N012005-11-0100818 to kbrown, WIP

*** CASE RULE ACTION 11/1/2005 1:08:57 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012005-11-0100818-1 CREATE 11/1/2005 1:33:04 PM, kbrown
Created in WIP Default with Due Date 11/1/2005 1:33:04 PM.

*** NOTES 11/1/2005 1:33:59 PM, kbrown, Action Type : Dealer Communication
Dave,

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

Customer states that the headlights were not working properly and took the vehicle to Madison Honda on 10/27/05. The normal low beam headlight stopped working properly. Customer says she was assisted by Sean Murray/Service Advisor. The customer stated the wire harness was damaged and wires melted. The head light bulb was replaced. The customer states that the wiring harness shorted and caused the light to burn out. The service invoice costs total was \$242.98 and the customer is seeking assistance for the required repair. T

Thank you for your attention to this matter.

Kevin Brown
Automobile Customer Service

*** CASE MODIFY 11/1/2005 1:34:02 PM, kbrown
into WIP default and Status of Solving.

*** COMMIT 11/1/2005 1:34:04 PM, kbrown, Action Type : N/A
call dealer-madison

*** NOTES 11/3/2005 9:04:02 AM, kbrown, Action Type : Call to Dealer

The service manager advised the dealer diagnosed the connector going into the combination switch had heat damage and needed to be replaced. He advised it appears the two wires in the connector arced and caused the damage. The dealer advised the client the vehicle is outside of the warranty. The client paid for the repair and the vehicle has been returned to the client.

*** CASE MODIFY 11/3/2005 9:04:08 AM, kbrown
into WIP Honda 5D and Status of Solving.

*** CASE FULFILL 11/3/2005 9:04:11 AM, kbrown
Fulfilled for [REDACTED] due 11/04/2005 10:00:00 AM.

*** COMMIT 11/3/2005 9:04:14 AM, kbrown, Action Type : N/A
call cust-madison

*** CASE MODIFY 11/3/2005 9:04:44 AM, kbrown
into WIP Honda 5D and Status of Solving.

*** NOTES 11/4/2005 9:09:15 AM, kbrown, Action Type : Call to Customer

Case History

Case ID : N012005-11-0100818

Case Title : 05D- [REDACTED] - HEADLIGHT REPAIR ASSISTANCE

I called the client and she advised she is on the way to the airport and she will call me back later.

*** CASE MODIFY 11/4/2005 9:09:29 AM, kbrown
into WIP Honda 5D and Status of Solving.

*** NOTES 11/8/2005 10:44:51 AM, kbrown, Action Type : Call from Customer
I left a message for the client to call back.

*** CASE MODIFY 11/8/2005 10:44:55 AM, kbrown
into WIP Honda 5D and Status of Solving.

*** NOTES 11/8/2005 4:26:21 PM, nnavarre, Action Type : Call from Customer
Customer called AHM to speak to CM. I advised the customer that I would transfer the call to the CM but if no one is available please leave a VM message.
Customer understood, provided the extension and transferred the call.

*** NOTES 11/9/2005 10:18:45 AM, kbrown, Action Type : Call to Customer
I apologized for the needed repairs to the client's vehicle. I advised the client that I spoke with the service manager at the dealer and he advised there was heat damage to the connector for headlights at the combination switch in the steering column. I advised the client that at this time, the vehicle is two times outside of the warranty by mileage and repairs to the vehicle are her responsibility. I advised the client that Honda was not going to assist with the repair expense she incurred. The client advised Honda should assist with the repairs. The client stated that if other people are having the concern, this would be a recall and she would not have to pay for the repair. I advised the client that there is not a recall regarding this and if one is released, she will be reimbursed for the expense she incurred.

The client advised she is going to write in regarding her dissatisfaction.

*** CASE MODIFY 11/9/2005 10:19:05 AM, kbrown
into WIP Honda 5D and Status of Solving.

*** CASE CLOSE 11/9/2005 10:19:10 AM, kbrown
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012005-11-0100818-1 CLOSE 11/9/2005 10:19:10 AM, kbrown
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-08-1101531 Division : Honda - Auto Condition : Closed Open Date : 8/11/2010 12:35:50 PM
 Case Originator : Pamela Bongco (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 8/12/2010 8:52:11 AM
 Case Owner : Ron Rubinoff (Team HE) Method : Mail Queue : Days Open : 1
 Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 7M [REDACTED] COMBINATION LIGHT SWITCH 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 : LAKE WORTH, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 514
 VIN Type / No. : US VIN / JHLRD68432C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD6842PW / A
 Miles / Hours : 130,299
 In Service Date : 03/30/2002
 Months In Use : 101
 Engine Number : K24A11060569
 Originating Dealer No. / Name : 207174 / HONDA CARLAND
 Selling Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208507 / DELRAY HONDA
 Phone No. : 561-272-3000
 Address : 3000 SO. FEDERAL HWY
 City / State / Zip : DELRAY BEACH, FL 33483
 Svc District / SIs District : 07M / C07
 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
N012010-08-1101531-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-08-1101531-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 8/12/2010 8:32:33 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 8/12/2010 8:33:11 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : 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 : N012010-08-1101531

Case Title : 7M [REDACTED] COMBINATION LIGHT SWITCH ISSUE

*** CASE CREATE 8/11/2010 12:35:50 PM, pbongco

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

*** NOTES 8/11/2010 12:35:51 PM, pbongco, Action Type :

On 08/09/10 ACS received a 1-page letter from the customer dated 08/03/10 requesting reimbursement for the Combination light switch replacement.
RO's and supporting documents attached*** CASE MODIFY 8/11/2010 12:36:12 PM, pbongco
into WIP default and Status of Solving.*** CASE MODIFY 8/11/2010 12:36:14 PM, pbongco
into WIP default and Status of Solving.*** CASE MODIFY 8/11/2010 12:36:14 PM, pbongco
into WIP default and Status of Solving.*** CASE DISPATCH 8/11/2010 12:36:33 PM, pbongco
from WIP default to Queue Honda Team E.*** CASE YANKED 8/11/2010 12:56:46 PM, rrubinof
Yanked by rrubinof into WIPbin default.*** CASE MODIFY 8/11/2010 12:57:40 PM, rrubinof
into WIP default and Status of Solving.

*** COMMIT 8/11/2010 2:28:21 PM, rrubinof, Action Type : N/A

Made to [REDACTED] due 08/12/2010 10:28:22 AM.

Call customer.

*** CASE FULFILL 8/12/2010 8:16:23 AM, rrubinof

Fulfilled for [REDACTED] due 08/12/2010 10:28:22 AM.

*** CASE MODIFY 8/12/2010 8:22:28 AM, rrubinof
into WIP default and Status of Solving.

*** NOTES 8/12/2010 8:25:58 AM, rrubinof, Action Type : Letter/Fax

Customer provided an RO from Delray Honda dated 4/1/10 at 124, 435 miles for replacement of low beam headlight switch in the amount of \$248.71
the customer is seeking reimbursement on along with a copy of TSB 04-015, Safety recall: Combination Light Switch.

*** CASE EXTENDED WARRANTY LOOKUP 8/12/2010 8:26:08 AM, rrubinof

WARRANTY CHECK 08/12/2010 08:26:08 AM rrubinof
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/12/2010 8:26:13 AM, rrubinof

CLAIM CHECK 08/12/2010 08:26:13 AM rrubinof

The following Claim History information was found

0; 2010-07-15; 208507; 318756; 510; 5101A1 ; WIPER AND LIGHT SWITCH CENTER HOLDER/BODY ASSEMBLY -
REPLACE. S/B# 09-068

*** CASE CAMPAIGN LOOKUP 8/12/2010 8:26:19 AM, rrubinof

CAMPAIGN CHECK 08/12/2010 08:26:19 AM rrubinof

Case History

Case ID : N012010-08-1101531

Case Title : 7M [REDACTED] COMBINATION LIGHT SWITCH ISSUE

The following Campaign information was found
03-044; P03; 03 CRV THROTTLE CABLE; 09/11/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/11/03; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
06-

*** CASE VSC LOOKUP 8/12/2010 8:26:20 AM, rrubinof
VSC-CUC CHECK 08/12/2010 08:26:20 AM rrubinof
No data found for VIN.

*** NOTES 8/12/2010 8:32:17 AM, rrubinof, Action Type : Note-General

Note: TSB 04-015 does not apply to CR-V and only applies to 01 Civic some 02 Civic 2 doors, hatch backs and GX along with 2000-01 Insight.

*** SUBCASE N012010-08-1101531-1 CREATE 8/12/2010 8:32:33 AM, rrubinof
Created in WIP Default with Due Date 8/12/2010 8:32:33 AM.

*** SUBCASE N012010-08-1101531-1 CLOSE 8/12/2010 8:33:11 AM, rrubinof
Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/12/2010 8:50:27 AM, rrubinof, Action Type : Call to Customer

The customer was informed that I was his RCM and was responding to his letter and request for reimbursement on the combination light switch. The customer was informed that AHM would be unable to assist him on reimbursement at this time due to the vehicle being far outside of warranty at this time. The customer wanted to state that the issue is identical to what is described in TSB 04-015. The customer was informed that the reason AHM is declining assistance at this time. The customer was asking for the AHM position in writing. The customer was referred to his RO and informed that I can provide him with his case # and that was all AHM would be able to provide him at this time. The customer stated that AHM has one unhappy customer. Apologized to the customer for AHM's inability to assist him with his repair bill at this time for the reason I provided to him.

*** CASE CLOSE 8/12/2010 8:52:11 AM, rrubinof
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-02-0300920	Division : Honda - Auto	Condition : Closed	Open Date : 2/3/2011 11:37:51 AM
Case Originator : Jennell Fort (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/3/2011 12:01:18 PM
Case Owner : Jennell Fort (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennell Fort (Team HB)	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 : OLIVE HILL, KY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]93
 VIN Type / No. : US VIN / JHLRD788120 [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 173,000
 In Service Date : 12/31/2001
 Months In Use : 110
 Engine Number : K24A11022812
 Originating Dealer No. / Name : 208062 / HONDA OF ASHLAND
 Selling Dealer No. / Name : 208062 / HONDA OF ASHLAND
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-02-0300920-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-02-0300920-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Product	Status : Subcase Close	Open Date : 2/3/2011 11:58:11 AM
Issue Owner : Jennell Fort	Type 2 : Operation	Queue :	Close Date : 2/3/2011 11:59:33 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 : Referred to 3rd Party, 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 : N012011-02-0300920

Case Title : [REDACTED] HEADLIGHT

*** CASE CREATE 2/3/2011 11:37:51 AM, jfort

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

*** NOTES 2/3/2011 11:53:56 AM, jfort, Action Type : Call from Customer
Updated contact info.[REDACTED]
Customer stated last evening coming home both headlights failed.
The customer stated it was not the bulbs however there is a scorched plug.The customer stated he found similar complaints online.
The customer said he was unable to find a recall or SB regarding the concern.

The customer called his local dealer who was also not able to find a SB or recall.

ACS thanked the customer for the information. The customer stated he would call NHTSA if AHM did not want to assist.

AHM thanked the customer for the information and informed the customer that any component is subject to failure however
in this case the failure occurred after the vehicle had been in service nine years with 173,000 miles and therefore ahm is unable to assist at this time.*** SUBCASE N012011-02-0300920-1 CREATE 2/3/2011 11:58:11 AM, jfort
Created in WIP Default with Due Date 2/3/2011 11:58:11 AM.*** SUBCASE N012011-02-0300920-1 CLOSE 2/3/2011 11:59:33 AM, jfort
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 2/3/2011 12:01:18 PM, jfort
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032011-05-2601272	Division : Honda - Auto	Condition : Closed	Open Date : 5/26/2011 1:45:06 PM
Case Originator : Kelly Fuller (Team CC)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/26/2011 1:53:38 PM
Case Owner : Kelly Fuller (Team CC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kelly Fuller (Team CC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - LOW BEAM HEADLIGHTS DON'T WORK		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 : PEMBROKE PINES, FL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1703
 VIN Type / No. : US VIN / JHLRD68582C ██████████
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD6852PBW / A
 Miles / Hours : 130,000
 In Service Date : 06/19/2002
 Months In Use : 107
 Engine Number : K24A11095839
 Originating Dealer No. / Name : 208074 / ED MORSE HONDA OF FT. LAUDER
 Selling Dealer No. / Name : 208074 / ED MORSE HONDA OF FT. LAUDERD
 Trim : 2WD LXS
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032011-05-2601272-1 ██████████	PRO Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032011-05-2601272-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kelly Fuller	Type 1 : Product	Status : Subcase Close	Open Date : 5/26/2011 1:46:55 PM
Issue Owner : Kelly Fuller	Type 2 : Operation	Queue :	Close Date : 5/26/2011 1:53:38 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032011-05-2601272

Case Title : [REDACTED] - LOW BEAM HEADLIGHTS DON'T WORK

*** CASE CREATE 5/26/2011 1:45:06 PM, kfuller

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

*** CASE MODIFY 5/26/2011 1:45:11 PM, kfuller

into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2011 1:46:24 PM, kfuller

into WIP default and Status of Solving.

*** CASE MODIFY 5/26/2011 1:46:30 PM, kfuller

into WIP default and Status of Solving.

*** SUBCASE N032011-05-2601272-1 CREATE 5/26/2011 1:46:55 PM, kfuller

Created in WIP Default with Due Date 5/26/2011 1:46:55 PM.

*** CASE MODIFY 5/26/2011 1:47:12 PM, kfuller

into WIP default and Status of Solving.

*** NOTES 5/26/2011 1:53:33 PM, kfuller, Action Type : Call from Customer

The customer stated she is having problems with her headlights. She would like to know if there are any recalls regarding this. I verified contact information and checked campaigns. I advised the customer of all campaigns and advised her that her vehicle is not a part of the headlight switch recall. She was very upset and stated she read about it online. I advised her that recalls are VIN specific and having the symptoms does not automatically make the vehicle a part of the recall. The customer needed no further assistance.

*** SUBCASE N032011-05-2601272-1 CLOSE 5/26/2011 1:53:38 PM, kfuller

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/26/2011 1:53:38 PM, kfuller

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

Case Details

Case ID : N012004-09-2800295	Division : Honda - Auto	Condition : Closed	Open Date : 9/28/2004 8:23:51 AM
Case Originator : Chris Martinez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/1/2004 9:31:50 AM
Case Owner : Jeff McCaughan (Team HG)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Jeff McCaughan (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (PLAZA HONDA) 5A [REDACTED] - LIGHT SWITCH MELTED			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1989
 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] 1989
 VIN Type / No. : US VIN / JHLRD78462C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7842PW / A
 Miles / Hours : 51,500
 In Service Date : 01/29/2002
 Months In Use : 32
 Engine Number : K24A11034927
 Originating Dealer No. / Name : 207066 / PLAZA HONDA
 Selling Dealer No. / Name : 207066 / PLAZA HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207066 / PLAZA HONDA
 Phone No. : 718-253-8400
 Address : 2740 NOSTRAND AVENUE
 City / State / Zip : BROOKLYN, NY 11210
 Svc District / Sls District : 05A / A05
 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
N012004-09-2800295-1 [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-09-2800295-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 9/28/2004 1:18:21 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 10/1/2004 9:31:47 AM
Issue Title : XXXXXXXXXX - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Wiring/Connec 7122
 Campaign Code / Desc : /
 Temperament Code :
 Resolutions : Provided Information, 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 : N012004-09-2800295

Case Title : (PLAZA HONDA) 5A [REDACTED] - LIGHT SWITCH MELTED

*** CASE CREATE 9/28/2004 8:23:51 AM, cmartine

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

*** CASE MODIFY 9/28/2004 8:29:52 AM, cmartine

into WIP default and Status of Solving.

*** NOTES 9/28/2004 8:31:26 AM, cmartine, Action Type : Call from Customer

ACS received inbound call regarding the light switch.

Customer states that on 09/22/04 the vehicle lights would not come on. Customer took the vehicle to dealer 207066 PLAZA HONDA for diagnosis and repair and was informed by dealer S.A. Adrian that the light switch on the stalk column had melted, and the cost of repair is \$533 which includes parts and labor. Customer states that she did not authorized repair because she feels this is not fair and the price too steep. The vehicle is at the dealer. Customer is requested goodwill assistance with repair. ACS informed the customer that the vehicle is out of warranty and ACS could not guarantee that assistance would be provided, however ACS will dispatch to a RCM for review.

Dispatching case

*** CASE MODIFY 9/28/2004 8:31:34 AM, cmartine

into WIP default and Status of Solving.

*** CASE DISPATCH 9/28/2004 8:31:41 AM, cmartine

from WIP default to Queue Team D.

*** CASE YANKED 9/28/2004 10:04:59 AM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 9/28/2004 1:18:05 PM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012004-09-2800295-1 CREATE 9/28/2004 1:18:21 PM, jmccaugh

Created in WIP Default with Due Date 9/28/2004 1:18:21 PM.

*** NOTES 9/28/2004 1:20:38 PM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER: Vladimer Kovbasyu

This customer contacted our office regarding the following issue(s):Light switch melted. What is your diagnosis? What light switch melted? Please call me ASAP to discuss this repair. Thank you for your time.

1 (800) 999-1009 ext. 118124

Thank you for your attention to this matter.

Jeff McCaughan

Automobile Customer Service

*** COMMIT 9/28/2004 1:20:42 PM, jmccaugh, Action Type : N/A

Call the service mgr to discuss the repair.

*** CASE MODIFY 9/29/2004 7:29:51 AM, jmccaugh

into WIP District 5A and Status of Solving.

Case History

Case ID : N012004-09-2800295

Case Title : (PLAZA HONDA) 5A - [REDACTED] LIGHT SWITCH MELTED

*** NOTES 9/29/2004 7:35:29 AM, jmccaugh, Action Type : Call to Dealer

Called the service mgr. Vladimer. He stated the vehicle does not have after market components. The diagnosis shows that the wire harness for the headlights is burnt. I asked if the vehicle appears to have been involved in an accident? He stated he does not know. He has no service history on this vehicle for the last 32k miles. I stated I would call the customer, and find out if she was in an accident. Vladimer stated he would run a CarFax. I stated that if there has not been an accident I would offer some form of GW assistance. He stated he needs the vehicle to come back for a closer inspection. I stated I would call the customer at this time. He stated he would keep me updated. I thanked.

*** CASE FULFILL 9/29/2004 7:35:50 AM, jmccaugh

Fulfilled for [REDACTED] due 09/29/2004 12:00:00 AM.

*** COMMIT 9/29/2004 7:35:52 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 9/29/2004 7:54:11 AM, jmccaugh, Action Type : Call to Customer

Called the customer and informed her who I am, and that I have contacted the service mgr. Vladimer to discuss this repair. I apologized this repair is necessary on her vehicle. I explained the mfg warranty to the customer, and stated I am considering a one time GW assistance. She thanked. I asked where she has been doing her scheduled maint? She stated she used Plaza Honda until her job changed. She then used Millennium Honda for a few oil changes, because the dlr was closer to her work. She stated her family has purchased 4 Honda's from Plaza Honda in the past. I thanked her for being a loyal Honda customer, and requested she take the vehicle back to Plaza Honda for one more inspection. I asked if the vehicle has been involved in an accident? She stated no. She then informed me she has contacted Millennium Honda to get a quote for this repair. The dlr was about \$250.00 less. I asked if the service mgr knew exactly what parts need to be replaced? She stated the difference was that Plaza Honda was stating that the repair would take 4hrs, and Millennium Honda states that it would take 1.5 hrs. I stated I would need to look into this. She stated she will call Plaza at this time and set up an appt. I thanked her for calling AHM.

*** NOTES 9/29/2004 12:28:19 PM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM. She stated she has been contacted by the dlr, and offered to have this repair covered under a one time GW assistance. She thanked me for my GW assistance. She also requested that we cover the cost of the diagnosis. She stated that the service mgr. Vladimer stated this too could be covered, however, he has already submitted this to AHM so I need to authorize this to be covered. She requested I call her back. Again she thanked me for my assistance.

*** CASE MODIFY 9/29/2004 12:30:52 PM, jmccaugh

into WIP District 5A and Status of Solving.

*** NOTES 9/29/2004 1:31:29 PM, jmccaugh, Action Type : Call to Dealer

Called the service mgr. Vladimer. He was not available. I left a message with Donna, to have Vladimer call me back. She stated she would give him this message. I thanked.

*** NOTES 9/30/2004 9:52:08 AM, jmccaugh, Action Type : Call to Dealer

Called the service mgr. Vladimer and left a VM. I requested he call me back ASAP. I thanked.

*** NOTES 10/1/2004 9:07:59 AM, jmccaugh, Action Type : Call from Customer

Customer called and left a VM. She requested a call back.

*** NOTES 10/1/2004 9:08:55 AM, jmccaugh, Action Type : Call to Customer

Called the customer back at her day time phone #, as requested, and left a VM. I provided my name, phone #, and ext. I requested she call me back. I thanked.

*** CASE FULFILL 10/1/2004 9:09:10 AM, jmccaugh

Fulfilled for [REDACTED] due 09/30/2004 12:00:00 AM.

Case History

Case ID : N012004-09-2800295

Case Title : (PLAZA HONDA) 5A - [REDACTED] - LIGHT SWITCH MELTED

*** NOTES 10/1/2004 9:31:32 AM, jmccaugh, Action Type : Call to Customer

Called the customer back as requested. I apologized she has needed a repair on her Honda, and informed her that we do appreciate her as a valued Honda customer. She wanted to know if AHM would reimburse her for the diagnosis fee? I informed her that she is well out of the mfg warranty. I have authorized the repair under a one time GW assistance, however, the diagnosis fee is an expense she will need to be responsible for. She stated she understood. I asked her if there is anything else I could assist her with today? She stated no. I thanked her for calling AHM.

*** SUBCASE N012004-09-2800295-1 CLOSE 10/1/2004 9:31:47 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/1/2004 9:31:50 AM, jmccaugh

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

Case Details

Case ID : N012010-10-0601391	Division : Honda - Auto	Condition : Closed	Open Date : 10/6/2010 12:57:39 PM
Case Originator : John Starling (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/6/2010 1:03:52 PM
Case Owner : John Starling (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : John Starling (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - COMPLAINT/LOW BEAMS		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████43
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MORRISTOWN, VT ██████████
 E Mail : ██████████
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ 1843
 VIN Type / No. : US VIN / JHLRD77432C ██████████
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7742PW / A
 Miles / Hours : 100,000
 In Service Date : 01/24/2002
 Months In Use : 105
 Engine Number : K24A11035013
 Originating Dealer No. / Name : 208198 / D'ELLA HONDA OF GLENS FALLS
 Selling Dealer No. / Name : 207564 / TOWN & COUNTRY HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 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 / SIs District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-0601391-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-0601391-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2010 1:01:06 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 10/6/2010 1:03:51 PM
Issue Title : ██████████ - 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, 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 : N012010-10-0601391

Case Title : ██████████ - COMPLAINT/LOW BEAMS

*** CASE CREATE 10/6/2010 12:57:39 PM, jstarlin

Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2010 12:57:42 PM, jstarlin

WARRANTY CHECK 10/06/2010 12:57:42 PM jstarlin

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2010 12:57:44 PM, jstarlin

CLAIM HISTORY CHECK 10/06/2010 12:57:44 PM jstarlin

No data found for VIN.

*** CASE VSC LOOKUP 10/6/2010 12:57:48 PM, jstarlin

VSC CHECK 10/06/2010 12:57:47 PM jstarlin

The following VSC information was found

; ; ; ; ; ; ; ; ; ; 0;0;;0.0

*** CASE CUC LOOKUP 10/6/2010 12:57:48 PM, jstarlin

CUC CHECK 10/06/2010 12:57:48 PM jstarlin

The following CUC information was found

██████████ EXPIRED;100000;58641;70641;2005-09-07;2009-01-24;2002-01-24;2005-09-07;2005-09-07;207564;2005-09-28;59573;2005-09-30;2005-09-12

*** CASE CAMPAIGN LOOKUP 10/6/2010 12:57:56 PM, jstarlin

CAMPAIGN CHECK 10/06/2010 12:57:56 PM jstarlin

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/05/03; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** CASE CAMPAIGN LOOKUP 10/6/2010 12:58:35 PM, jstarlin

CAMPAIGN CHECK 10/06/2010 12:58:34 PM jstarlin

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/05/03; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;

*** SUBCASE N012010-10-0601391-1 CREATE 10/6/2010 1:01:06 PM, jstarlin

Created in WIP Default with Due Date 10/6/2010 1:01:06 PM.

*** NOTES 10/6/2010 1:03:37 PM, jstarlin, Action Type : Call from Customer

Updated Customer's Information

Best Contact Number: 8022795312

The customer states that his low beams went out last week. The customer called to see if there are any recalls on his vehicle. ACS advised customer there were no campaign/recalls/warranty extensions associated with this VIN that the vehicle is eligible for and due to the age and mileage of this vehicle; AHM would not be in a position to assist with any repair at this point in the vehicle's life at this time.

*** CASE MODIFY 10/6/2010 1:03:43 PM, jstarlin

into WIP default and Status of Solving.

Case History

Case ID : N012010-10-0601391

Case Title : ██████████ - COMPLAINT/LOW BEAMS

*** SUBCASE N012010-10-0601391-1 CLOSE 10/6/2010 1:03:51 PM, jstarlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/6/2010 1:03:52 PM, jstarlin

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

Case Details

Case ID : N012010-10-1102477	Division : Honda - Auto	Condition : Closed	Open Date : 10/11/2010 8:05:51 AM
Case Originator : Angel Tate (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/11/2010 8:30:26 AM
Case Owner : Angel Tate (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Angel Tate (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - LIGHT SWITCH CONCERN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 803
 VIN Type / No. : US VIN / JHLRD68462C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD6842PW / A
 Miles / Hours : 149,838
 In Service Date : 08/04/2002
 Months In Use : 98
 Engine Number : K24A1119217
 Originating Dealer No. / Name : 207900 / WESELOH HONDA
 Selling Dealer No. / Name : 207900 / WESELOH HONDA
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-1102477-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-1102477-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angel Tate	Type 1 : Product	Status : Subcase Close	Open Date : 10/11/2010 8:29:52 AM
Issue Owner : Angel Tate	Type 2 : Operation	Queue :	Close Date : 10/11/2010 8:30:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : HID 712C
Campaign Code / Desc : /
Temperament Code : Please Specify
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 : N012010-10-1102477

Case Title : [REDACTED] LIGHT SWITCH CONCERN

*** CASE CREATE 10/11/2010 8:05:51 AM, atate

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

*** CASE EXTENDED WARRANTY LOOKUP 10/11/2010 8:05:58 AM, atate

WARRANTY CHECK 10/11/2010 08:05:58 AM atate

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/11/2010 8:06:05 AM, atate

CLAIM CHECK 10/11/2010 08:06:05 AM atate

The following Claim History information was found

0; 2008-12-06; 207900; 413171; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012 07> CR-V CHANGED TO 0.4 PER TIME STUDY. 05-ON ODYS

*** CASE CAMPAIGN LOOKUP 10/11/2010 8:06:11 AM, atate

CAMPAIGN CHECK 10/11/2010 08:06:10 AM atate

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/17/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/17/03; FX;

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

06-08

*** CASE VSC LOOKUP 10/11/2010 8:06:13 AM, atate

VSC-CUC CHECK 10/11/2010 08:06:13 AM atate

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/11/2010 8:07:22 AM, atate

CAMPAIGN CHECK 10/11/2010 08:07:21 AM atate

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/17/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/17/03; FX;

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

06-08

*** CASE CAMPAIGN LOOKUP 10/11/2010 8:07:56 AM, atate

CAMPAIGN CHECK 10/11/2010 08:07:55 AM atate

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/17/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/17/03; FX;

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

06-08

*** NOTES 10/11/2010 8:26:40 AM, atate, Action Type : Call from Customer

Updated customer contact information.

Best contact # [REDACTED]

Customer calling for reimbursement assistance on her repair. Customer states she noticed that her lights (low beams) stopped working about 2 weeks ago. Customer states that she took in IRF for further inspection. Customer states the IRF advised the low beam bulb shorted and it burned the wiring into the switch and

Case History

Case ID : N012010-10-1102477

Case Title : [REDACTED] LIGHT SWITCH CONCERN

needed to be repaired. Customer states that the repair cost was \$ 143.27. Customer called to check if there was recall. Customer spoke with a recall department and was informed that there was no recall at this time. Customer called AHM seeking reimbursement because she read online that other Honda vehicles was having the same issues with there low beams.

ACS advised the customer that she is outside of her warranty parameters for further review. ACS also advised that we cannot provide any assistance. ACS apologized to the customer.

Customer understood the information given and had no further questions or concerns. Call ended.

*** SUBCASE N012010-10-1102477-1 CREATE 10/11/2010 8:29:52 AM, atate

Created in WIP Default with Due Date 10/11/2010 8:29:52 AM.

*** CASE MODIFY 10/11/2010 8:30:18 AM, atate

into WIP default and Status of Solving.

*** SUBCASE N012010-10-1102477-1 CLOSE 10/11/2010 8:30:25 AM, atate

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/11/2010 8:30:26 AM, atate

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

Case Details

Case ID : N012011-04-1400338 Division : Honda - Auto Condition : Closed Open Date : 4/14/2011 9:09:46 AM
 Case Originator : Kangsan Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/14/2011 9:14:41 AM
 Case Owner : Kangsan Kim (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Kangsan Kim (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - LOW BEAM HEADLIGHT COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 170
 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 : BASKING RIDGE, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 170
 VIN Type / No. : US VIN / JHLRD78852C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 166,000
 In Service Date : 02/06/2002
 Months In Use : 110
 Engine Number : K24A11038311
 Originating Dealer No. / Name : 207565 / MADISON HONDA
 Selling Dealer No. / Name : 207565 / MADISON HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N012011-04-1400338-1 [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-04-1400338-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 4/14/2011 9:14:28 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 4/14/2011 9:14:40 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-04-1400338

Case Title : [REDACTED] - LOW BEAM HEADLIGHT COMPLAINT

*** CASE CREATE 4/14/2011 9:09:46 AM, kkim

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

*** CASE MODIFY 4/14/2011 9:11:53 AM, kkim

into WIP default and Status of Solving.

*** NOTES 4/14/2011 9:13:48 AM, kkim, Action Type : Call from Customer

I updated her contact information.

The customer's best contact number is 908-526-6161 x1114.

The customer called ACS and stated that the both of her low-beam headlights have gone out for the second time in the last three years and asked if there are any known issues for the concern. The customer stated that she is taking the vehicle to a Honda dealership later tonight for the issue.

ACS stated that there are no recalls affecting the headlights for her vehicle, and advised the customer to allow the dealership to provide a resolution.

The customer understood and required no further assistance.

*** SUBCASE N012011-04-1400338-1 CREATE 4/14/2011 9:14:28 AM, kkim

Created in WIP Default with Due Date 4/14/2011 9:14:28 AM.

*** SUBCASE N012011-04-1400338-1 CLOSE 4/14/2011 9:14:40 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/14/2011 9:14:41 AM, kkim

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

Case Details

Case ID : N012010-03-0800461 Division : Honda - Auto Condition : Closed Open Date : 3/8/2010 8:20:00 AM
 Case Originator : Guillermo Delgado (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/8/2010 8:27:13 AM
 Case Owner : Guillermo Delgado (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Guillermo Delgado (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - HEAD LIGHT CONNECTOR BURNED/REFER TO DEALER 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 : ██████████ DR
 City / State / Zip : DEPEW, NY ██████████
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ 155
 VIN Type / No. : US VIN / JHLRD784X2C ██████████
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7842PW / A
 Miles / Hours : 147,000
 In Service Date : 02/07/2002
 Months In Use : 97
 Engine Number : K24A11040675
 Originating Dealer No. / Name : 207498 / SARATOGA HONDA
 Selling Dealer No. / Name : 207498 / SARATOGA HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206707 / RAY LAKS HONDA
 Phone No. : 716-826-4200
 Address : 100 ORCHARD PARK ROAD
 City / State / Zip : WEST SENECA, NY 14224
 Svc District / SIs District : 09A / A09
 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
N012010-03-0800461-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-03-0800461-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Guillermo Delgado	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2010 8:26:31 AM
Issue Owner : Guillermo Delgado	Type 2 : Operation	Queue :	Close Date : 3/8/2010 8:27:12 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc : Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer, 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 : N012010-03-0800461

Case Title : [REDACTED] - HEAD LIGHT CONNECTOR BURNED/REFER TO DEALER

*** CASE CREATE 3/8/2010 8:20:00 AM, gdelgado

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

*** CASE MODIFY 3/8/2010 8:20:05 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2010 8:20:14 AM, gdelgado

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/8/2010 8:20:21 AM, gdelgado

WARRANTY CHECK 03/08/2010 08:20:21 AM gdelgado

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/8/2010 8:20:24 AM, gdelgado

CLAIM HISTORY CHECK 03/08/2010 08:20:23 AM gdelgado

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/8/2010 8:20:39 AM, gdelgado

CAMPAIGN CHECK 03/08/2010 08:20:39 AM gdelgado

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/23/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/23/03; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE VSC LOOKUP 3/8/2010 8:20:41 AM, gdelgado

VSC-CUC CHECK 03/08/2010 08:20:41 AM gdelgado

No data found for VIN.

*** CASE MODIFY 3/8/2010 8:20:44 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2010 8:20:48 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2010 8:21:28 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2010 8:21:32 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2010 8:22:40 AM, gdelgado

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2010 8:22:45 AM, gdelgado

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/8/2010 8:23:02 AM, gdelgado

CAMPAIGN CHECK 03/08/2010 08:23:02 AM gdelgado

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/23/03; FX;

Case History

Case ID : N012010-03-0800461

Case Title : [REDACTED] - HEAD LIGHT CONNECTOR BURNED/REFER TO DEALER

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/23/03; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
06-

*** CASE MODIFY 3/8/2010 8:23:03 AM, gdelgado
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/8/2010 8:25:28 AM, gdelgado
CAMPAIGN CHECK 03/08/2010 08:25:28 AM gdelgado

The following Campaign information was found
03-044; P03; 03 CRV THROTTLE CABLE; 09/23/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/23/03; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
06-

*** NOTES 3/8/2010 8:26:00 AM, gdelgado, Action Type : Call from Customer

Contact information is verified. Customer called because both head lights are not operating. Customer removed the head lights and noticed both connectors were burned. He would like to know if there is any recalls for the issue. I apologized and told him no current recalls is located. I referred him to his local Honda dealership for diagnostics. Customer thanked me and needs no further assistance.

*** CASE MODIFY 3/8/2010 8:26:02 AM, gdelgado
into WIP default and Status of Solving.

*** SUBCASE N012010-03-0800461-1 CREATE 3/8/2010 8:26:31 AM, gdelgado
Created in WIP Default with Due Date 3/8/2010 8:26:31 AM.

*** CASE MODIFY 3/8/2010 8:27:08 AM, gdelgado
into WIP default and Status of Solving.

*** SUBCASE N012010-03-0800461-1 CLOSE 3/8/2010 8:27:12 AM, gdelgado
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/8/2010 8:27:13 AM, gdelgado
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-07-2900595 Division : Honda - Auto Condition : Closed Open Date : 7/29/2010 10:27:57 AM
 Case Originator : Ryan Watkins (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 7/29/2010 10:36:38 AM
 Case Owner : Ryan Watkins (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Ryan Watkins (Team MA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - 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 : ASHEBORO, NC ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 752
 VIN Type / No. : US VIN / JHLRD788920 ██████████
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 145,000
 In Service Date : 03/12/2002
 Months In Use : 100
 Engine Number : K24A11052550
 Originating Dealer No. / Name : 207925 / SANFORD HONDA
 Selling Dealer No. / Name : 207925 / SANFORD HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 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 : 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. :

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
N012010-07-2900595-1 ██████████ - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-07-2900595-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2010 10:35:57 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 7/29/2010 10:36:30 AM
Issue Title : ██████████ - 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 : N012010-07-2900595

Case Title : [REDACTED] HEADLIGHT SWITCH

*** CASE CREATE 7/29/2010 10:27:57 AM, rwatkins

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

*** CASE MODIFY 7/29/2010 10:28:47 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 7/29/2010 10:34:50 AM, rwatkins, Action Type : Call from Customer

ANA PIERCE verified contact info.

Customer states low beam headlight switch failed.

Customer purchased part from dlr March 15 2010

Customer's Boyfriend replaced the part.

Last night the headlight switch failed again last night.

Customer checked and determined that the switch failed again.

Customer is seeking to find out if there are any known issues related to the headlight switch.

ACS checked and advised customer that there are no known issues related to the VIN.

Customer thanked me and required no further assistance. Call end.

*** CASE MODIFY 7/29/2010 10:34:54 AM, rwatkins

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/29/2010 10:35:07 AM, rwatkins

WARRANTY CHECK 07/29/2010 10:35:07 AM rwatkins

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/29/2010 10:35:11 AM, rwatkins

CLAIM CHECK 07/29/2010 10:35:10 AM rwatkins

The following Claim History information was found

0; 2008-09-08; 207414; 146929; 510; 222005 ; SAFETY RECALL: CR-V A/T SHIFT CABLE AND IGNITION SWITCH

- APPLY GREASE TO SHIFT CABLE CONTROL PIN, SEAL S

*** CASE CAMPAIGN LOOKUP 7/29/2010 10:35:14 AM, rwatkins

CAMPAIGN CHECK 07/29/2010 10:35:14 AM rwatkins

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/09/08; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/09/08; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE VSC LOOKUP 7/29/2010 10:35:15 AM, rwatkins

VSC-CUC CHECK 07/29/2010 10:35:15 AM rwatkins

No data found for VIN.

*** SUBCASE N012010-07-2900595-1 CREATE 7/29/2010 10:35:57 AM, rwatkins

Created in WIP Default with Due Date 7/29/2010 10:35:57 AM.

Case History

Case ID : N012010-07-2900595

Case Title : [REDACTED] HEADLIGHT SWITCH

*** SUBCASE N012010-07-2900595-1 CLOSE 7/29/2010 10:36:30 AM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/29/2010 10:36:38 AM, rwatkins

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

Case Details

Case ID : N032007-11-0100042 Division : Honda - Auto Condition : Closed Open Date : 11/1/2007 6:38:19 AM
 Case Originator : Amanda Esquivel (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 11/2/2007 7:26:10 AM
 Case Owner : Pamela Bongco (Team SA) Method : Phone Queue : Days Open : 1
 Last Closed By : Pamela Bongco (Team SA) Point of Origin : Customer Wipbin :
 Case Title : 09H [REDACTED] - N012007-11-0200129 COMBINATION LIGHT SWI No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 193
 VIN Type / No. : US VIN / JHLRD78852C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 80,000
 In Service Date : 04/02/2002
 Months In Use : 67
 Engine Number : K24A11062223
 Originating Dealer No. / Name : 207227 / HONDA GALLERY
 Selling Dealer No. / Name : 207227 / HONDA GALLERY
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF
 Phone No. : 781-273-5000
 Address : 33 CAMBRIDGE STREET
 City / State / Zip : BURLINGTON, MA 01803
 Svc District / Sls District : 09G / C09
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-11-0100042-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032007-11-0100042-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Pamela Bongco	Type 1 : Product	Status : Subcase Close	Open Date : 11/2/2007 7:25:58 AM
Issue Owner : Pamela Bongco	Type 2 : Operation	Queue :	Close Date : 11/2/2007 7:26:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Forward to Call Ctr
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N032007-11-0100042

Case Title : 09H- [REDACTED] N012007-11-0200129 COMBINATION LIGHT SWITCH AS

*** CASE CREATE 11/1/2007 6:38:19 AM, aesquive

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

*** CASE EXTENDED WARRANTY LOOKUP 11/1/2007 6:38:23 AM, aesquive

WARRANTY CHECK 11/01/2007 06:38:23 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/1/2007 6:38:26 AM, aesquive

CLAIM HISTORY CHECK 11/01/2007 06:38:25 AM aesquive

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/1/2007 6:38:36 AM, aesquive

CAMPAIGN CHECK 11/01/2007 06:38:36 AM aesquive

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 02/23/04; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 02/23/04; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE VSC LOOKUP 11/1/2007 6:38:37 AM, aesquive

VSC-CUC CHECK 11/01/2007 06:38:37 AM aesquive

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/1/2007 6:45:52 AM, aesquive

CAMPAIGN CHECK 11/01/2007 06:45:52 AM aesquive

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 02/23/04; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 02/23/04; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE MODIFY 11/1/2007 6:56:20 AM, aesquive

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/1/2007 7:01:33 AM, aesquive

CAMPAIGN CHECK 11/01/2007 07:01:33 AM aesquive

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 02/23/04; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 02/23/04; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE CAMPAIGN LOOKUP 11/1/2007 7:20:20 AM, aesquive

CAMPAIGN CHECK 11/01/2007 07:20:20 AM aesquive

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 02/23/04; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 02/23/04; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

Case History

Case ID : N032007-11-0100042

Case Title : 09H- [REDACTED] N012007-11-0200129 COMBINATION LIGHT SWITCH AS

06-

*** NOTES 11/1/2007 7:24:34 AM, aesquive, Action Type : Call from Customer

The customer contacted AHM to verify if his vehicle was affected by the combination light switch recall. He informed me he is having the same symptoms and issues with his vehicles as this recall states, 04-015 such as the loss of his low beam lights. He researched the recalls at the NHTSA web site.

The customer feels his vehicle should be affected because it seems as though is the same design defect. The design defect is the reason he is seeking assistance. I advised him of the manufacturer's warranty on the head light switch which is 3yrs 36k. I also read the limited warranty Honda states in its warranty booklet.

He took his vehicle to Herb Chambers in Burlington and they advised him that his vehicle does not apply to any recall however they had seen similar cases for other vehicles with this switch. The repair will be \$500 and the customer does not feel this is an expense he should have to pay for. His vehicle is drive able however, he cannot feel safe driving his vehicle at night or any other time he would need his lights because of the safety issue. I apologized to the customer for the inconvenience this issue has created and offered to send his case to a case manager for further review. The customer was very thankful and appreciated the assistance. I did however inform the customer that a case manager will review his case but assistance cannot be guaranteed. Assistance is granted on a case by case basis. The customer understood and I informed him that his case manager would be in contact with him within 48 hours. I also provided the case number to him.

This is customer's third Honda vehicle and has owned 2 Honda Accords and now currently has a CR-V. He feels he is a loyal customer and is seeking assistance from AHM.

Verified customer's contact information.

*** CASE MODIFY 11/1/2007 7:24:39 AM, aesquive
into WIP default and Status of Solving.*** CASE MODIFY 11/1/2007 7:25:04 AM, aesquive
into WIP default and Status of Solving.*** NOTES 11/1/2007 7:25:43 AM, aesquive, Action Type : Call from Customer
Case created as N03 in error, case should have been N01.*** CASE MODIFY 11/1/2007 7:25:46 AM, aesquive
into WIP default and Status of Solving.*** CASE MODIFY 11/1/2007 9:08:14 AM, aesquive
into WIP default and Status of Solving.*** CASE MODIFY 11/1/2007 9:08:35 AM, aesquive
into WIP default and Status of Solving.

*** NOTES 11/1/2007 9:09:42 AM, aesquive, Action Type : Call from Customer

The customer does not have the name of the individuals he was working with, and the vehicle is at his residence at this time.

*** CASE MODIFY 11/1/2007 9:09:46 AM, aesquive
into WIP default and Status of Solving.*** CASE ASSIGN 11/1/2007 1:33:09 PM, aesquive
N032007-11-0100042 to Iroberts, WIP

*** CASE RULE ACTION 11/1/2007 1:33:10 PM, sa

Case History

Case ID : N032007-11-0100042

Case Title : 09H- [REDACTED] N012007-11-0200129 COMBINATION LIGHT SWITCH AS

Action Task Assignee of rule Assign Notification fired

*** NOTES 11/1/2007 4:43:11 PM, Iroberts, Action Type : Note-General

Customer is requesting assistance with the Combination light switch.

Case will be dispatched to the N03 to Honda Queue.

*** CASE MODIFY 11/1/2007 4:43:19 PM, Iroberts

into WIP default and Status of Solving.

*** NOTES 11/1/2007 4:43:37 PM, Iroberts, Action Type : Note-General

Case has been reviewed by L.Roberts

*** CASE MODIFY 11/1/2007 4:43:41 PM, Iroberts

into WIP default and Status of Solving.

*** CASE DISPATCH 11/1/2007 4:43:55 PM, Iroberts

from WIP default to Queue N03 to Honda.

*** NOTES 11/2/2007 7:23:50 AM, pbongco, Action Type : Call from Customer

On 11/02/07 ACS is closing this case replacing with N012007-11-0200129.

*** CASE YANKED 11/2/2007 7:23:52 AM, pbongco

Yanked by pbongco into WIPbin default.

*** CASE MODIFY 11/2/2007 7:24:05 AM, pbongco

into WIP default and Status of Solving.

*** SUBCASE N032007-11-0100042-1 CREATE 11/2/2007 7:25:58 AM, pbongco

Created in WIP Default with Due Date 11/2/2007 7:25:58 AM.

*** SUBCASE N032007-11-0100042-1 CLOSE 11/2/2007 7:26:08 AM, pbongco

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/2/2007 7:26:09 AM, pbongco

into WIP default and Status of Solving.

*** CASE CLOSE 11/2/2007 7:26:10 AM, pbongco

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

Case Details

Case ID : N012007-11-0200129	Division : Honda - Auto	Condition : Closed	Open Date : 11/2/2007 7:23:25 AM
Case Originator : Pamela Bongco (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/3/2007 7:49:36 AM
Case Owner : Kris Schroeder (Team HE)	Method : Phone	Queue :	Days Open : 31
Last Closed By : Kris Schroeder (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 9H-207753 [REDACTED] HEADLIGHT SWITCH		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 193
 VIN Type / No. : US VIN / JHLRD78852C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 83,000
 In Service Date : 04/02/2002
 Months In Use : 67
 Engine Number : K24A11062223
 Originating Dealer No. / Name : 207227 / HONDA GALLERY
 Selling Dealer No. / Name : 207227 / HONDA GALLERY
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF
 Phone No. : 781-273-5000
 Address : 33 CAMBRIDGE STREET
 City / State / Zip : BURLINGTON, MA 01803
 Svc District / Sls District : 09G / C09
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-11-0200129-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-11-0200129-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2007 6:14:17 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 12/3/2007 7:49:36 AM
Issue Title : XXXXXXXXXXXXXXXXXXXX - 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, Gdwill Cust Decline, 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 : N012007-11-0200129

Case Title : 9H-207753- [REDACTED] HEADLIGHT SWITCH

*** CASE CREATE 11/2/2007 7:23:25 AM, pbongco

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

*** NOTES 11/2/2007 7:23:26 AM, pbongco, Action Type :

*** NOTES 11/01/2007 07:24:34 aesquive Action Type: Call from Customer

The customer contacted AHM to verify if his vehicle was affected by the combination light switch recall. He informed me he is having the same symptoms and issues with his vehicles as this recall states, 04-015 such as the loss of his low beam lights. He researched the recalls at the NHTSA web site.

The customer feels his vehicle should be affected because it seems as though it is the same design defect. The design defect is the reason he is seeking assistance. I advised him of the manufacturer's warranty on the head light switch which is 3yrs 36k. I also read the limited warranty Honda states in its warranty booklet.

He took his vehicle to Herb Chambers in Burlington and they advised him that his vehicle does not apply to any recall however they had seen similar cases for other vehicles with this switch. The repair will be \$500 and the customer does not feel this is an expense he should have to pay for. His vehicle is drive able however, he cannot feel safe driving his vehicle at night or any other time he would need his lights because of the safety issue. I apologized to the customer for the inconvenience this issue has created and offered to send his case to a case manager for further review. The customer was very thankful and appreciated the assistance. I did however inform the customer that a case manager will review his case but assistance cannot be guaranteed. Assistance is granted on a case by case basis. The customer understood and I informed him that his case manager would be in contact with him within 48 hours. I also provided the case number to him.

This is customer's third Honda vehicle and has owned 2 Honda Accords and now currently has a CR-V. He feels he is a loyal customer and is seeking assistance from AHM.

Verified customer's contact information.

*** NOTES 11/01/2007 07:25:43 aesquive Action Type: Call from Customer
Case created as N03 in error, case should have been N01.

*** NOTES 11/01/2007 09:09:42 aesquive Action Type: Call from Customer

The customer does not have the name of the individuals he was working with, and the vehicle is at his residence at this time.

*** NOTES 11/01/2007 16:43:11 Iroberts Action Type: Note-General
Customer is requesting assistance with the Combination light switch.
Case will be dispatched to the N03 to Honda Queue.

*** NOTES 11/01/2007 16:43:37 Iroberts Action Type: Note-General
Case has been reviewed by L.Roberts

*** CASE MODIFY 11/2/2007 7:23:34 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2007 7:23:34 AM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2007 7:23:34 AM, pbongco
into WIP default and Status of Solving.

Case History

Case ID : N012007-11-0200129

Case Title : 9H-207753 [REDACTED] - HEADLIGHT SWITCH

*** CASE DISPATCH 11/2/2007 7:23:40 AM, pbongco
from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 11/3/2007 6:23:40 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 11/4/2007 6:23:40 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 11/5/2007 6:04:22 AM, kschröd
from Queue Honda Team H to WIP default.

*** CASE MODIFY 11/5/2007 6:12:49 AM, kschröd
into WIP default and Status of Solving.

*** SUBCASE N012007-11-0200129-1 CREATE 11/5/2007 6:14:17 AM, kschröd
Created in WIP Default with Due Date 11/5/2007 6:14:17 AM.

*** CASE MODIFY 11/5/2007 6:14:19 AM, kschröd
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/5/2007 6:14:30 AM, kschröd
CAMPAIGN CHECK 11/05/2007 06:14:30 AM kschröd
The following Campaign information was found
03-044; P03; 03 CRV THROTTLE CABLE; 02/23/04; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 02/23/04; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
06-

*** CASE VSC LOOKUP 11/5/2007 6:14:32 AM, kschröd
VSC-CUC CHECK 11/05/2007 06:14:32 AM kschröd
No data found for VIN.

*** CASE CLAIMS LOOKUP 11/5/2007 6:14:36 AM, kschröd
CLAIM HISTORY CHECK 11/05/2007 06:14:36 AM kschröd
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 11/5/2007 6:14:40 AM, kschröd
WARRANTY CHECK 11/05/2007 06:14:40 AM kschröd
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/5/2007 9:51:56 AM, kschröd
CAMPAIGN CHECK 11/05/2007 09:51:56 AM kschröd
The following Campaign information was found
03-044; P03; 03 CRV THROTTLE CABLE; 02/23/04; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 02/23/04; FX;
03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;
06-

*** CASE VSC LOOKUP 11/5/2007 9:51:57 AM, kschröd

Case History

Case ID : N012007-11-0200129

Case Title : 9H-207753- [REDACTED] HEADLIGHT SWITCH

VSC-CUC CHECK 11/05/2007 09:51:57 AM kschroed
No data found for VIN.

*** CASE CLAIMS LOOKUP 11/5/2007 9:51:59 AM, kschroed
CLAIM HISTORY CHECK 11/05/2007 09:51:59 AM kschroed
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 11/5/2007 9:52:03 AM, kschroed
WARRANTY CHECK 11/05/2007 09:52:03 AM kschroed
No data found for VIN.

*** CASE CLAIMS LOOKUP 11/5/2007 10:23:01 AM, kschroed
CLAIM HISTORY CHECK 11/05/2007 10:23:01 AM kschroed
No data found for VIN.

*** CASE VSC LOOKUP 11/5/2007 10:23:04 AM, kschroed
VSC-CUC CHECK 11/05/2007 10:23:04 AM kschroed
No data found for VIN.

*** NOTES 11/5/2007 12:01:11 PM, kschroed, Action Type : Field/DSM
Spoke with DPSM regarding customer. He stated that the customer could have just had the issue randomly. He stated that it was not because of the recall. He stated that he feels that the issue was not the fault of AHM and the customer should be responsible for the whole repair. He stated that unless i find something like great service history, he would not help the customer. i agreed. i thanked DPSM and ended call.

*** NOTES 11/5/2007 12:15:00 PM, jellis, Action Type : Call from Customer
The customer was calling to speak to his Case Manager Kris Schoeder. I gave the customer his Case Manager's extension 118092 and I instructed the customer to call (800) 999-1009 and to use option 1 and to then input his Case Manager's extension. The customer didn't require further assistance and the call ended.

I updated the customer's information.

*** NOTES 11/5/2007 1:05:16 PM, kschroed, Action Type : Call to Dealer
Left message for service advisor John Silva regarding issue.

*** CASE MODIFY 11/5/2007 1:10:32 PM, kschroed
into WIP default and Status of Solving.

*** CASE MODIFY 11/5/2007 1:10:41 PM, kschroed
into WIP default and Status of Solving.

*** CASE MODIFY 11/5/2007 1:20:13 PM, kschroed
into WIP default and Status of Solving.

*** NOTES 11/5/2007 2:25:19 PM, kschroed, Action Type : Call from Dealer
Spoke with service advisor John who stated that the customer was a normal service customer of the dealer. I advised that the vehicle was high in mileage. he stated that the customer did have an internal issue with the switch in which something had caused the switch to melt the harness. I advised that since the customer did service at the dealer, AHM would assist to lower the cost of the repair and cover the cost of the part. I advised that i would give the customer a call. I thanked dealer and ended call.

*** NOTES 11/5/2007 2:43:42 PM, kschroed, Action Type : Call to Customer

Case History

Case ID : N012007-11-0200129

Case Title : 9H-207753- [REDACTED] HEADLIGHT SWITCH

Left message for customer to give me a call back regarding issue.

*** CASE MODIFY 11/5/2007 2:43:47 PM, kschröd
into WIP default and Status of Solving.

*** COMMIT 11/5/2007 2:43:50 PM, kschröd, Action Type : N/A
speak with customer

*** CASE MODIFY 11/5/2007 2:44:01 PM, kschröd
into WIP default and Status of Solving.

*** NOTES 11/6/2007 1:10:15 PM, kschröd, Action Type : Call from Customer

Customer returned my call regarding issue. i advised that the customers concern was not the same as the Honda Civic had on it. I advised that the vehicles do use separate parts and that the concern could just be just a rare occurrence, but advised that the issue was not a known issue. I advised that the vehicle was without headlights, and because AHM wanted the vehicle to be safe, AHM was going to assist and take care of the cost of the failed part, and the customer would be responsible for the labor. Customer understood. I advised that i would give the customer a week to accept offer. he agreed. i thanked customer and ended call.

Verified customers information.

*** CASE MODIFY 11/6/2007 1:10:22 PM, kschröd
into WIP default and Status of Solving.

*** CASE FULFILL 11/6/2007 1:10:25 PM, kschröd
Fulfilled for RONALD VANCERKUIK due 11/07/2007 12:00:00 AM.

*** COMMIT 11/6/2007 1:10:27 PM, kschröd, Action Type : N/A
Accept offer

*** CASE MODIFY 11/6/2007 1:10:40 PM, kschröd
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 11/12/2007 10:23:55 AM, kschröd
CLAIM HISTORY CHECK 11/12/2007 10:23:55 AM kschröd
No data found for VIN.

*** NOTES 11/26/2007 9:26:29 AM, krivas, Action Type : Call from Customer
On 11/19/07 ACS received a 1-page letter with attachments from customer.

*** CASE RULE ACTION 11/30/2007 7:23:25 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 12/3/2007 7:46:13 AM, kschröd, Action Type : Letter/Fax

Customers letter stated that he did not want to accept the offer AHM was providing to the customer and he had fixed the issue himself for less money and he had done the work himself. Customer also filed a complaint with the NHTSA because he feels this is the same concern that happened in the Honda Civics.

*** CASE MODIFY 12/3/2007 7:46:35 AM, kschröd
into WIP 9H and Status of Solving.

*** NOTES 12/3/2007 7:48:52 AM, kschröd, Action Type : Call to Customer

Left message for customer stating that AHM was going to close the case since he had stated in the letter he did not want to accept AHM goodwill gesture and that he had the repair completed on his own. I apologized for the concern he had on his vehicle.

Case History

Case ID : N012007-11-0200129

Case Title : 9H-207753- [REDACTED] - HEADLIGHT SWITCH

*** CASE MODIFY 12/3/2007 7:49:31 AM, kschröd
into WIP 9H and Status of Solving.

*** SUBCASE N012007-11-0200129-1 CLOSE 12/3/2007 7:49:36 AM, kschröd
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2007 7:49:36 AM, kschröd
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-02-0501303 Division : Honda - Auto Condition : Closed Open Date : 2/5/2007 10:43:49 AM
 Case Originator : Philicia Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/20/2007 12:40:43
 Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 318
 Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4M (TAYLOR): [REDACTED] ELECTRICAL AND SEATBELT 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 : ATHENS, OH [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 67
 VIN Type / No. : US VIN / JHLRD78812C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 85,700
 In Service Date : 04/05/2002
 Months In Use : 58
 Engine Number : K24A11064425
 Originating Dealer No. / Name : 208014 / HONDA EAST
 Selling Dealer No. / Name : 208135 / TAYLOR HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208135 / TAYLOR HONDA
 Phone No. : 740-594-8555
 Address : 250 COLUMBUS RD.
 City / State / Zip : ATHENS, OH 45701
 Svc District / Sls District : 04K / F04
 Warranty Labor Rate / Date : \$86.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-02-0501303-1 / [REDACTED]	Subcase Close	Product	Operation	854	Seat belt, front
N012007-02-0501303-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012007-02-0501303-3 / [REDACTED]	Subcase Close	Product	Operation	710	Battery
N012007-02-0501303-4 / [REDACTED]	Subcase Close	Product	Operation	744	Power window swt

Issue Details

Issue ID : N012007-02-0501303-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 2/5/2007 11:53:36 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 3/26/2007 2:22:15 PM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 854 / Seat belt, front
 Condition Code Desc Other 854X
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern
 Component Category : 15 - Seat Belts
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : N012007-02-0501303-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2007 8:14:10 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 7/11/2007 8:14:35 AM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Medium
 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 : N012007-02-0501303-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2007 8:15:53 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 7/11/2007 8:16:17 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 710 / Battery
 Condition Code Desc 12V Battery 7101
 Campaign Code / Desc : /
 Temperament Code : Medium
 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 : N012007-02-0501303-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 7/11/2007 8:17:00 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 7/11/2007 8:17:28 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 744 / Power window swt
 Condition Code Desc Other 744X
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-02-0501303

Case Title : 4M [REDACTED] ELECTRICAL AND SEATBELT CONCERN

*** CASE CREATE 2/5/2007 10:43:49 AM, pwalker

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

*** CASE CAMPAIGN LOOKUP 2/5/2007 10:43:59 AM, pwalker

CAMPAIGN CHECK 02/05/2007 10:43:59 AM pwalker

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-30; FX

03-047; P04; 2002-03 CR-V SHIFT CABLE; 2003-09-30; FX

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX

06-009

*** CASE VSC LOOKUP 2/5/2007 10:44:01 AM, pwalker

VSC-CUC CHECK 02/05/2007 10:44:01 AM pwalker

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/5/2007 10:45:11 AM, pwalker

CLAIM CHECK 02/05/2007 10:45:11 AM pwalker

The following Claim History information was found

0; 2006-05-02; 208135; 734311; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012

*** CASE VSC LOOKUP 2/5/2007 10:45:12 AM, pwalker

VSC-CUC CHECK 02/05/2007 10:45:12 AM pwalker

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/5/2007 10:49:57 AM, pwalker

CLAIM CHECK 02/05/2007 10:49:57 AM pwalker

The following Claim History information was found

0; 2006-05-02; 208135; 734311; 510; 855185 ; FRONT SHOULDER BELT BUCKLE, LEFT - REPLACE. S/B#

92-012

*** NOTES 2/5/2007 11:04:34 AM, pwalker, Action Type : Call from Customer

The customer called stating that she has an electrical problem that the service department has not been able to resolve. She states that she has a problem with the windows rolling down by themselves, the battery drains easy with the radio on, and also the headlights have gone out, which she believes may be a bulb.

She states that the dome light will stay on by itself, and her Husband recently took the vehicle to the dealership in January, and the dealership was not able to resolve the concerns. The customer also states that the seatbelt on the drives side does not retract back. She states that she took this concern to the dealership as well and they advised her that the seatbelt has to completely fail before they replace it. She state that she would like AHM to address the concerns. I advised the customer that the case will be forwarded to a case manger for further review.

*** CASE MODIFY 2/5/2007 11:04:50 AM, pwalker

into WIP default and Status of Solving.

*** CASE MODIFY 2/5/2007 11:04:56 AM, pwalker

into WIP default and Status of Solving.

*** CASE DISPATCH 2/5/2007 11:05:13 AM, pwalker

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 2/5/2007 11:49:51 AM, codulio

Case History

Case ID : N012007-02-0501303

Case Title : 4M [REDACTED] - ELECTRICAL AND SEATBELT CONCERN

N012007-02-0501303 to codulio, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 2/5/2007 11:49:53 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-02-0501303-1 CREATE 2/5/2007 11:53:36 AM, codulio

Created in WIP Default with Due Date 2/5/2007 11:53:36 AM.

*** CASE MODIFY 2/5/2007 11:54:21 AM, codulio

into WIP Default and Status of Solving.

*** NOTES 2/5/2007 12:00:13 PM, codulio, Action Type : Call to Customer

I spoke with the customer and introduced myself as the CM that will be working with her on getting her issues resolved. I asked if the problem is intermittent?

The customer said the problem started 6 months after taking delivery. I asked if she ever kept the vehicle overnight for the dlr. to duplicate a problem?

Customer said she is not sure but don't think so. I said I will be in touch with the SM to find out current diagnoses and history on the concerns.

I said I will call as soon as I hear from the SM. I provided the case and contact#.

*** NOTES 2/5/2007 12:11:43 PM, codulio, Action Type : Call to Dealer

1/30/07 at 85,406 miles customer states the vehicle tries to take off on its own, the window operates on its own, the door locks operate on its own.

I asked if they have any aftermarket product in the vehicle? Mark Seckman (Svc. Director) was not able to tell me? I asked if there were a seat belt

not retracting problem on this visit? Mark said none. The dealer diagnosed the battery and it tested bad so dlr. replaced battery. The dealer advised

the customer to come back if problem reoccured. This is the first visit for this problem.

on 10/11/06 at 80,552 miles they came into the dlr. for a center console is broken & oil change. The dealer replaced the oil & tried to replace the missing end of the part but customer declined repair b/c not covered under warranty. No problems with electrical or seat belt not retracting problem.

on 5/31/06 at 72,306 miles customer states driverside seatbelt will not buckle and removed & replaced driverside seat belt buckle.

*** NOTES 2/5/2007 1:08:20 PM, codulio, Action Type : Call to Customer

I left message letting the customer know I spoke with the Svc. Director Mark Seckman and he informed AHM the last time at the dlr. was on 1/30/07

so she will need to return to the dlr. again for a current diagnoses since the dlr. instructed to come back if any problems reoccurs & she also needs to address

a seat belt problem too b/c the dealer did not have any current diagnoses on this problem. I provided the case#.

*** COMMIT 2/5/2007 1:09:22 PM, codulio, Action Type : N/A

Made to [REDACTED] due 02/08/2007 01:09:27 PM.

TAYLOR: verify if the SM responded to the iN Follow-Up

*** NOTES 2/5/2007 1:16:09 PM, codulio, Action Type : Dealer Communication

ATTN: SERVICE DIRECTOR & MANAGER

RESOLUTION DUE DATE : 2/8/2007 1

Dear: Mark Seckman & David Clark,

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

The customer called stating that she has an electrical problem that the service department has not been able to resolve. She states that she has a problem with the windows rolling down by themselves, the battery drains easy with the radio on, and also the headlights have gone out, which she believes may be a bulb.

She states that the dome light will stay on by itself, and her Husband recently took the vehicle to the dealership in January, and the dealership was not able

to resolve the concerns. The customer also states that the seatbelt on the drives side does not retract back. She states that she took this concern to the dealership

Case History

Case ID : N012007-02-0501303

Case Title : 4M (TAYLOR): [REDACTED] ELECTRICAL AND SEATBELT CONCERN

as well and they advised her that the seatbelt has to completely fail before they replace it.

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:

Hello Mark, how are you? This is the customer we discussed. I wanted to ask if you or David can call the customer to set an apt. to have them come into the dlr. again for this problems? They are responsible to pay for their diagnostic fees. Let me know what you arranged? Customer is waiting for a follow up.

Please call or transmit a DCS response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118197

*** NOTES 2/20/2007 2:27:42 PM, codulio, Action Type : Call to Dealer

I spoke with 2/6/07 at 85, 924 miles vehicle had oil change both dim lights went out so dlr. replaced 2 dim lights. Customer states the overdrive comes on by itself, the door locks activate 6 times in the past week. Dealer diagnosed and was not able to duplicate customer's concerns. The customer still did not address a seat belt concerns.

David offered to look over any further concerns is taking place.

*** NOTES 2/20/2007 2:28:16 PM, codulio, Action Type : Call to Customer

I tried to call the customer 2 times but phone line was busy

*** CASE FULFILL 2/20/2007 2:28:22 PM, codulio

Fulfilled for [REDACTED] due 02/08/2007 01:09:27 PM.

*** COMMIT 2/20/2007 2:28:28 PM, codulio, Action Type : N/A

TAYLOR: f/up w/ cust a 3rd time

*** CASE RULE ACTION 3/5/2007 10:43:49 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/8/2007 8:45:57 AM, codulio, Action Type : Call to Customer

I left 2 messages b/c the answering machine cut me off so I had to call back and I let the customer know I tried to call her 2 times back on 2/20/07 but the phone line was busy so I was not able to leave a message. I let the customer know I spoke with Dave Clark (SM) at Taylor Honda and he confirmed they were not able to duplicate any electrical problem and they did not have any seat belt concerns documented in their data.

I asked if to call to see if she has any further issues to address and if yes, if she has gone into the Honda dealer? I asked for a daytime# to easily reach. I provided my hours of work 6am to 2:30pm PST and lunch is between 11am to 12pm. I provided the case#.

*** CASE FULFILL 3/8/2007 8:46:10 AM, codulio

Fulfilled for [REDACTED] due 02/21/2007 07:00:00 AM.

*** COMMIT 3/8/2007 8:46:19 AM, codulio, Action Type : N/A

TAYLOR: verify if cust. called

Case History

Case ID : N012007-02-0501303

Case Title : 4M (TAYLOR): [REDACTED] ELECTRICAL AND SEATBELT CONCERN

*** CASE FULFILL 3/21/2007 10:42:10 AM, codulio

Fulfilled for [REDACTED] due 03/09/2007 07:00:00 AM.

*** NOTES 3/21/2007 10:45:45 AM, codulio, Action Type : Call to Customer

I left urgent messages on both #'s asking a call back to discuss the feed back I rec'd from the dealer and see if their issues has been addressed? I provided the case#.

*** COMMIT 3/21/2007 10:46:14 AM, codulio, Action Type : N/A

TAYLOR: verify if cust. called, if no close case

*** CASE FULFILL 3/26/2007 2:21:08 PM, codulio

Fulfilled for [REDACTED] due 03/26/2007 07:00:00 AM.

*** NOTES 3/26/2007 2:21:57 PM, codulio, Action Type : Note-Resolution

I have rec'd a return call or a recontact from the customer to address their concerns. Closing case at this time.

*** SUBCASE N012007-02-0501303-1 CLOSE 3/26/2007 2:22:15 PM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/26/2007 2:22:18 PM, codulio

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

*** CASE REOPEN 6/25/2007 11:57:52 AM, mstaplet

with Condition of Open and Status of Solving.

*** NOTES 6/25/2007 12:00:56 PM, mstaplet, Action Type : Call from Customer

Customer called and updated the information. The customer said the issue with the electrical problem has not been resolved and would like assistance with the issue from Honda. I informed the customer that I would update the information and forward to a case manager for review.

*** CASE DISPATCH 6/25/2007 12:01:30 PM, mstaplet

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 6/26/2007 6:12:55 AM, codulio

N012007-02-0501303 to codulio, WIP

*** CASE RULE ACTION 6/26/2007 6:12:57 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/26/2007 10:22:34 AM, codulio, Action Type : Call to Customer

I left message asking the customer to call me back to discuss her case. I provided the case#.

*** NOTES 6/26/2007 10:24:47 AM, codulio, Action Type : Call to Dealer

I spoke with Jamie who took message for the SM David Clark to call me on this customer. I provided the case# and the last 8 digit of the vin#.

*** COMMIT 6/26/2007 10:25:12 AM, codulio, Action Type : N/A

Made to [REDACTED] due 06/29/2007 10:25:15 AM.

TAYLOR: verify if the SM responded to the iN Follow-Up

*** NOTES 6/26/2007 10:26:41 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 6/29/2007

Dear: David Clark,

Case History

Case ID : N012007-02-0501303

Case Title : 4M (TAYLOR); [REDACTED] ELECTRICAL AND SEATBELT CONCERN

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

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:

Hello David, how are you? This is the customer I left you a message on to call me and discuss current diagnoses. The customer is waiting for a follow up.

Please call or transmit a DCS response to the Customer Service Office by the due date.

Thank you for your prompt attention to this matter.

Caroline Odulio
Automobile Customer Service
800 999-1009 x118197

*** CASE MODIFY COMMITMENT 6/26/2007 10:27:05 AM, codulio
with [REDACTED] due 06/29/2007 06:25:15 AM.

*** CASE FULFILL 7/5/2007 9:06:50 AM, codulio
Fulfilled for [REDACTED] due 06/29/2007 06:25:15 AM.

*** NOTES 7/5/2007 9:27:19 AM, codulio, Action Type : Call to Dealer
I spoke with SM David Clark and asked if he had

David confirmed vehicle came into the dealer on 2/6/07 at 85,924 miles customer vehicle goes into over drive by itself, the door lock activated 6 times in the past week, oil change, and the low beam headlights had gone out. Dealer serviced oil change. The dealer was unable to duplicate customer's concerns on this visit.

-on 1/30/07 at 85,406 miles customer states the vehicle tries to take off on it's own, the windows operate on their own, the door locks operate on their own, and when the radio is on the vehicle makes a noise and then stalls. Dealer was not able to duplicate problem.

-on 5/2/06 at 72,306 miles customer states driverside seatbelt does not latch. I asked for diagnoses? David said he did not see any diagnoses or resolution b/c they changed systems. David said he can pull the original copy and call me back.

- on 5/31/06 at 72,306 miles customer states driverside seatbelt won't buckle. I asked for diagnoses? No diagnose documented b/c changed computer systems. I told David the mileage is the same as of 5/2/06? David said he will need to pull original copy.

I went over the notes in this case. I told David the customer recontacted on 6/25/07 still saying they have an electrical problem. David said the customer has not been into the dealer since 2/6/07. I asked David if he can call the customer to address the concerns and see if we need them back in? I told David the customer is responsible for diagnoses and if repairs are needed then we will review to see what goodwill could be considered? I told David I may suggest they test drive with the customer or having the vehicle overnight to see if the problem can be duplicated? I told David I will have the customer call him to set an arrangement. I told David it seems like the problem is intermitten this is why it is not being fixed and it is not that they can not fix the problem, they can not see the problem happening?

David agreed and he will be happy to help set any arrangements with the customer.

*** NOTES 7/5/2007 9:40:28 AM, codulio, Action Type : Call to Customer

Case History

Case ID : N012007-02-0501303

Case Title : 4M (TAYLOR): [REDACTED] ELECTRICAL AND SEATBELT CONCERN

I left urgent message letting the customer know I spoke with the SM David Clark who says the last time they saw the vehicle was on 2/07. I let the customer now the dlr. has not been able to duplicate her problem so I suggested she may want to test drive with someone at the dlr. to show them the problem? I asked the customer to call me and let me know when her apt. is set up so I can follow up with the dlr. to make sure they are doing everything they can to find her problem. I did let the customer know she will be responsible to pay for diagnostic fees. I provided the case#.

*** COMMIT 7/5/2007 9:41:43 AM, codulio, Action Type : N/A

TAYLOR: verify if cust. called, if no mail call me ltr

*** NOTES 7/11/2007 8:11:48 AM, codulio, Action Type : Letter/Fax

I sent the customer a letter asking her to make an appointment with the dealer.

July 11, 2007

[REDACTED]

Athens, OH [REDACTED]

Dear Ms. [REDACTED]

Thank you for your contact to our office concerning your 2002 Honda CR-V.

We have been in contact with the dealer, Taylor Honda, concerning your vehicle. The dealer has advised our office they have not had an opportunity to inspect your vehicle since February 6. We know persons have hectic schedules and it is not always convenient to make appointments to service your vehicle, however we would need you to make an appointment to have the dealer address the issues you have mentioned. Once the dealer has had an opportunity to inspect your vehicle we will be in a better position to know what if any assistance our office might be able to offer.

Once you make an appointment, you may want to show the service advisor the issues you have with your vehicle, because the dealer has informed our office they have been unable to duplicate the issues you have with your vehicle.

We apologize for the inconvenience of this situation and thank you for the opportunity to respond. If you have any additional questions, please feel free to contact our office at 800-999-1009 extension 118197.

Sincerely,

American Honda Motor Co., Inc.

Caroline Odulio
Regional Case Manager

Case #: N012007-02-0501303

*** SUBCASE N012007-02-0501303-2 CREATE 7/11/2007 8:14:10 AM, codulio

Created in WIP Default with Due Date 7/11/2007 8:14:10 AM.

*** SUBCASE N012007-02-0501303-2 CLOSE 7/11/2007 8:14:35 AM, codulio

Case History

Case ID : N012007-02-0501303

Case Title : 4M (TAYLOR): [REDACTED] - ELECTRICAL AND SEATBELT CONCERN

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012007-02-0501303-3 CREATE 7/11/2007 8:15:53 AM, codulio

Created in WIP Default with Due Date 7/11/2007 8:15:53 AM.

*** SUBCASE N012007-02-0501303-3 CLOSE 7/11/2007 8:16:17 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012007-02-0501303-4 CREATE 7/11/2007 8:17:00 AM, codulio

Created in WIP Default with Due Date 7/11/2007 8:17:00 AM.

*** SUBCASE N012007-02-0501303-4 CLOSE 7/11/2007 8:17:28 AM, codulio

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/11/2007 8:17:34 AM, codulio

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

*** CASE REOPEN 12/20/2007 12:38:50 PM, sperez

with Condition of Open and Status of Solving.

*** NOTES 12/20/2007 12:40:27 PM, sperez, Action Type : Call from Customer

Customer called to tell us here at AHM that she will be getting rid of her 2002 CR-V and her relationship with Honda is now ending. I apologized to the customer for any inconveniences that she had with the vehicle and I let her know that it was ashame that she would not be returning to us for the purchase of her next vehicle. I asked customer if there was anything that I can further assist her with. She states that there was not, thanked me, and ended the call.

*** CASE CLOSE 12/20/2007 12:40:43 PM, sperez

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

Case Details

Case ID : N012009-12-1701235 Division : Honda - Auto Condition : Closed Open Date : 12/17/2009 2:17:27 PM
 Case Originator : Bridgette Samonte (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/17/2009 2:24:35 PM
 Case Owner : Bridgette Samonte (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - LOW BEAM HEADLIGHTS ARE OUT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 5650
 VIN Type / No. : US VIN / JHLRD78852C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 87,000
 In Service Date : 05/01/2002
 Months In Use : 91
 Engine Number : K24A11074178
 Originating Dealer No. / Name : / FRONT RANGE HONDA
 Selling Dealer No. / Name : / FRONT RANGE HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-1701235-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-12-1701235-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 12/17/2009 2:24:08 PM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 12/17/2009 2:24:31 PM
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 : Documented Concern, Referred to Website
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-12-1701235

Case Title : [REDACTED] LOW BEAM HEADLIGHTS ARE OUT

*** CASE CREATE 12/17/2009 2:17:27 PM, bsamonte

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

*** CASE MODIFY 12/17/2009 2:17:37 PM, bsamonte

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/17/2009 2:17:40 PM, bsamonte

WARRANTY CHECK 12/17/2009 02:17:40 PM bsamonte

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/17/2009 2:17:45 PM, bsamonte

CLAIM CHECK 12/17/2009 02:17:45 PM bsamonte

The following Claim History information was found

0; 2007-02-01; 900020; 002032; 510; 723098 ; CUSTOMER REIMBURSEMENT (REPLACES 000009). S/B# 00-098

S/B# 03-029 S/B# 03-089 S/B# 04-015 S/B#

*** CASE CAMPAIGN LOOKUP 12/17/2009 2:17:50 PM, bsamonte

CAMPAIGN CHECK 12/17/2009 02:17:50 PM bsamonte

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 11/14/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 11/14/03; FX;

03-053; P14; 2002 CR-V INTERLOCK RECALL; ; JX;

06-

*** CASE VSC LOOKUP 12/17/2009 2:17:51 PM, bsamonte

VSC-CUC CHECK 12/17/2009 02:17:51 PM bsamonte

No data found for VIN.

*** NOTES 12/17/2009 2:23:43 PM, bsamonte. Action Type : Call from Customer

Contact Info Verified

Customer says on 12/13, the low beam head light burned out. Customer took the vehicle to an IRF and was told the wiring is too small for amp, which caused it to burn out. IRF says it seems to be a known issue on the internet. ACS also referred to owners.honda.com. This may pose a concern, as it could start a fire. Customer would like to know if there is a recall. ACS advised there was no recalls listed. Customer understands and has no further questions.

*** SUBCASE N012009-12-1701235-1 CREATE 12/17/2009 2:24:08 PM, bsamonte

Created in WIP Default with Due Date 12/17/2009 2:24:08 PM.

*** SUBCASE N012009-12-1701235-1 CLOSE 12/17/2009 2:24:31 PM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/17/2009 2:24:35 PM, bsamonte

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

Case Details

Case ID : N012011-05-1603449	Division : Honda - Auto	Condition : Closed	Open Date : 5/16/2011 11:00:08 AM
Case Originator : Chanise Gordon (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/16/2011 11:11:13 AM
Case Owner : Chanise Gordon (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Chanise Gordon (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - LOW BEAM HEADLIGHTS OUT (DENIED No. of Attachments : 0			

Site / Contact Info :

Site Name : [REDACTED] 645
 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 : DERBY, KS [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 645
 VIN Type / No. : US VIN / JHLRD77462C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7742PW / A
 Miles / Hours : 120,000
 In Service Date : 07/27/2002
 Months In Use : 106
 Engine Number : K24A11101924
 Originating Dealer No. / Name : 206607 / SCHOLFIELD HONDA
 Selling Dealer No. / Name : 206607 / SCHOLFIELD HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 5MT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / 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
N012011-05-1603449-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-05-1603449-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chanise Gordon	Type 1 : Product	Status : Subcase Close	Open Date : 5/16/2011 11:10:34 AM
Issue Owner : Chanise Gordon	Type 2 : Operation	Queue :	Close Date : 5/16/2011 11:11:13 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 : 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 : N012011-05-1603449

Case Title : [REDACTED] LOW BEAM HEADLIGHTS OUT (DENIED)

*** CASE CREATE 5/16/2011 11:00:08 AM, cgordon

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

*** CASE MODIFY 5/16/2011 11:06:11 AM, cgordon

into WIP default and Status of Solving.

*** NOTES 5/16/2011 11:10:02 AM, cgordon, Action Type : Call from Customer

Updated Customer's information.

Best contact number: 316-708-0341

The customer called in regards to both of her low beam headlights are out. She said that she has read on the website where there are many people affected by it. She called AHM to see if she should the low beam lights replaced or if Honda was going to repair them for her.

ACS informed the customer that her vehicle doesn't have an open recall for the low beam headlights. ACS also informed the customer at her vehicle's age and mileage she would be responsible for the cost of repair. The customer wanted to know who authorized the recalls, ACS informed the customer that Honda and NHTSA authorized the recalls. The customer requested the number to NHTSA to file a complaint.

The customer thanked ACS and needed no further assistance at this time.

*** SUBCASE N012011-05-1603449-1 CREATE 5/16/2011 11:10:34 AM, cgordon

Created in WIP Default with Due Date 5/16/2011 11:10:34 AM.

*** CASE MODIFY 5/16/2011 11:11:07 AM, cgordon

into WIP default and Status of Solving.

*** SUBCASE N012011-05-1603449-1 CLOSE 5/16/2011 11:11:13 AM, cgordon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/16/2011 11:11:13 AM, cgordon

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

Case Details

Case ID : N012011-01-0402134	Division : Honda - Auto	Condition : Closed	Open Date : 1/4/2011 4:07:49 PM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/13/2011 8:08:18 AM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 9
Last Closed By : Marlene Wells (Team SC)	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 : ROCHESTER, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 6 SP
 VIN Type / No. : US VIN / JHLRD78802C [REDACTED]
 Model / Year : CR-V / 2002
 Model ID / Product Line : RD7882JW / A
 Miles / Hours : 118,000
 In Service Date : 07/05/2002
 Months In Use : 102
 Engine Number : K24A11108184
 Originating Dealer No. / Name : 206707 / RAY LAKS HONDA
 Selling Dealer No. / Name : 206707 / RAY LAKS HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-0402134-1 / [REDACTED]	P Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-0402134-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 1/4/2011 4:19:33 PM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 1/4/2011 4:19:46 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-01-0402134

Case Title : [REDACTED] HEADLIGHT CONCERN

*** CASE CREATE 1/4/2011 4:07:49 PM, jnajee

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

*** CASE MODIFY 1/4/2011 4:08:21 PM, jnajee

into WIP default and Status of Solving.

*** NOTES 1/4/2011 4:18:51 PM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the low beam headlights will not work. Customer stated that the high beam headlights work. Customer advised that he cleaned the wire harness terminal connector, and the headlights worked for one day. Customer advised that he believes this could've caused a fire because its extremely melted. Customer stated that he believes that he shouldn't be responsible for the cost of repair.

ACS informed customer that AHM will not be able to assist him with the cost of repair due to the year and mileage of the vehicle. ACS informed customer that he can contact the dealership to see if the dealership will assist her with the cost of repair. Customer understood. No further assistance required.

*** SUBCASE N012011-01-0402134-1 CREATE 1/4/2011 4:19:33 PM, jnajee

Created in WIP Default with Due Date 1/4/2011 4:19:33 PM.

*** SUBCASE N012011-01-0402134-1 CLOSE 1/4/2011 4:19:46 PM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/4/2011 4:19:47 PM, jnajee

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

*** CASE REOPEN 1/13/2011 8:04:56 AM, mwells

with Condition of Open and Status of Solving.

*** NOTES 1/13/2011 8:08:10 AM, mwells, Action Type : Call from Customer

ACS spoke to Pawlukiewicz

ACS verified customer information

Situation: LOW HEADBEAM LIGHT COMPLAINT

Customer states the low beam headlights are not working. He has been to the dealer for the concern. He states he has a campaign number that applies to the problem

Customer states that he is upset that he has to pay 186.00 for a kit that is for the TSB that he has and that Honda has not acknowledge that this is a problem

Customer is seeking a voucher for the cost or anything

ACS advised that his complaint was understood and will be documented, However AHM will not be in the position of offering any assistance. Customer stated that he will post a complaint on the blog.

Case History

Case ID : N012011-01-0402134

Case Title : [REDACTED] HEADLIGHT CONCERN

Customer thanked ACS and had no further requests

*** CASE MODIFY 1/13/2011 8:08:16 AM, mwells
into WIP default and Status of Solving.

*** CASE CLOSE 1/13/2011 8:08:18 AM, mwells

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

Case Details

Case ID : N012010-02-2300825 Division : Honda - Auto Condition : Closed Open Date : 2/23/2010 11:10:40 AM
 Case Originator : Tyrone Cadle (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/23/2010 11:17:46 AM
 Case Owner : Tyrone Cadle (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Tyrone Cadle (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] LOW BEAM FAILURE DUE TO OVERHEATING CONNEC No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SANTA ROSA BEACH, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : CR-V / 2003
 Model ID / Product Line : /
 Miles / Hours : 122,000
 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 : 207228 / GARY SMITH HONDA
 Phone No. : 850-244-7151
 Address : 225 MIRACLE STRIP PKWY
 City / State / Zip : FORT WALTON BEA, FL 32548
 Svc District / SIs District : 07F / G07
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-02-2300825-1 [REDACTED]	PR Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-02-2300825-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tyrone Cadle	Type 1 : Product	Status : Subcase Close	Open Date : 2/23/2010 11:14:14 AM
Issue Owner : Tyrone Cadle	Type 2 : Operation	Queue :	Close Date : 2/23/2010 11:14:49 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-02-2300825

Case Title : [REDACTED] - LOW BEAM FAILURE DUE TO OVERHEATING CONNECTOR

*** CASE CREATE 2/23/2010 11:10:40 AM, tcadle

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

*** SUBCASE N012010-02-2300825-1 CREATE 2/23/2010 11:14:14 AM, tcadle

Created in WIP Default with Due Date 2/23/2010 11:14:14 AM.

*** SUBCASE N012010-02-2300825-1 CLOSE 2/23/2010 11:14:49 AM, tcadle

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/23/2010 11:17:42 AM, tcadle, Action Type : Call from Customer

Verified the customer's contact information, (850)883-3594.

Situation:

Low beam headlights failed due to overheating connector.

Request:

Document concerns & a request for assistance with the cost of the repair.

Probing Questions:

DEALER REFERRED

Customer states the low beam headlights do not work. Customer states she feels the connector is overheating. Customer states she read suggestions on the Internet and it was confirmed that there was corrosion. Customer states she contacted GARY SMITH HONDA and they recommended replacing the instrument wire harness. Customer states the dealer recommended that she call to document a complaint so that it may result in a possible recall. Customer states she feels it may be a safety issue and would like to know if AHM might pay for the cost of the repair.

Inbound Summary:

ACS apologized and advised there are no bulletins indicating that this is a known issue nor is there a campaign. I advised because the vehicle is well beyond the 3/36 warranty, AHM would be unable to assist. I advised that her concerns will be documented for management review. I offered to provide further assistance but the customer declined. Call concluded.

*** CASE CLOSE 2/23/2010 11:17:46 AM, tcadle

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

Case Details

Case ID : N012011-01-1301409	Division : Honda - Auto	Condition : Closed	Open Date : 1/13/2011 4:19:40 PM
Case Originator : David Mendoza (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/13/2011 4:25:47 PM
Case Owner : David Mendoza (Team HH)	Method : Phone	Queue :	Days Open : 0
Last Closed By : David Mendoza (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - HEADLIGHT COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 3306
 VIN Type / No. : US VIN / JHLRD78843C [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 83,000
 In Service Date : 10/18/2002
 Months In Use : 99
 Engine Number : K24A12001665
 Originating Dealer No. / Name : 207427 / METRO HONDA
 Selling Dealer No. / Name : 207427 / METRO HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-1301409-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-1301409-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 1/13/2011 4:23:49 PM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 1/13/2011 4:25:34 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 : Provided Information, Referred to Website
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-01-1301409

Case Title : [REDACTED] HEADLIGHT COMPLAINT

*** CASE CREATE 1/13/2011 4:19:40 PM, dmendoza

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

*** CASE MODIFY 1/13/2011 4:20:11 PM, dmendoza

into WIP default and Status of Solving.

*** NOTES 1/13/2011 4:22:47 PM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information

Best Contact # [REDACTED]

The customer states that his low-beam headlights have gone out. The customer states that he is calling to see if there are any recalls affecting his vehicle that are associated with the issue. ACS advised the customer that there are no headlight related recalls affecting his vehicle. ACS advised the customer that he can view his vehicle's recall status online at owners.honda.com. The customer needed no further assistance.

*** SUBCASE N012011-01-1301409-1 CREATE 1/13/2011 4:23:49 PM, dmendoza

Created in WIP Default with Due Date 1/13/2011 4:23:49 PM.

*** SUBCASE N012011-01-1301409-1 CLOSE 1/13/2011 4:25:34 PM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/13/2011 4:25:45 PM, dmendoza

into WIP default and Status of Solving.

*** CASE CLOSE 1/13/2011 4:25:47 PM, dmendoza

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

Case Details

Case ID : N012010-12-0201288	Division : Honda - Auto	Condition : Closed	Open Date : 12/2/2010 2:50:32 PM
Case Originator : Michelina Terzoli (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/5/2011 2:03:05 PM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 34
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 4H [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 : LAKEWOOD, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 1251
 VIN Type / No. : US VIN / JHLRD78873C [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 96,420
 In Service Date : 01/18/2003
 Months In Use : 95
 Engine Number : K24A12025878
 Originating Dealer No. / Name : 206760 / MOTORCARS HONDA
 Selling Dealer No. / Name : 207705 / RICK ROUSH HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208034 / GANLEY HONDA
 Phone No. : 440-777-9400
 Address : 25870 LORAIN ROAD
 City / State / Zip : NORTH OLMSTED, OH 44070
 Svc District / SIs District : 04H / C04
 Warranty Labor Rate / Date : \$112.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-0201288-1 [REDACTED]	PR Subcase Close	Product	Operation	712	Headlights
N012010-12-0201288-2 [REDACTED]	PR Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-0201288-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2010 2:59:03 PM
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 12/2/2010 2:59:41 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Wiring/Connec 7122
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, 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

Issue Details

Issue ID : N012010-12-0201288-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 1/4/2011 7:20:31 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 1/5/2011 2:03:04 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-12-0201288

Case Title : 4H [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 12/2/2010 2:50:32 PM, mterzoli

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

*** NOTES 12/2/2010 2:57:27 PM, mterzoli, Action Type : Call from Customer

ACS updated customer info

216-221-7925

Customer advised that the headlights on his vehicle were not working. Customer had the fuses changed in all the headlights still were not working. Customer advised that the DLR did further diagnosis and advised that the relay switch needed to be replaced. Customer advised that the DLR found a wire that was melted. Customer paid \$300 for the switch to be replaced. Customer is the original owner and owns another Honda. DLR advised the customer that this is a defect that was found in Civics but NOT CR-Vs. Customer feels that if this is a defect it should be covered by AHM.

ACS advised customer that recalls are VIN specific and do not apply to all/every vehicle. ACS apologized to customer for situation. ACS advised that at this time the vehicle is outside the standard warranty period. ACS advised that the vehicle is beyond the point that AHM would be in a position to offer assistance for this repair. ACS advised that his concerns have been documented and will remain on file. ACS advised that customer cases are reviewed and forwarded to the necessary departments. ACS advised should a Campaign be issued on the vehicle the customer will be notified directly.

*** CASE MODIFY 12/2/2010 2:57:36 PM, mterzoli

into WIP default and Status of Solving.

*** SUBCASE N012010-12-0201288-1 CREATE 12/2/2010 2:59:03 PM, mterzoli

Created in WIP Default with Due Date 12/2/2010 2:59:03 PM.

*** SUBCASE N012010-12-0201288-1 CLOSE 12/2/2010 2:59:41 PM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2010 2:59:41 PM, mterzoli

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

*** CASE REOPEN 1/3/2011 2:50:51 PM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 1/3/2011 2:51:46 PM, pbongco, Action Type : Letter/Fax

On 01/03/11 ACS received a 1-page letter from the customer regarding previous issue.

RO attached

*** CASE MODIFY 1/3/2011 2:52:13 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 1/3/2011 2:52:40 PM, pbongco

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 1/4/2011 6:07:27 AM, kogawa

from Queue Honda Team H to WIP Default.

*** NOTES 1/4/2011 6:47:46 AM, kogawa, Action Type : Note-General

At the address on file, only this VIN found, the 2003 CRV. At another address, same name had a 1994 Civic, possibly same person.

*** COMMIT 1/4/2011 7:16:37 AM, kogawa, Action Type : N/A

Case History

Case ID : N012010-12-0201288

Case Title : 4H [REDACTED] - HEADLIGHT CONCERN

Made to [REDACTED] due 01/04/2011 03:16:50 PM.
initial

*** SUBCASE N012010-12-0201288-2 CREATE 1/4/2011 7:20:31 AM, kogawa

Created in WIP Default with Due Date 1/4/2011 7:20:31 AM.

*** CASE MODIFY 1/4/2011 7:20:38 AM, kogawa
into WIP Default and Status of Solving.

*** NOTES 1/4/2011 12:47:45 PM, kogawa, Action Type : Call to Customer
Message left on voicemail for a call back to review correspondence.

*** CASE FULFILL 1/4/2011 12:50:25 PM, kogawa
Fulfilled for [REDACTED] due 01/04/2011 03:16:50 PM.

*** COMMIT 1/4/2011 12:50:28 PM, kogawa, Action Type : N/A
ccb?

*** NOTES 1/5/2011 1:59:33 PM, kogawa, Action Type : Call to Customer

Called the customer and I acknowledged his correspondence. I also acknowledged his contact to us last month. I acknowledged that he bases his request for assistance on the basis that the parts used were apparently the same or similar parts that are being used in the recall for the 2001 Civic. I informed him that there may very well be other variables that led to the recall for the Civic, but that this part number switch is in use across our model lines and spanning many a year. There must be unique variables to the Civic that do not apply to the CRV, and the age/mileage given, we would not be offering a subsidy. He was disappointed, but understood.

*** SUBCASE N012010-12-0201288-2 CLOSE 1/5/2011 2:03:04 PM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/5/2011 2:03:05 PM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-10-2600133	Division : Honda - Auto	Condition : Closed	Open Date : 10/26/2010 6:57:58 AM
Case Originator : Tara Limun (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/26/2010 8:51:38 AM
Case Owner : Darrell Harville (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Darrell Harville (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - 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 : DALLAS, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / JHLRD78883C ██████████
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 162,168
 In Service Date : 05/12/2003
 Months In Use : 89
 Engine Number : K24A12041596
 Originating Dealer No. / Name : 208208 / LUTE RILEY HONDA
 Selling Dealer No. / Name : 206635 / JOHN EAGLE HONDA OF DALLAS
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-2600133-1 / ██████████	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-2600133-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 10/26/2010 7:09:29 AM
Issue Owner : Darrell Harville	Type 2 : Operation	Queue :	Close Date : 10/26/2010 8:51:37 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Other 712X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, 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 : N012010-10-2600133

Case Title : [REDACTED] - HEADLIGHTS

*** CASE CREATE 10/26/2010 6:57:58 AM, tlimun

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

*** CASE EXTENDED WARRANTY LOOKUP 10/26/2010 6:59:42 AM, tlimun

WARRANTY CHECK 10/26/2010 06:59:42 AM tlimun

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/26/2010 6:59:46 AM, tlimun

CLAIM HISTORY CHECK 10/26/2010 06:59:46 AM tlimun

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/26/2010 7:00:01 AM, tlimun

CAMPAIGN CHECK 10/26/2010 07:00:01 AM tlimun

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 10/10/03; FX;

03-047; P04; 2002-03 CR-V SHIFT CABLE; 10/10/03; FX;

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-009; Q08

*** CASE VSC LOOKUP 10/26/2010 7:00:03 AM, tlimun

VSC-CUC CHECK 10/26/2010 07:00:02 AM tlimun

No data found for VIN.

*** NOTES 10/26/2010 7:08:59 AM, tlimun, Action Type : Call from Customer

ACS updated customer contact info and best contact number 2147639780.

The customer called ACS and advised that she installed the switch for her headlights. Customer stated the headlights are over heat. Customer stated she installed the switch at IRF. ACS advised customer to take her vehicle back in to IRF because the part was installed at IRF and not at Honda dlr. Customer is upset.

Customer would like to know the AHM mailing address. ACS provided customer AHM mailing address 1919 Torrance Blvd, Torrance CA 90501.

Customer would like to escalate the call to TL. ACS advised customer the TL will contact customer within 24 hours.

Customer hung up.

*** SUBCASE N012010-10-2600133-1 CREATE 10/26/2010 7:09:29 AM, tlimun

Created in WIP Default with Due Date 10/26/2010 7:09:29 AM.

*** CASE MODIFY 10/26/2010 7:09:36 AM, tlimun

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/26/2010 7:09:40 AM, tlimun

WARRANTY CHECK 10/26/2010 07:09:40 AM tlimun

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/26/2010 7:09:43 AM, tlimun

CLAIM HISTORY CHECK 10/26/2010 07:09:43 AM tlimun

No data found for VIN.

Case History

Case ID : N012010-10-2600133

Case Title : ██████████ - HEADLIGHTS

*** CASE CAMPAIGN LOOKUP 10/26/2010 7:09:47 AM, tlimun

CAMPAIGN CHECK 10/26/2010 07:09:47 AM tlimun

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 10/10/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 10/10/03; FX;
04-077; P57; CRV OIL FILTER LETTER; ; ; X
06-009; Q08

*** CASE VSC LOOKUP 10/26/2010 7:09:48 AM, tlimun

VSC-CUC CHECK 10/26/2010 07:09:48 AM tlimun

No data found for VIN.

*** CASE MODIFY 10/26/2010 7:10:32 AM, tlimun

into WIP default and Status of Solving.

*** CASE YANKED 10/26/2010 8:24:55 AM, dharvill

Yanked by dharvill into WIPbin default.

*** SUBCASE N012010-10-2600133-1 YANKED 10/26/2010 8:25:45 AM, dharvill

Yanked by dharvill into WIPbin default.

*** CASE MODIFY 10/26/2010 8:25:59 AM, dharvill

into WIP default and Status of Solving.

*** NOTES 10/26/2010 8:26:28 AM, dharvill, Action Type : Escalation

Left a message for the customer to call back to fulfill their request to escalate to an ACS Supervisor or Manager.

*** CASE MODIFY 10/26/2010 8:26:33 AM, dharvill

into WIP default and Status of Solving.

*** NOTES 10/26/2010 8:34:31 AM, rrichard, Action Type : Call from Customer

The customer disconnected the call as she refused to provide any contact information.

*** NOTES 10/26/2010 8:51:01 AM, dharvill, Action Type : Escalation

The customer was given an explanation of the current process in place to have their concern/request and that there is not a guarantee that assistance will be considered based on the years/miles outside warranty. The customer understood. The customer did not have any other concerns and ended the call.

Component: Dimmer switch

Component: CD player

Dealer: John Engle Honda

*** CASE MODIFY 10/26/2010 8:51:16 AM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 10/26/2010 8:51:30 AM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 10/26/2010 8:51:35 AM, dharvill

into WIP default and Status of Solving.

*** SUBCASE N012010-10-2600133-1 CLOSE 10/26/2010 8:51:37 AM, dharvill

Case History

Case ID : N012010-10-2600133

Case Title : [REDACTED] HEADLIGHTS

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/26/2010 8:51:38 AM, dharvill

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

Case Details

Case ID : N012011-04-1900670	Division : Honda - Auto	Condition : Closed	Open Date : 4/19/2011 11:01:17 AM
Case Originator : Wendell Walker (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/19/2011 11:36:49 AM
Case Owner : Wendell Walker (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Wendell Walker (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ COMPLAINT HEAD LIGHTS FAILURE	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████ 31 S
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : SMITHFIELD, UT ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 31 S
 VIN Type / No. : US VIN / JHLRD78893C ██████████
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 55,000
 In Service Date : 09/02/2003
 Months In Use : 91
 Engine Number : K24A12072718
 Originating Dealer No. / Name : 207808 / WILLEY HONDA
 Selling Dealer No. / Name : 208294 / ENSIGN HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-04-1900670-1 / ██████████	PR Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-04-1900670-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wendell Walker	Type 1 : Product	Status : Subcase Close	Open Date : 4/19/2011 11:36:13 AM
Issue Owner : Wendell Walker	Type 2 : Operation	Queue :	Close Date : 4/19/2011 11:36:48 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, 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 : N012011-04-1900670

Case Title : [REDACTED] COMPLAINT HEAD LIGHTS FAILURE

*** CASE CREATE 4/19/2011 11:01:17 AM, wwalker1

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

*** NOTES 4/19/2011 11:35:31 AM, wwalker1, Action Type : Call from Customer

ACS verified the customers information.

The customer has an on going issue with the headlights on his 2003 CR-V. The vehicle keeps blowing out the bulbs in the headlights. The customer is stating that the connectors and terminals are eroding. The customer. The customer states that he is aware of the recall on 01-02 CR-V. The customer states that he found the information on he Internet and wants Honda to assume the cost O the repair.

- advised customer no open issues with his vehicle.

- referred customer to the dealership

*** CASE MODIFY 4/19/2011 11:35:45 AM, wwalker1

into WIP default and Status of Solving.

*** SUBCASE N012011-04-1900670-1 CREATE 4/19/2011 11:36:13 AM, wwalker1

Created in WIP Default with Due Date 4/19/2011 11:36:13 AM.

*** SUBCASE N012011-04-1900670-1 CLOSE 4/19/2011 11:36:48 AM, wwalker1

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/19/2011 11:36:49 AM, wwalker1

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

Case Details

Case ID : N012011-01-1400528 Division : Honda - Auto Condition : Closed Open Date : 1/14/2011 9:50:40 AM
 Case Originator : Crystal Vito (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/14/2011 10:08:13 AM
 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 : ██████████ - WIRE HARNESS ASSISTANCE 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 : RALEIGH, NC ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2312
 VIN Type / No. : US VIN / SHSRD78803U ██████████
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 138,000
 In Service Date : 11/30/2002
 Months In Use : 98
 Engine Number : K24A12505419
 Originating Dealer No. / Name : 206824 / LEITH HONDA
 Selling Dealer No. / Name : 206824 / LEITH HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206824 / LEITH HONDA
 Phone No. : 919-876-5432
 Address : 5601 CAPITAL BOULEVARD
 City / State / Zip : RALEIGH, NC 27616
 Svc District / Sls District : 06L / F06
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-1400528-1 / ██████████ - PROD	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012011-01-1400528-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 1/14/2011 10:06:26 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 1/14/2011 10:08:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 737 / Wire harness
Condition Code Desc Any 7370
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Provided Information
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 : N012011-01-1400528

Case Title : ██████████ - WIRE HARNESS ASSISTANCE

*** CASE CREATE 1/14/2011 9:50:40 AM, cvito

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE MODIFY 1/14/2011 9:50:58 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 1/14/2011 9:51:24 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012011-01-1400528-1 CREATE 1/14/2011 10:06:26 AM, cvito

Created in WIP Default with Due Date 1/14/2011 10:06:26 AM.

*** NOTES 1/14/2011 10:07:26 AM, cvito, Action Type : Call from Customer

Updates customer's contact information

Best Contact Number: ██████████

Probing Questions:

Customer advised that her low beams went out a couple of weeks ago. The customer took her vehicle into the DLR and the DLR changed the light bulb and the lights still didn't work. The DLR was not able to duplicate the problem. The DLR is not sure what the problem is with the vehicle. The DLR found a red and a yellow wire going to the headlight which burned as well as the headlight switch. The DLR advised the customer in order for them to find out what is wrong with the vehicle they will need to perform the following procedures:

\$425 if wire connection is not working repair with switch

\$450 if needs multiplex

\$1200 dash wire harness

The customer is speaking with SC Donnie Saffer. The customer is the original owner of the vehicle. The customer does keep up with the maintenance and repairs on the vehicle. The customer does take her vehicle into the DLR for repairs and maintenances. The customer only owns 1 Honda Vehicle. The customer cannot afford to pay. In 2007 lost jobs, 2 years later her husband is still unemployed. The customer just got a job this past last year. The customer feels like this is not typical for this repair being needed on her vehicle. The customer is asking AMH to pay for this repair.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused her and offered my assistance in any way possible. We recognize repairs are unwelcome at any time, but we're certain you understand that, at some point, responsibility for repairs must be turned over to the owner of the vehicle. At this time, with a 2003 CRV vehicle and 138000 Mileage, your vehicle has reached that point. We certainly regret any frustration or inconvenience involved with your circumstance, but there would be no assistance with the cost or repair that is needed on your vehicle.

Customer requires no further assistance. Case solved.

*** CASE MODIFY 1/14/2011 10:08:07 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012011-01-1400528-1 CLOSE 1/14/2011 10:08:12 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/14/2011 10:08:13 AM, cvito

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

Case Details

Case ID : N012006-04-0701221 Division : Honda - Auto Condition : Closed Open Date : 4/7/2006 4:26:13 PM
 Case Originator : Brian Mackett (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 4/10/2006 10:18:03 AM
 Case Owner : Ron Rubinoff (Team HE) Method : Phone Queue : Days Open : 3
 Last Closed By : Ron Rubinoff (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 4A [REDACTED] (JIM RIEHL'S FRIENDLY HONDA) REIMBURSMEN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 04
 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 : ROYAL OAK, MI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3004
 VIN Type / No. : US VIN / SHSRD77823U [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7783JW / A
 Miles / Hours : 58,803
 In Service Date : 03/06/2003
 Months In Use : 37
 Engine Number : K24A12516463
 Originating Dealer No. / Name : 206664 / BROWN HONDA
 Selling Dealer No. / Name : 208267 / JIM RIEHL'S FRIENDLY HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 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 : 208267 / JIM RIEHL'S FRIENDLY HONDA
 Phone No. : 586-412-9600
 Address : 18900 HALL ROAD
 City / State / Zip : CLINTON TOWNSHI, MI 48038
 Svc District / Sls District : 04A / A04
 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
N012006-04-0701221-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-04-0701221-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 4/10/2006 7:41:49 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 4/10/2006 10:14:22 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Documented Concern, Assist - AHM 100%
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-04-0701221

Case Title : 4A [REDACTED] - (JIM RIEHL'S FRIENDLY HONDA) REIMBURSEMENT ON BU

*** CASE CREATE 4/7/2006 4:26:13 PM, bmackett

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

*** CASE CAMPAIGN LOOKUP 4/7/2006 4:26:32 PM, bmackett

CAMPAIGN CHECK 04/07/2006 04:26:32 PM bmackett

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-03; FX
04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-07-19; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE VSC LOOKUP 4/7/2006 4:26:34 PM, bmackett

VSC-CUC CHECK 04/07/2006 04:26:34 PM bmackett

No data found for VIN.

*** CASE MODIFY 4/7/2006 4:29:58 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 4/7/2006 4:31:57 PM, bmackett

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/7/2006 4:32:01 PM, bmackett

CAMPAIGN CHECK 04/07/2006 04:32:01 PM bmackett

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-03; FX
04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-07-19; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 4/7/2006 4:32:06 PM, bmackett

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 4/7/2006 4:34:03 PM, bmackett

VSC-CUC CHECK 04/07/2006 04:34:03 PM bmackett

No data found for VIN.

*** CASE MODIFY 4/7/2006 4:34:15 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 4/7/2006 4:34:20 PM, bmackett

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 4/7/2006 4:34:33 PM, bmackett

CAMPAIGN CHECK 04/07/2006 04:34:33 PM bmackett

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-09-03; FX
04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-07-19; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE MODIFY 4/7/2006 4:34:40 PM, bmackett

into WIP default and Status of Solving.

Case History

Case ID : N012006-04-0701221

Case Title : 4A [REDACTED] - (JIM RIEHL'S FRIENDLY HONDA) REIMBURSEMENT ON BU

*** CASE MODIFY 4/7/2006 4:35:48 PM, bmackett
into WIP default and Status of Solving.

*** NOTES 4/7/2006 4:39:56 PM, bmackett, Action Type : Call from Customer

The customer called ACS because both of his headlights burned out in the same day. Customer took the car to the dealer, and the dealer verified that there were no electrical problems with the vehicle. Customer said the dealer told him they have never seen this happen before. The cost of repairs was \$50.10. Customer said he feels that Honda owes him something because he had a different Honda where the bulbs lasted twice as long. This is his second Honda, purchased new, with dealer service. The customer feels it is unreasonable for this to happen just 3 years after he bought the car, and requests the assistance of AHM in paying for the repairs. I advised the customer that in the interest of customer satisfaction, a case manager would contact the provided phone numbers within 1-2 business days, and that assistance is on a case-by-case basis because the vehicle is outside the warranty parameters. I provided the customer with the case number. The customer was satisfied.

*** CASE MODIFY 4/7/2006 4:39:58 PM, bmackett
into WIP default and Status of Solving.

*** CASE DISPATCH 4/7/2006 4:40:16 PM, bmackett
from WIP default to Queue Honda Team E.

*** CASE RULE ACTION 4/8/2006 3:40:16 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 4/9/2006 3:40:16 PM, sa
Action Task - owners supvrs - 48 hrs of rule Queue Escalation fired

*** CASE YANKED 4/10/2006 7:39:09 AM, rrubinof
Yanked by rrubinof into WIPbin default.

*** CASE MODIFY 4/10/2006 7:39:46 AM, rrubinof
into WIP default and Status of Solving.

*** SUBCASE N012006-04-0701221-1 CREATE 4/10/2006 7:41:49 AM, rrubinof
Created in WIP Default with Due Date 4/10/2006 7:41:49 AM.

*** NOTES 4/10/2006 10:12:33 AM, rrubinof, Action Type : Call to Dealer

The SM, Jerry @ JIM RIEHL'S FRIENDLY HONDA stated the customer did need two head light bulbs but was not a great servicing customer. He stated that the vehicle should not of needed head light bulbs in just 37 months. In the interest of customer satisfaction he was authorized to reimburse the customer for the repair amounting to \$50.10.

*** SUBCASE N012006-04-0701221-1 CLOSE 4/10/2006 10:14:22 AM, rrubinof
Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/10/2006 10:17:08 AM, rrubinof, Action Type : Call to Customer

The customer was informed that he would be reimbursed for the headlight bulbs that were replaced as a one time GW gesture in the interest of customer satisfaction since the vehicle is only one month out by time but is @ 60,000 miles.

*** CASE CLOSE 4/10/2006 10:18:03 AM, rrubinof
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-03-1600891	Division : Honda - Auto	Condition : Closed	Open Date : 3/16/2010 11:00:59 AM
Case Originator : Fran Diaz (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/17/2010 7:39:48 AM
Case Owner : Matt Caldarella (Team HG)	Method : Mail	Queue :	Days Open : 1
Last Closed By : Matt Caldarella (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED]	HEADLIGHT STALK /EXECUTIVE 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 : TRUMBULL, CT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 70 B
 VIN Type / No. : US VIN / SHSRD78863U [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 123,051
 In Service Date : 04/16/2003
 Months In Use : 83
 Engine Number : K24A12529432
 Originating Dealer No. / Name : 206792 / CURTISS RYAN HONDA
 Selling Dealer No. / Name : 206792 / CURTISS RYAN HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206792 / CURTISS RYAN HONDA
 Phone No. : 203-929-1484
 Address : 333 BRIDGEPORT AVENUE
 City / State / Zip : SHELTON, CT 06484
 Svc District / Sls District : 05F / F05
 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 : AHM Management 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
N012010-03-1600891-1 [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-03-1600891-1 Disposition: Complaint Condition : Closed Wipbin :
Issue Originator : Matt Caldarella Type 1 : Product Status : Subcase Close Open Date : 3/17/2010 5:56:35 AM
Issue Owner : Matt Caldarella Type 2 : Operation Queue : Close Date : 3/17/2010 7:12:42 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Assist 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 : N012010-03-1600891

Case Title : (CURTISS RYAN) -5F-[REDACTED] HEADLIGHT STALK /EXECUTIVE LETTER

*** CASE CREATE 3/16/2010 11:00:59 AM, fdiaz

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

*** NOTES 3/16/2010 11:01:01 AM, fdiaz, Action Type :

On 03/16/10 ACS received a 2 page letter from customer with 1 page print out regarding headlight issues with 2002 Civic, 1 page RO from Curtiss Ryan Honda and 1 headlight stalk. The letter was forwarded from the Executive Office, letter dated 03/08/10 attention Mr. Iwamura. Customer state she had to have the headlight stalk replaced and is requesting reimbursement. Customer states same issue occurred with the 2002 Civic.

EXECUTIVE LETTER

*** COMMIT 3/16/2010 11:02:10 AM, fdiaz, Action Type : N/A

PLEASE ADVISE MARY LOU BANNISTER OF OUTCOME UPON COMPLETION OF CASE.

*** CASE MODIFY 3/16/2010 11:06:14 AM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 3/16/2010 11:06:18 AM, fdiaz

into WIP default and Status of Solving.

*** CASE ASSIGN 3/16/2010 11:06:30 AM, fdiaz

N012010-03-1600891 to mcaldare, WIP 13

*** CASE RULE ACTION 3/16/2010 11:06:30 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 3/16/2010 11:06:32 AM, fdiaz

into WIP default and Status of Solving.

*** CASE CUC LOOKUP 3/16/2010 1:56:03 PM, mcaldare

CUC CHECK 03/16/2010 01:56:03 PM mcaldare

The following CUC information was found

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

*** CASE VSC LOOKUP 3/16/2010 1:56:03 PM, mcaldare

VSC CHECK 03/16/2010 01:56:02 PM mcaldare

The following VSC information was found

[REDACTED] V002271436;B60;(NEW) PREMIUM 6YR 100K 0 DED;EXPIRED;;2005-03-31;2009-04-15;100000;34834;206792
;0.00

*** CASE CAMPAIGN LOOKUP 3/16/2010 1:56:32 PM, mcaldare

CAMPAIGN CHECK 03/16/2010 01:56:32 PM mcaldare

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/23/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/23/03; FX;
04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 10/15/04;

*** CASE MODIFY 3/17/2010 5:55:15 AM, mcaldare

into WIP default and Status of Solving.

*** SUBCASE N012010-03-1600891-1 CREATE 3/17/2010 5:56:35 AM, mcaldare

Case History

Case ID : N012010-03-1600891

Case Title : (CURTISS RYAN) -5F- [REDACTED] HEADLIGHT STALK /EXECUTIVE LETTER

Created in WIP Default with Due Date 3/17/2010 5:56:35 AM.

*** CASE MODIFY 3/17/2010 5:56:41 AM, mcaldare
into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2010 5:56:52 AM, mcaldare
into WIP default and Status of Solving.

*** CASE FULFILL 3/17/2010 5:56:56 AM, mcaldare
Fulfilled for [REDACTED] due 03/17/2010 12:00:00 AM.

*** COMMIT 3/17/2010 5:56:59 AM, mcaldare, Action Type : N/A
Made to MARGARET SIEGEL due 03/17/2010 05:00:00 PM.
intro to customer

*** CASE MODIFY 3/17/2010 5:57:18 AM, mcaldare
into WIP default and Status of Solving.

*** CASE MODIFY 3/17/2010 7:05:41 AM, mcaldare
into WIP 5F and Status of Solving.

*** SUBCASE N012010-03-1600891-1 CLOSE 3/17/2010 7:12:42 AM, mcaldare
Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/17/2010 7:16:10 AM, mcaldare, Action Type : Letter/Fax

Dear Sir:

Please find attached:

Documentation regarding the NHTSA: Recall # Honda Civic 04V086000 (2/24/2Q04)

Invoice in the amount of \$222.66

Parts replaced in my Honda 2003 CRY

Note that the situation detailed within the 2004 Civic Recall was the exact situation I experienced while driving my Honda 2003. CRY home Christmas Day evening 2009. My low beam headlights being completely useless, causing significant concern and threat of injury while traveling. It was not a fun drive home. It was dark, raining and down right dangerous. I also noticed a pervasive burning smell that filled the cabin of the vehicle: We had no idea of what it was.

Upon visiting my garage, I was told the only "fix" was a complete re-do of the dashboard harness costing upwards of approximately \$1500. My Honda dealer, Curtis Ryan, Shelton, CT was somewhat more helpful, finding a matching block connector that they were able to solder on, with an additional replacement of the dimmer switch.

As this was the subject of a previous year recall on the Civic (which is the platform of my CRY), I fail to see how this design defect can be attributed to wear and tear.

I have purchased Honda vehicles for the last ten years and have always felt these vehicles to be safe and reliable. Especially in light of the current situation with your competitor, Toyota, I would think that American Honda would want to maintain their status within the American auto marketplace and stand by their product.

I would greatly appreciate that your design team review the attached and further consider reimbursement to me for the \$222.66 that I paid in order to render my vehicle safe and road ready. Quite frankly, I had no choice!

Please note that I have also contacted the NHSTA regarding this issue.

*** NOTES 3/17/2010 7:39:00 AM, mcaldare, Action Type : Call to Customer

I contacted Margaret Siegel to discuss her concerns and request for reimbursement. Mrs. Siegel informed me that she feels this is something that Honda should

Case History

Case ID : N012010-03-1600891

Case Title : (CURTISS RYAN) -5F- [REDACTED] HEADLIGHT STALK /EXECUTIVE LETTER

be able to reimburse her form considering the failure seemed to be the exact same situation Honda issued a recall on with the 2002 Honda Civic. I informed the customer that Honda is very sorry about her experience with this vehicle but unfortunately, given the age and mileage of this vehicle AHM is not going to be in a position to assist her with repairs. She stated that she understands her vehicle is out of warranty but still can't see how we aren't going to help her with this repairs reimbursement. She feels that this is obviously a known issue considering Curtiss Ryan Honda had parts lying around to repair her vehicle. I stated that I can definitely understand her feelings towards this situation and stated that if this is ever made to be a recall, AHM would be happy to reimburse the cost of this repair but given the age and mileage of the vehicle at this point with no recall being in effect, that is not possible now. She understood and thanked me for returning her call. I asked if she wanted the part to her vehicle back. She said she did not. She is going to file a complaint with the NHSTA.

I thanked the customer for his time. Nothing further was required. Closing case.

*** CASE CLOSE 3/17/2010 7:39:48 AM, mcaldare

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

Case Details

Case ID : N012010-11-1601347	Division : Honda - Auto	Condition : Closed	Open Date : 11/16/2010 2:22:57 PM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/16/2010 2:34:08 PM
Case Owner : NaKya Jai (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : 06J- [REDACTED] HEADLIGHT CONNECTOR BURNING OUT			No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 15 K
 VIN Type / No. : US VIN / SHSRD78883U [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 100,000
 In Service Date : 06/16/2003
 Months In Use : 89
 Engine Number : K24A12534861
 Originating Dealer No. / Name : 207155 / JOE WATERS HONDA
 Selling Dealer No. / Name : 207155 / JOE WATERS HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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 : \$82.00 /
 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
N012010-11-1601347-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-1601347-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 11/16/2010 2:32:11 PM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 11/16/2010 2:32:28 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, 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 : N012010-11-1601347

Case Title : 06J- [REDACTED] - HEADLIGHT CONNECTOR BURNING OUT

*** CASE CREATE 11/16/2010 2:22:57 PM, jnakya

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

*** CASE MODIFY 11/16/2010 2:28:16 PM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012010-11-1601347-1 CREATE 11/16/2010 2:32:11 PM, jnakya

Created in WIP Default with Due Date 11/16/2010 2:32:11 PM.

*** SUBCASE N012010-11-1601347-1 CLOSE 11/16/2010 2:32:28 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/16/2010 2:32:34 PM, jnakya

into WIP default and Status of Solving.

*** NOTES 11/16/2010 2:33:28 PM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding headlight connector

The customer indicated that he has a defect with the operation of this vehicle that could cause a fire. The customer indicated that connector for the headlight short out which burns the connector.

The customer indicated that he hasn't gone to the dealership for diagnosed but he did call them and was quoted a repair cost of over \$500 to repair the issue.

The customer indicated that he has a problem with the dealership diagnostic fees.

The customer indicated that he researched this concern on the internet which he located a NSTSA bulletin #04V086000 which there is a dimmer switch part that would correct the problem. The customer indicated that the bulletin provided above was surrounding the Insight and the Civic model vehicle.

The customer indicated that he wasn't able to locate a NSTSA bulletin that addresses his model vehicle.

The customer indicated that she also have a problem if he has to pay for this repair because this is a defect.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the failed component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired which all repairs or diagnostic service at the dealer would be the consumers responsibility.

The customer indicated that he upset with the warranty coverage.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 11/16/2010 2:34:01 PM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 11/16/2010 2:34:06 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 11/16/2010 2:34:08 PM, jnakya

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

Case Details

Case ID : N012010-12-0601401 Division : Honda - Auto Condition : Closed Open Date : 12/6/2010 7:10:19 AM
 Case Originator : Bridgette Samonte (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/6/2010 7:41:00 AM
 Case Owner : Bridgette Samonte (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - LOW BEAM HEADLIGHTS No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 387
 VIN Type / No. : US VIN / SHSRD78833U ██████████
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 98,000
 In Service Date : 05/09/2003
 Months In Use : 91
 Engine Number : K24A12541782
 Originating Dealer No. / Name : 207828 / INDY HONDA
 Selling Dealer No. / Name : 207161 / THOMPSON'S HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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
N012010-12-0601401-1 / ██████████ - PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-0601401-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 12/6/2010 7:39:39 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 12/6/2010 7:40:57 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012010-12-0601401

Case Title : [REDACTED] LOW BEAM HEADLIGHTS

*** CASE CREATE 12/6/2010 7:10:19 AM, bsamonte

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

*** NOTES 12/6/2010 7:27:15 AM, bsamonte, Action Type : Call from Customer

Info Verified/phone [REDACTED]

Customer says back in May, the headlights failed. Lights have failed again. Customer says she is aware other customers are having the same issue. Customer seeks assistance from AHM.

Customer contacted WILLIAMS HONDA and was told they need to sodor the wiring. Customer is aware the Civic had a recall on the Sylvania headlights.

ACS apologized and advised there were no recalls on the headlights. ACS will send DCS to SM on customer's behalf, asking if dealer can assist, Customer had no further questions.

*** NOTES 12/6/2010 7:36:55 AM, bsamonte, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

phone 231-398-7293

Customer says back in May, the headlights failed. Lights have failed again. Customer says she is aware other customers are having the same issue. Customer seeks assistance from AHM.

Customer contacted WILLIAMS HONDA and was told they need to sodor the wiring. Customer is aware the Civic had a recall on the Sylvania headlights.

PLEASE contact customer for possible assistance.

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 N012010-12-0601401-1 CREATE 12/6/2010 7:39:39 AM, bsamonte

Created in WIP Default with Due Date 12/6/2010 7:39:39 AM.

*** SUBCASE N012010-12-0601401-1 CLOSE 12/6/2010 7:40:57 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/6/2010 7:41:00 AM, bsamonte

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

Case Details

Case ID : N012010-10-2502703 Division : Honda - Auto Condition : Closed Open Date : 10/25/2010 9:01:32 AM
 Case Originator : David Mendoza (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 10/25/2010 9:47:37 AM
 Case Owner : David Mendoza (Team HH) Method : Phone Queue : Days Open : 0
 Last Closed By : David Mendoza (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] HEADLIGHT REPAIR ASSIST 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 : DOWNINGTOWN, PA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 28 P
 VIN Type / No. : US VIN / SHSRD78803U [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7883JW / A
 Miles / Hours : 126,723
 In Service Date : 05/23/2003
 Months In Use : 89
 Engine Number : K24A12543003
 Originating Dealer No. / Name : 208106 / ROBERTS HONDA
 Selling Dealer No. / Name : 208106 / ROBERTS HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 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
N012010-10-2502703-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-2502703-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 10/25/2010 9:16:28 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 10/25/2010 9:47:31 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012010-10-2502703

Case Title : [REDACTED] HEADLIGHT REPAIR ASSIST

*** CASE CREATE 10/25/2010 9:01:32 AM, dmendoza

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

*** CASE CAMPAIGN LOOKUP 10/25/2010 9:01:43 AM, dmendoza

CAMPAIGN CHECK 10/25/2010 09:01:43 AM dmendoza

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 09/11/03; FX;
03-047; P04; 2002-03 CR-V SHIFT CABLE; 09/11/03; FX;
04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 12/16/04;

*** CASE VSC LOOKUP 10/25/2010 9:01:46 AM, dmendoza

VSC CHECK 10/25/2010 09:01:45 AM dmendoza

The following VSC information was found

GENNARO;AVVENTO;V001636805;B70;(NEW) PREMIUM 7YR 100K 0 DED;EXPIRED;;2003-05-23;2010-05-22;100000;4;208106;0.0
0

*** CASE CUC LOOKUP 10/25/2010 9:01:46 AM, dmendoza

CUC CHECK 10/25/2010 09:01:46 AM dmendoza

The following CUC information was found

;;0;0;0;::;0;;

*** CASE CLAIMS LOOKUP 10/25/2010 9:01:48 AM, dmendoza

CLAIM CHECK 10/25/2010 09:01:48 AM dmendoza

The following Claim History information was found

0; 2008-01-07; 208106; 392198; 510; 724110 ; INTERIOR LIGHT DOOR SWITCH, LEFT FRONT - REPLACE.
WAS INTERIOR LIGHT DOOR SWITCH (LEFT FRONT) - R

*** CASE EXTENDED WARRANTY LOOKUP 10/25/2010 9:01:50 AM, dmendoza

WARRANTY CHECK 10/25/2010 09:01:50 AM dmendoza

No data found for VIN.

*** CASE MODIFY 10/25/2010 9:01:53 AM, dmendoza

into WIP default and Status of Solving.

*** NOTES 10/25/2010 9:15:27 AM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # 610-942-7072

The customer states that his lowbeam headlights recently failed at night. The customer states that he paid to have them fixed and he would like to know if he can receive reimbursement for the cost of his repair. The customer states that he feels that his problem is similar to a recall he read about for Honda Civics. The customer states that he would like to know if he can be reimbursed based on the fact that his problem sounds similar to those recalls. The customer states that he had his vehicle inspected and it was found that his wiring harness is burned. ACS advised the customer that his vehicle is beyond the point where ACS could consider any kind of assistance with the cost of his vehicle's headlight repair. The customer states that he is going to contact NHTSA. The customer needed no further assistance.

*** CASE MODIFY 10/25/2010 9:15:30 AM, dmendoza

into WIP default and Status of Solving.

Case History

Case ID : N012010-10-2502703

Case Title : [REDACTED] HEADLIGHT REPAIR ASSIST

*** SUBCASE N012010-10-2502703-1 CREATE 10/25/2010 9:16:28 AM, dmendoza

Created in WIP Default with Due Date 10/25/2010 9:16:28 AM.

*** CASE MODIFY 10/25/2010 9:16:29 AM, dmendoza

into WIP default and Status of Solving.

*** SUBCASE N012010-10-2502703-1 CLOSE 10/25/2010 9:47:31 AM, dmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/25/2010 9:47:35 AM, dmendoza

into WIP default and Status of Solving.

*** CASE CLOSE 10/25/2010 9:47:37 AM, dmendoza

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

Case Details

Case ID : N012007-08-1501108	Division : Honda - Auto	Condition : Closed	Open Date : 8/15/2007 1:16:41 PM
Case Originator : Tracy Barnett (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/17/2007 1:49:58 PM
Case Owner : Christina Griffin (Team MA)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Christina Griffin (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : 9D (MANCHESTER) [REDACTED] COMBINATION LIGHT SWITCH RE No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 163
 VIN Type / No. : US VIN / SHSRD78443U [REDACTED]
 Model / Year : CR-V / 2003
 Model ID / Product Line : RD7843PW / A
 Miles / Hours : 94,000
 In Service Date : 05/31/2003
 Months In Use : 51
 Engine Number : K24A12546201
 Originating Dealer No. / Name : 207844 / CARDINAL HONDA
 Selling Dealer No. / Name : 207844 / CARDINAL HONDA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206794 / MANCHESTER HONDA
 Phone No. : 860-645-3100
 Address : 24 ADAMS STREET
 City / State / Zip : MANCHESTER, CT 06042
 Svc District / SIs District : 09F / B09
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-08-1501108-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-08-1501108-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Liz Clogg	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2007 10:16:28 AM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 8/17/2007 1:49:58 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Assist - Dealer Part
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-08-1501108

Case Title : 9D (MANCHESTER) [REDACTED] - COMBINATION LIGHT SWITCH RECALL

*** CASE CREATE 8/15/2007 1:16:41 PM, tbarnett

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

*** NOTES 8/15/2007 1:16:41 PM, tbarnett, Action Type :

*** CAMPAIGN CHECK 07/31/2007 12:51:55 PM gwilson

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-10-23; FX

03-047; P04; 2002-03 CR-V SHIFT CABLE; 2003-10-23; FX

04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-06-29; FX

06-085; Q26; Vaughn Class Action Honda; ;

*** VSC-CUC CHECK 07/31/2007 12:55:19 PM gwilson

No data found for VIN.

*** WARRANTY CHECK 07/31/2007 12:55:38 PM gwilson

No data found for VIN.

*** CLAIM CHECK 07/31/2007 12:55:43 PM gwilson

The following Claim History information was found

0; 2004-06-29; 206794; 342262; 510; 753103 ; SAFETY RECALL: CR-V SRS CABLE REEL CONNECTOR - REPLACE

THE SRS CABLE REEL 4P CONNECTOR, AND REPOSITION THE

*** CAMPAIGN CHECK 07/31/2007 12:55:47 PM gwilson

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-10-23; FX

03-047; P04; 2002-03 CR-V SHIFT CABLE; 2003-10-23; FX

04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-06-29; FX

06-085; Q26; Vaughn Class Action Honda; ;

*** NOTES 07/31/2007 12:57:17 gwilson Action Type: Call from Customer

The customer called AHM to find out if his vehicle is included in the recall for the combination light switch in the vehicle. The customer stated that the low beams on his vehicle are out. The customer stated that the combination light switch on the vehicle has cause the loss of the low beams on his vehicle. The customer was informed that his vehicle was not included in the recall for this part. The customer stated that he may have a VSC that will cover the repair, but he will check. The customer thanked me for the assistance and ended the call.

I verified the customer's address and phone number.

*** WARRANTY CHECK 07/31/2007 12:57:39 PM gwilson

No data found for VIN.

*** CLAIM CHECK 07/31/2007 12:57:43 PM gwilson

The following Claim History information was found

0; 2004-06-29; 206794; 342262; 510; 753103 ; SAFETY RECALL: CR-V SRS CABLE REEL CONNECTOR - REPLACE

Case History

Case ID : N012007-08-1501108

Case Title : 9D (MANCHESTER) [REDACTED] COMBINATION LIGHT SWITCH RECALL

THE SRS CABLE REEL 4P CONNECTOR, AND REPOSITION THE

*** CAMPAIGN CHECK 07/31/2007 12:57:46 PM gwilson

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-10-23; FX
03-047; P04; 2002-03 CR-V SHIFT CABLE; 2003-10-23; FX
04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-06-29; FX
06-085; Q26; Vaughn Class Action Honda ;

*** VSC-CUC CHECK 07/31/2007 12:57:48 PM gwilson

No data found for VIN.

*** SUBCASE N032007-07-3101148-1 7/31/2007 12:58:13 PM gwilson

*** NOTES 08/02/2007 07:07:22 erodrigu Action Type: Call from Customer
Verified customer information.

The customer was calling to check if AHM can review his case because he feels that this is a manufacture defect. Advised customer that in order for AHM to be able to review his case the vehicle needs to be diagnosed by a Honda dealership. Advised customer that once the vehicle has been diagnosed and if he needs further assistance to please give AHM a call back.

Provided customer the case number.

The customer understood and did not need further assistance.

*** NOTES 08/02/2007 14:49:55 gchavarr Action Type: Call from Customer

Customer called to speak to a cm. I informed customer that once the diagnostic check has been performed at his Honda dealer and he has called back with the diagnosis, cm would contact him to further assist him with this case. Customer understood this information.

I asked customer if I could further assist him, customer declined further assistance. I thanked customer for contacting AHM and the call was released.

*** NOTES 08/14/2007 14:14:34 zgrady Action Type: Call from Customer

The customer contacted AHM wanting to know the status of his case. I informed the customer that a diagnosis is needed. The customer stated that he had someone at Manchester Honda call with the diagnosis and they have not received a call back. I informed the customer that there is no documentation stating that the dealership called. Customer stated he would call dealer. No further assistance needed. Call ended.

I verified the customer's phone number and address.

*** VSC-CUC CHECK 08/15/2007 08:33:16 AM erodrigu

No data found for VIN.

*** CAMPAIGN CHECK 08/15/2007 08:33:20 AM erodrigu

The following Campaign information was found

03-044; P03; 03 CRV THROTTLE CABLE; 2003-10-23; FX
03-047; P04; 2002-03 CR-V SHIFT CABLE; 2003-10-23; FX

Case History

Case ID : N012007-08-1501108 Case Title : 9D (MANCHESTER) [REDACTED] - COMBINATION LIGHT SWITCH RECALL

04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 2004-06-29; FX
06-085; Q26; Vaughn Class Action Honda; ;

*** CLAIM CHECK 08/15/2007 08:33:23 AM erodrigu
The following Claim History information was found
0; 2004-07-29; 206794; 336498; 510; 841145 ; FRESH AIR OUTLET (CENTER) - REPLACE.

*** WARRANTY CHECK 08/15/2007 08:33:24 AM erodrigu
No data found for VIN.

*** NOTES 08/15/2007 09:12:02 erodrigu Action Type: Call from Customer
The customer was calling back requesting AHM to pay for the repair of the combination Switch. The customer has the vehicle at the Honda dealership and the SM Tom has explained to customer that it would be \$200.00 for the repair. The customer took the vehicle to Honda dealership around 10:00 AM because the combination lights are not working.
This is customer first Honda vehicle he has ever owned and feels that this is a manufacture defect. The customer has been working with SM Tom and he explained to him that the DPSM denied the assistance because of the mileage of the vehicle. The customer is upset because he feels that the mileage of the vehicle has nothing to do with the Combination Switch. The customer is requesting 100% assistance with the repair.
Advised customer that based on customer satisfaction the case will be forward for review and advised customer that ever case is handle on a case by case basis no guarantees. Advised customer that because the vehicle is a the Honda dealership the case will be marked as a Urgent case.
The customer understood the turn around time.

*** NOTES 08/15/2007 09:12:32 erodrigu Action Type: Call from Customer
The customer will be forward to team H.

*** NOTES 08/15/2007 11:04:54 cchao Action Type: Note-General
The case should have been saved as an N01. In the interest of customer satisfaction the case will be dispatched to the N03 Honda queue.

*** NOTES 08/15/2007 12:06:46 erodrigu Action Type: Call from Customer
This case should have been created as a NO1 not a NO3.

*** SUBCASE N032007-07-3101148-2 8/15/2007 12:08:01 PM erodrigu

*** CASE MODIFY 8/15/2007 1:16:54 PM, tbarnett
into WIP default and Status of Solving.

*** CASE MODIFY 8/15/2007 1:16:56 PM, tbarnett
into WIP default and Status of Solving.

*** CASE MODIFY 8/15/2007 1:16:56 PM, tbarnett
into WIP default and Status of Solving.

*** CASE DISPATCH 8/15/2007 1:17:01 PM, tbarnett
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 8/16/2007 5:47:44 AM, cgriffin
from Queue Honda Team H to WIP New/Default.

Case History

Case ID : N012007-08-1501108 Case Title : 9D (MANCHESTER) XXXXXXXXXX - COMBINATION LIGHT SWITCH RECALL

*** CASE ASSIGN 8/16/2007 10:02:39 AM, cgriffin
 N012007-08-1501108 to eclogg, WIP □"4□x"4□□"4□□@

*** CASE RULE ACTION 8/16/2007 10:02:42 AM, sa
 Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/16/2007 10:15:46 AM, eclogg
 into WIP default and Status of Solving.

*** SUBCASE N012007-08-1501108-1 CREATE 8/16/2007 10:16:28 AM, eclogg
 Created in WIP Default with Due Date 8/16/2007 10:16:28 AM.

*** CASE MODIFY 8/16/2007 11:16:47 AM, eclogg
 into WIP default and Status of Solving.

*** NOTES 8/16/2007 1:56:43 PM, eclogg, Action Type : Call to Dealer
 I contacted the service manager, Tom and he advised that had found that the headlight combination switch due to light being out. He advised that the customer does not really service the vehicle with this dealer, that this is not part of a recall. He advised that he talked to the DPSM, Mary that she has declined coverage based on age and mileage of the vehicle. He advised that they had an issue with the parts ordering and his dealer, Machester Honda has agreed to cover 50% of the repair, but nothing further.

*** NOTES 8/16/2007 2:07:42 PM, eclogg, Action Type : Call to Customer
 I left the customer a message advising that I was assisting his case manager, Christina, today 8/16, and asked that he give us a call about his requests for assistance in headlight repair. I provided him with my contact information and office hours for today and Christina's from tomorrow on.

Please note, I could not reach the customer at the evening phone number.

*** COMMIT 8/16/2007 2:07:59 PM, eclogg, Action Type : N/A
 Call customer again DPSM denied switch dealer 50%

*** CASE ASSIGN 8/16/2007 2:08:33 PM, eclogg
 N012007-08-1501108 to cgriffin, WIP employee2user = ?

*** CASE RULE ACTION 8/16/2007 2:08:34 PM, sa
 Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012007-08-1501108-1 ASSIGN 8/16/2007 2:08:46 PM, eclogg
 N012007-08-1501108-1 to cgriffin, WIP □!U□h!U□t!U□□

*** SUBCASE N012007-08-1501108-1 RULE ACTION 8/16/2007 2:08:47 PM, sa
 Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/17/2007 1:03:13 PM, cgriffin
 into WIP New/Default and Status of Solving.

*** CASE MODIFY 8/17/2007 1:11:52 PM, cgriffin
 into WIP New/Default and Status of Solving.

*** CASE MODIFY 8/17/2007 1:11:58 PM, cgriffin
 into WIP New/Default and Status of Solving.

*** NOTES 8/17/2007 1:45:53 PM, cgriffin, Action Type : Call to Dealer

Case History

Case ID : N012007-08-1501108

Case Title : 9D (MANCHESTER) [REDACTED] - COMBINATION LIGHT SWITCH RECALL

Spoke to SM Tom who states the repair has been completed and the customer was satisfied w/the GW. I told Tom I do appreciate his dealership cover 50% of the cost of repairs for this customer.

*** NOTES 8/17/2007 1:49:23 PM, cgriffin, Action Type : Call to Customer

Contacted customer and confirmed that repair was completed and he is satisfied w/the GW. He was contacted yesterday by another CM and he does appreciate the quick response. Informed the customer that should he have any additional concerns he is more than welcome to contact me. Contact info was given and customer's address was verified.

*** CASE CLAIMS LOOKUP 8/17/2007 1:49:46 PM, cgriffin

CLAIM CHECK 08/17/2007 01:49:46 PM cgriffin

The following Claim History information was found

0; 2004-07-29; 206794; 336498; 510; 841145 ; FRESH AIR OUTLET (CENTER) - REPLACE.

*** CASE VSC LOOKUP 8/17/2007 1:49:47 PM, cgriffin

VSC-CUC CHECK 08/17/2007 01:49:47 PM cgriffin

No data found for VIN.

*** CASE MODIFY 8/17/2007 1:49:50 PM, cgriffin

into WIP New/Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/17/2007 1:49:52 PM, cgriffin

WARRANTY CHECK 08/17/2007 01:49:52 PM cgriffin

No data found for VIN.

*** CASE MODIFY 8/17/2007 1:49:54 PM, cgriffin

into WIP New/Default and Status of Solving.

*** SUBCASE N012007-08-1501108-1 CLOSE 8/17/2007 1:49:58 PM, cgriffin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/17/2007 1:49:58 PM, cgriffin

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

Case Details

Case ID : N012010-02-1600789 Division : Honda - Auto Condition : Closed Open Date : 2/16/2010 10:29:59 AM
 Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2010 10:41:38 AM
 Case Owner : Mary Stapleton (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Mary Stapleton (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ HEADLIGHT BLOWN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : WARNER ROBINS, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 106
 VIN Type / No. : US VIN / JHLRD68494C ██████████
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD6844PW / A
 Miles / Hours : 78,000
 In Service Date : 02/18/2004
 Months In Use : 72
 Engine Number : K24A13022155
 Originating Dealer No. / Name : 208223 / FREEMAN HONDA
 Selling Dealer No. / Name : 208266 / STAR HONDA OF ABILENE
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-02-1600789-1 ██████████ - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-02-1600789-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 2/16/2010 10:41:14 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 2/16/2010 10:41:34 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer
 Component Category : 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 : N012010-02-1600789

Case Title : [REDACTED] - HEADLIGHT BLOWN

*** CASE CREATE 2/16/2010 10:29:59 AM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 2/16/2010 10:30:02 AM, mstaplet

WARRANTY CHECK 02/16/2010 10:30:02 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/16/2010 10:30:08 AM, mstaplet

CLAIM CHECK 02/16/2010 10:30:07 AM mstaplet

The following Claim History information was found

0; 2008-12-29; 206500; 046631; 510; 8551C1 ; FRONT SEATBELT BUCKLE A, INNER LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/16/2010 10:30:12 AM, mstaplet

CAMPAIGN CHECK 02/16/2010 10:30:12 AM mstaplet

The following Campaign information was found

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE VSC LOOKUP 2/16/2010 10:30:14 AM, mstaplet

VSC-CUC CHECK 02/16/2010 10:30:14 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/16/2010 10:36:39 AM, mstaplet

CLAIM CHECK 02/16/2010 10:36:39 AM mstaplet

The following Claim History information was found

0; 2008-12-29; 206500; 046631; 510; 8551C1 ; FRONT SEATBELT BUCKLE A, INNER LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/16/2010 10:36:43 AM, mstaplet

CAMPAIGN CHECK 02/16/2010 10:36:43 AM mstaplet

The following Campaign information was found

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; NU;

*** NOTES 2/16/2010 10:40:45 AM, mstaplet, Action Type : Call from Customer

Verified the owner's information.

The customer called regarding headlight.

The customer said he has had an issue with the headlights going out on the vehicle 5 times.

The customer wanted to know if AHM is having an issue with the low beam headlights.

I explained there are no known issues with the low beam headlights on the 2004 CR-V.

I suggested he have the dealer check out the vehicle and they will advise him.

The customer understood and requested no further assistance.

*** SUBCASE N012010-02-1600789-1 CREATE 2/16/2010 10:41:14 AM, mstaplet

Created in WIP Default with Due Date 2/16/2010 10:41:14 AM.

*** SUBCASE N012010-02-1600789-1 CLOSE 2/16/2010 10:41:34 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2010 10:41:38 AM, mstaplet

Case History

Case ID : N012010-02-1600789

Case Title : [REDACTED] HEADLIGHT BLOWN

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

Case Details

Case ID : N012011-01-0600217	Division : Honda - Auto	Condition : Closed	Open Date : 1/6/2011 7:48:59 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/6/2011 7:55:33 AM
Case Owner : Justice Najee (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Justice Najee (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - DIMMER LIGHT SWITCH CONCERN		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 8047
 VIN Type / No. : US VIN / JHLRD78874C ██████████
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 89,000
 In Service Date : 02/11/2004
 Months In Use : 83
 Engine Number : K24A13019385
 Originating Dealer No. / Name : 208116 / DON MOORE HONDA
 Selling Dealer No. / Name : 208116 / DON MOORE HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N012011-01-0600217-1 / ██████████	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-0600217-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 1/6/2011 7:55:20 AM
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 1/6/2011 7:55:32 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, 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 : N012011-01-0600217

Case Title : [REDACTED] DIMMER LIGHT SWITCH CONCERN

*** CASE CREATE 1/6/2011 7:48:59 AM, jnajee

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

*** NOTES 1/6/2011 7:54:33 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number 270-281-5410

Customer called in stating that she has no dim lights. Customer advised that only her high beam lights work. Customer advised that she believes that its her dimmer switch. Customer advised that she wants to know if it is the dimmer switch, will it be covered under her extended warranty.

ACS informed customer that I can provide her the number to Honda care, so they can answer her question. ACS informed customer that I am not sure if Honda care will cover it. ACS provided customer with the number to Honda care 800-999-5901. Customer understood. No further assistance required.

*** CASE MODIFY 1/6/2011 7:54:58 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012011-01-0600217-1 CREATE 1/6/2011 7:55:20 AM, jnajee

Created in WIP Default with Due Date 1/6/2011 7:55:20 AM.

*** SUBCASE N012011-01-0600217-1 CLOSE 1/6/2011 7:55:32 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/6/2011 7:55:33 AM, jnajee

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

Case Details

Case ID : N012010-03-0201672 Division : Honda - Auto Condition : Closed Open Date : 3/2/2010 4:15:16 PM
 Case Originator : RaShaun Logan (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/2/2010 4:22:40 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 BEAM HEADLIGHT FAILURE 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 : CARMEL VALLEY, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / JHLRD78844C [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 140,000
 In Service Date : 03/21/2004
 Months In Use : 72
 Engine Number : K24A13045455
 Originating Dealer No. / Name : 208002 / VAL STROUGH HONDA
 Selling Dealer No. / Name : 208002 / VAL STROUGH HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208002 / VAL STROUGH HONDA
 Phone No. : 831-899-2222
 Address : #1 HEITZINGER PLAZA
 City / State / Zip : SEASIDE, CA 93955
 Svc District / Sls District : 12H / D12
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-03-0201672-1 / [REDACTED]	PR Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-03-0201672-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : RaShaun Logan	Type 1 : Product	Status : Subcase Close	Open Date : 3/2/2010 4:19:24 PM
Issue Owner : RaShaun Logan	Type 2 : Operation	Queue :	Close Date : 3/2/2010 4:19:45 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 : N012010-03-0201672

Case Title : [REDACTED] - LOW BEAM HEADLIGHT FAILURE

*** CASE CREATE 3/2/2010 4:15:16 PM, rlogan

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

*** CASE EXTENDED WARRANTY LOOKUP 3/2/2010 4:15:19 PM, rlogan

WARRANTY CHECK 03/02/2010 04:15:19 PM rlogan

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/2/2010 4:15:22 PM, rlogan

CLAIM CHECK 03/02/2010 04:15:22 PM rlogan

The following Claim History information was found

0; 2007-09-10; 208002; 038461; 510; 614097 ; GOODWILL PARTS ONLY (REPLACES 000007).

PERLIZ JONATAN

*** CASE CAMPAIGN LOOKUP 3/2/2010 4:15:25 PM, rlogan

CAMPAIGN CHECK 03/02/2010 04:15:25 PM rlogan

The following Campaign information was found

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 3/2/2010 4:15:27 PM, rlogan

VSC-CUC CHECK 03/02/2010 04:15:27 PM rlogan

No data found for VIN.

*** SUBCASE N012010-03-0201672-1 CREATE 3/2/2010 4:19:24 PM, rlogan

Created in WIP Default with Due Date 3/2/2010 4:19:24 PM.

*** SUBCASE N012010-03-0201672-1 CLOSE 3/2/2010 4:19:45 PM, rlogan

Status = Solving, Resolution Code = Instruction Given

*** NOTES 3/2/2010 4:22:35 PM, rlogan, Action Type : Call from Customer

Updated customer information

Best contact number 8316592303

Situation Customer is having issues with his low beam.

Request Customer would like to know if there are any issues with the low beam headlights.

Probing questions Customer said that he is having issues with the low beam headlight switch. Customer said that he was driving in the desert and all of a sudden the low beams went out.

Inbound conclusion ACS showed empathy. ACS informed customer that there are no campaigns that apply to this vehicle and this situation. Customer thanked ACS and we ended the call. Case coded and closed. No further assistance was needed at this time.

*** CASE CLOSE 3/2/2010 4:22:40 PM, rlogan

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

Case Details

Case ID : N012010-01-2800502 Division : Honda - Auto Condition : Closed Open Date : 1/28/2010 9:37:24 AM
 Case Originator : Walter Menjivar (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 1/29/2010 11:45:11 AM
 Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 1
 Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] LOW BEAM HEADLIGHT/COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 312
 VIN Type / No. : US VIN / JHLRD78844C [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 78,000
 In Service Date : 04/21/2004
 Months In Use : 69
 Engine Number : K24A13050808
 Originating Dealer No. / Name : 208191 / DESERT HONDA
 Selling Dealer No. / Name : 208027 / STEPHEN WADE HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N012010-01-2800502-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-2800502-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 1/29/2010 11:44:53 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 1/29/2010 11:45:10 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer
 Component Category : 12 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-2800502

Case Title : [REDACTED] - LOW BEAM HEADLIGHT/COMPLAINT

*** CASE CREATE 1/28/2010 9:37:24 AM, wmenjiva

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

*** CASE VSC LOOKUP 1/28/2010 9:37:34 AM, wmenjiva

VSC-CUC CHECK 01/28/2010 09:37:34 AM wmenjiva

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/28/2010 9:37:37 AM, wmenjiva

WARRANTY CHECK 01/28/2010 09:37:37 AM wmenjiva

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/28/2010 9:37:50 AM, wmenjiva

CAMPAIGN CHECK 01/28/2010 09:37:50 AM wmenjiva

The following Campaign information was found

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE CLAIMS LOOKUP 1/28/2010 9:37:52 AM, wmenjiva

CLAIM HISTORY CHECK 01/28/2010 09:37:52 AM wmenjiva

No data found for VIN.

*** CASE MODIFY 1/28/2010 9:41:15 AM, wmenjiva

into WIP Default and Status of Solving.

*** NOTES 1/28/2010 9:54:51 AM, wmenjiva, Action Type : Call from Customer

I verified owner, updated address and contact number.

Customer contacted AHM, inquiring if there was a recall that affected the wire harness on her vehicle?

She states that 9 times out of 10, when starts her car in the morning, and drives off, the low beams do not come on. She states that she has to use the high beams. She states that the low beams come on later on in the day, but will tend to go out again.

I informed customer that there are currently no recalls affecting his wire harness, headlights, or any other related component.

She asked if she can file a complaint? I informed customer that I am document her call as a product complaint, as we speak.

I explained to customer that if there is a recall that affected her vehicle, Honda will notify her via ail. If she has already paid for said repair, she can then submit for reimbursement once she receives related recall notice.

She understood and thanked.

I thanked customer and apologized for needed repairs on her vehicle.

*** CASE MODIFY 1/28/2010 9:54:59 AM, wmenjiva

into WIP Default and Status of Solving.

*** SUBCASE N012010-01-2800502-1 CREATE 1/29/2010 11:44:53 AM, wmenjiva

Created in WIP Default with Due Date 1/29/2010 11:44:53 AM.

*** CASE MODIFY 1/29/2010 11:45:08 AM, wmenjiva

into WIP Default and Status of Solving.

*** SUBCASE N012010-01-2800502-1 CLOSE 1/29/2010 11:45:10 AM, wmenjiva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/29/2010 11:45:11 AM, wmenjiva

Case History

Case ID : N012010-01-2800502

Case Title : [REDACTED] - LOW BEAM HEADLIGHT/COMPLAINT

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

Case Details

Case ID : N012009-09-1400380	Division : Honda - Auto	Condition : Closed	Open Date : 9/14/2009 7:50:22 AM
Case Originator : Fran Diaz (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/1/2009 8:49:15 AM
Case Owner : Kentaro Ogawa (Team HH)	Method : Fax	Queue :	Days Open : 17
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ 5B -DONOVAN, ORVILLE - REPAIR ASSISTANCE	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 :	OYSTER BAY, NY ██████████
E Mail :	
Svc District / SIs District :	/

Product Info :

Unit Owner :	██████████ 77 M
VIN Type / No. :	US VIN / JHLRD78444C ██████████
Model / Year :	CR-V / 2004
Model ID / Product Line :	RD7844PW / A
Miles / Hours :	77,291
In Service Date :	04/27/2004
Months In Use :	65
Engine Number :	K24A13053744
Originating Dealer No. / Name :	207255 / P. S. HONDA
Selling Dealer No. / Name :	207255 / P. S. HONDA
Trim :	4WD LX
No. Of Doors :	5
Transmission Code :	4AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207892 / NORTH SHORE HONDA
Phone No. :	516-676-2290
Address :	611 GLEN COVE ROAD
City / State / Zip :	GLEN HEAD, NY 11545
Svc District / SIs District :	05B / A05
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 : DPSM	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
N012009-09-1400380-1 / ██████████	PRO Subcase Close	Product	Operation	712	Headlights
N012009-09-1400380-2 / ██████████	PRO Subcase Close	Product	Operation	817	Door locks

Issue Details

Issue ID : N012009-09-1400380-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2009 12:30:26 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 10/1/2009 8:49:15 AM
Issue Title : ██████████ - 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 : N012009-09-1400380-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 10/1/2009 8:48:39 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 10/1/2009 8:48:55 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 817 / Door locks
 Condition Code Desc Lock Cylinder 8172
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-1400380

Case Title : NORTH SHORE 5B [REDACTED] - REPAIR ASSISTANCE

*** CASE CREATE 9/14/2009 7:50:22 AM, fdiaz

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

*** NOTES 9/14/2009 7:50:23 AM, fdiaz, Action Type :

On 09/14/09 ACS received 1 cover letter and 1 page letter from customer. Please see attached 2 page RO's from North Shore Honda.

*** CASE MODIFY 9/14/2009 7:53:25 AM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 9/14/2009 7:53:26 AM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 9/14/2009 7:53:29 AM, fdiaz

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 9/14/2009 9:14:55 AM, kogawa

from Queue Honda Team G to WIP Default.

*** COMMIT 9/14/2009 9:43:15 AM, kogawa, Action Type : N/A

initial (letter received?)

*** CASE MODIFY 9/14/2009 9:43:54 AM, kogawa

into WIP Default and Status of Solving.

*** CASE MODIFY 9/14/2009 9:44:53 AM, kogawa

into WIP Default and Status of Solving.

*** NOTES 9/14/2009 9:47:22 AM, kogawa, Action Type : Note-General

Airbase had a 1998 Civic at address on file, as well as the 04 CRV. Mileage in 1/2009 was 67k miles, speculating current mileage to be around 75k.

*** CASE MODIFY 9/14/2009 12:25:26 PM, kogawa

into WIP 5B and Status of Solving.

*** NOTES 9/14/2009 12:28:05 PM, kogawa, Action Type : Letter/Fax

Fax from customer expresses disappointment with incurred repair expenses exceeding \$1100 for a shorted out turn signal switch and harness, as well as an additional \$345 for door lock repairs. Happy with dealer service, dissatisfied with repair expense on a 5 year old car, and writes in hopes for reimbursement consideration. Advises of 3 Hondas within extended household.

*** SUBCASE N012009-09-1400380-1 CREATE 9/14/2009 12:30:26 PM, kogawa

Created in WIP Default with Due Date 9/14/2009 12:30:26 PM.

*** CASE MODIFY 9/14/2009 12:30:38 PM, kogawa

into WIP 5B and Status of Solving.

*** CASE VSC LOOKUP 9/15/2009 7:26:23 AM, kogawa

VSC-CUC CHECK 09/15/2009 07:26:23 AM kogawa

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/15/2009 7:28:50 AM, kogawa

CAMPAIGN CHECK 09/15/2009 07:28:50 AM kogawa

The following Campaign information was found

Case History

Case ID : N012009-09-1400380

Case Title : NORTH SHORE 5B [REDACTED] REPAIR ASSISTANCE

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 9/15/2009 7:29:15 AM, kogawa

VSC-CUC CHECK 09/15/2009 07:29:15 AM kogawa

No data found for VIN.

*** NOTES 9/15/2009 7:35:01 AM, kogawa, Action Type : Call to Customer

Called customer to review. Disappointed in having to incur expenses to address a short in a wiring harness, that had caused car to lose low beams. Also, had to pay for door lock cylinder repairs. Says he asked dealer for help, SA Chris was to review with factory rep, but customer has not yet heard from Chris. Customer acknowledges the car is outside of warranty, does not have a VSC, but questions the failure of a nonmoving part, hopes for assistance. ACS advised dealer will be consulted.

*** CASE MODIFY 9/15/2009 7:35:41 AM, kogawa

into WIP 5B and Status of Solving.

*** NOTES 9/15/2009 7:38:01 AM, kogawa, Action Type : Dealer Communication

ATTN: Carlo R., SERVICE MANAGER

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

Customer recently paid for wire harness and door lock repairs. He is asking our office for assistance. Customer advised that he spoke to Chris O'Brien, and that Chris was to have consulted DPSM on his recent visit. Customer has not heard back from Chris concerning any review. [REDACTED] call me.

Thank you for your attention to this matter.

Kentaro Ogawa

Automobile Customer Service

*** CASE FULFILL 9/15/2009 7:38:18 AM, kogawa

Fulfilled for [REDACTED] due 09/15/2009 12:00:00 AM.

*** COMMIT 9/15/2009 7:38:20 AM, kogawa, Action Type : N/A

dlr reply?

*** NOTES 9/17/2009 9:05:35 AM, kogawa, Action Type : Call to Dealer

SM Carlo not in today, and SA Chris advises DPSM was consulted, but AHM will be unable to offer assistance. Customer is a good customer to the dealer, so Chris believes dealer may still be able to do 'something' for the customer. Believes he will be able to determine later today what dealer can do, and customer would be contacted by tomorrow with outcome.

*** CASE FULFILL 9/17/2009 9:05:43 AM, kogawa

Fulfilled for [REDACTED] due 09/17/2009 12:00:00 AM.

*** COMMIT 9/17/2009 9:05:47 AM, kogawa, Action Type : N/A

dlr call cust ?

*** NOTES 9/22/2009 7:28:49 AM, kogawa, Action Type : Call to Dealer

Left message with SA Frank for SA Chris' call back. Did dealer offer assistance to customer?

*** CASE FULFILL 9/22/2009 1:44:45 PM, kogawa

Case History

Case ID : N012009-09-1400380

Case Title : NORTH SHORE 5B [REDACTED] - REPAIR ASSISTANCE

Fulfilled for [REDACTED] due 09/22/2009 12:00:00 AM.

*** COMMIT 9/22/2009 1:44:53 PM, kogawa, Action Type : N/A

dlr cb?

*** NOTES 9/24/2009 8:49:48 AM, kogawa, Action Type : Call to Dealer

SM Carlo advises SA Chris would not have the authority to have offered any assistance. Carlo advises dealer will be unable to reimburse, but may be able to offer a discount or credit towards future services. If customer is interested, ACS would refer to SM Carlo.

*** NOTES 9/24/2009 8:54:47 AM, kogawa, Action Type : Call to Customer

Left message with spouse for call back to review.

*** CASE FULFILL 9/24/2009 8:56:31 AM, kogawa

Fulfilled for [REDACTED] due 09/24/2009 12:00:00 AM.

*** COMMIT 9/24/2009 8:56:35 AM, kogawa, Action Type : N/A

ccb?

*** CASE MODIFY 9/28/2009 7:01:16 AM, kogawa

into WIP 5B and Status of Solving.

*** NOTES 10/1/2009 8:02:24 AM, kogawa, Action Type : Call to Customer

Customer confirms SM Carlo has contacted him with an offer of a \$100 service credit, nothing in writing, but this gesture does not amount to much considering the typical 10% discounts dealers customarily offer. ACS apologized that unfortunately AHM will no be offering a subsidy on these recent repairs. ACS advised however his feedback is appreciated, so we will log his comments regarding the reliability of door lock cylinders, as well as his concern that no fuses blew that could have prevented the higher cost and potential fire hazard of a burnt out fire harness.

*** SUBCASE N012009-09-1400380-2 CREATE 10/1/2009 8:48:39 AM, kogawa

Created in WIP Default with Due Date 10/1/2009 8:48:39 AM.

*** SUBCASE N012009-09-1400380-2 CLOSE 10/1/2009 8:48:55 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/1/2009 8:49:00 AM, kogawa

into WIP 5B and Status of Solving.

*** SUBCASE N012009-09-1400380-1 CLOSE 10/1/2009 8:49:15 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/1/2009 8:49:15 AM, kogawa

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

Case Details

Case ID : N012008-01-2802376 Division : Honda - Auto Condition : Closed Open Date : 1/28/2008 1:45:39 PM
 Case Originator : Antonio Gonzalez (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 1/29/2008 7:11:18 AM
 Case Owner : Kentaro Ogawa (Team HH) Method : Mail Queue : Days Open : 1
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 07L [REDACTED] LIGHT BULBS 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 : WINTER HAVEN, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5950
 VIN Type / No. : US VIN / JHLRD78874C [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 95,000
 In Service Date : 08/03/2004
 Months In Use : 41
 Engine Number : K24A13087012
 Originating Dealer No. / Name : 208191 / DESERT HONDA
 Selling Dealer No. / Name : 208191 / DESERT HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N012008-01-2802376-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-01-2802376-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 1/29/2008 6:27:01 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 1/29/2008 7:11:17 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
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 : N012008-01-2802376

Case Title : 07L - [REDACTED] LIGHT BULBS

*** CASE CREATE 1/28/2008 1:45:39 PM, agonz01

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

*** NOTES 1/28/2008 2:15:13 PM, agonz01, Action Type : Letter/Fax

Customer wrote in to AHM in regards of her CR-V. Customer wants to know if her headlights are suppose to be on all the time?. Customer said in less than 18 months she spent over \$600 to get light bulbs to work. customer Said on August 2, 2006 she went to a Honda dealer (dose not say in letter which dealer) in the city she works in because both headlights had inoperable low beams. she said dealer replaced both bulbs for \$65.53. Customer went back to the dealer on October 24, 2006 because the low beams where not working properly again. Customer said dealer replaced headlight switch for \$281.98. Customer requested for feature of the lights being on all time to be turn off, so the bulbs wont burnt out. Some one at the dealership said "NO". Customer went to another Honda dealer on December 18, 2007, one near her home (dose not say which dealer in letter). Customer said low beams were inoperable again. Dealer replaced both bulbs again and this time the new dealer said they found something not allowing the system not to work properly. Dealer found wires tied into the head light switch to a relay. dealer unhooked the wires from the switch, all this for \$257.91. Customer says the headlights are not on all the time, just when she turns them on. Customer wants to know Which dealer was correct?. Customer also wants to know if this same problem is happening to other people?. Customer feels like is shes at the mercy of the dealers due to she working at night. Customer has invoices to proof repairs.

*** CASE MODIFY 1/28/2008 2:15:22 PM, agonz01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2008 2:16:57 PM, agonz01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2008 2:22:46 PM, agonz01

into WIP default and Status of Solving.

*** CASE MODIFY 1/28/2008 2:27:12 PM, agonz01

into WIP default and Status of Solving.

*** CASE DISPATCH 1/28/2008 2:28:14 PM, agonz01

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 1/28/2008 2:43:49 PM, kogawa

from Queue Honda Team E to WIP Default.

*** SUBCASE N012008-01-2802376-1 CREATE 1/29/2008 6:27:01 AM, kogawa

Created in WIP Default with Due Date 1/29/2008 6:27:01 AM.

*** NOTES 1/29/2008 6:32:00 AM, kogawa, Action Type : Note-General

ACS finds 863-295-7812 via directory assistance.

ACS finds a 2004 CRV JHLRD78874C053798 under customer's name at another address.

Customer's correspondence questions if the headlights are supposed to be on all the time (day time running lights?) Frustrated as had to spend \$600 over the past year and a half on various visits to several dealers to replace headlight bulbs, as well as a headlight switch, and a visit to unhook wires from said switch. Headlights work fine now. Questions the integrity of the dealers involved, wonders if headlight operation issues are common for this year/model.

*** CASE MODIFY 1/29/2008 6:35:33 AM, kogawa

into WIP Default and Status of Solving.

*** CASE MODIFY 1/29/2008 6:36:06 AM, kogawa

Case History

Case ID : N012008-01-2802376

Case Title : 07L [REDACTED] - LIGHT BULBS

into WIP Default and Status of Solving.

*** NOTES 1/29/2008 7:10:58 AM, kogawa, Action Type : Call to Customer
Called customer to review, confirmed VIN and phone number.

Loves the car, drives 100 miles a day, which is why has 95k miles in 3.5 years.

Has had good dealer service in Nevada and Iowa, but regrets that service experiences at the several Florida dealers have not been as great, ie dealers have varying price points and varying recommendations regarding scheduled maintenance. ACS empathized, and advised that while all dealers have access to AHM technical training/info, they do not have access to each other's databases to determine what has and has not been done to the car. Suggested she assume greater responsibility to inquire ahead of time on cost and included services before authorizing said services. Dealers mentioned: Vatland, Regal, Coggin Orlando.

As far as the headlights, ACS advised that DRL is not included on US spec models, so one questions if she has had DRL since car was new, is it possible that she has aftermarket accessories somehow spliced into the wiring? She does not think so. Appreciates the follow up, headlights fine now, will not hesitate to call in future if headlights fail again, as so far she has needed headlight work done on 8/2006, 10/2006 and 12/2007.

*** SUBCASE N012008-01-2802376-1 CLOSE 1/29/2008 7:11:17 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/29/2008 7:11:18 AM, kogawa

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

Case Details

Case ID : N012011-06-0200126	Division : Honda - Auto	Condition : Closed	Open Date : 6/2/2011 7:00:51 AM
Case Originator : Noell Jessie (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/2/2011 1:17:15 PM
Case Owner : Rigoberto Medina (Team HI)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Rigoberto Medina (Team HI)	Point of Origin : Customer	Wipbin :	
Case Title : 4H [REDACTED] COMBINATION LIGHT SWITCH FAILURE	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 : N.OLMSTED, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2772
 VIN Type / No. : US VIN / SHSRD78844U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 116,000
 In Service Date : 12/22/2003
 Months In Use : 90
 Engine Number : K24A13514570
 Originating Dealer No. / Name : 207532 / SUNNYSIDE HONDA
 Selling Dealer No. / Name : 207532 / SUNNYSIDE HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207532 / SUNNYSIDE HONDA
 Phone No. : 440-243-5577
 Address : 7700 PEARL ROAD
 City / State / Zip : MIDDLEBURG HEIG, OH 44130
 Svc District / Sls District : 04H / C04
 Warranty Labor Rate / Date : \$98.00 /
 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
N012011-06-0200126-1 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-06-0200126-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 6/2/2011 8:41:13 AM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 6/2/2011 8:41:28 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 : Assist Denied, 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 : N012011-06-0200126

Case Title : 4H [REDACTED] - COMBINATION LIGHT SWITCH FAILURE

*** CASE CREATE 6/2/2011 7:00:51 AM, njessie

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

*** NOTES 6/2/2011 7:15:14 AM, njessie, Action Type : Call from Customer

Updated customer contact info.

Best contact # 440-716-1115

Customer states that the other morning when he went to start his vehicle he noticed that the low beam headlights were out. Customer states that he did some research online and found that there is a problem happening where the wiring in the headlights burns and causes the head lights not to work. Customer states that he also went on the NHTSA website to see if there were any recalls on this issue and at this point there have only been investigations with 13 complaints that will eventually turn into a recall. Customer states that NHTSA has claim PE11017 on this issue. Customer states that the vehicle is at the dlr being repaired now. Customer states that they have quoted about \$155 for the repair and he has been working with service advisors Laura and Mark.

ACS apologized to customer regarding their concern. ACS informed the customer that this case will be dispatched to a RCM for further review and consideration. ACS informed the customer that the RCM will contact them within the next 1-2 business days. ACS informed the customer that financial assistance in this matter is not guaranteed.

Customer understood and no further assistance needed.

*** CASE MODIFY 6/2/2011 7:15:34 AM, njessie

into WIP default and Status of Solving.

*** CASE DISPATCH 6/2/2011 7:15:43 AM, njessie

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 6/2/2011 8:21:09 AM, kogawa

from Queue Honda Team H to WIP Default.

*** NOTES 6/2/2011 8:26:01 AM, kogawa, Action Type : Note-General

Airbase had several used VINs for:

1996 Accord
1997 Civic (new)
1998 Odyssey
2004 CRV
2005 CRV

110k miles on 2/2010 was last visit for the 2004 CRV. 89k miles on last visit for the 2005 CRV in 2/2011.

*** CASE YANKED 6/2/2011 8:36:35 AM, njessie

Yanked by njessie into WIPbin default.

*** NOTES 6/2/2011 8:40:14 AM, njessie, Action Type : Call from Customer

After review by the RCM case was denied assistance due to the age and mileage. ACS called customer and best number provided but got no answer. ACS left voicemail to contact ACS back and his earliest convenience.

*** Please inform the customer that assistance in this matter has been denied due to the age and mile of the vehicle.***

*** SUBCASE N012011-06-0200126-1 CREATE 6/2/2011 8:41:13 AM, njessie

Created in WIP Default with Due Date 6/2/2011 8:41:13 AM.

Case History

Case ID : N012011-06-0200126

Case Title : 4H - [REDACTED] - COMBINATION LIGHT SWITCH FAILURE

*** SUBCASE N012011-06-0200126-1 CLOSE 6/2/2011 8:41:28 AM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/2/2011 8:41:29 AM, njessie

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

*** CASE REOPEN 6/2/2011 1:09:06 PM, rmedina

with Condition of Open and Status of Solving.

*** NOTES 6/2/2011 1:17:01 PM, rmedina, Action Type : Call from Customer

The customer called in regards to voicemail left by ACS. ACS reviewed notes and RCM denied assistance due to the age and mileage. ACS notified customer that he is outside of the new vehicle limited warranty by 4 years/80,000 miles and there are no campaigns or extended warranties on the issue. The customer states it should be a safety recall. ACS empathized and advised now that his information has been updated should a recall or product update come up for his vehicle he will be notified by mail. The customer asked to make a note that he will no longer purchase any Hondas after this. The customer no longer needed assistance.

*** CASE CLOSE 6/2/2011 1:17:15 PM, rmedina

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

Case Details

Case ID : N012009-05-1900454 Division : Honda - Auto Condition : Closed Open Date : 5/19/2009 9:18:36 AM
 Case Originator : Annie Hsieh (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 6/8/2009 1:03:33 PM
 Case Owner : Jay Pasquin (Team HF) Method : Fax Queue : Days Open : 20
 Last Closed By : Jay Pasquin (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 6B-#206772-- [REDACTED] LOW BEAM 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 : GAITHERSBURG, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1261
 VIN Type / No. : US VIN / SHSRD78844U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 70,000
 In Service Date : 04/01/2004
 Months In Use : 61
 Engine Number : K24A13536386
 Originating Dealer No. / Name : 208341 / HONDA OF DULLES
 Selling Dealer No. / Name : 206754 / HERSON'S HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206772 / SPORT HONDA
 Phone No. : 301-890-4700
 Address : 3201 AUTOMOBILE BLVD.
 City / State / Zip : SILVER SPRING, MD 20904
 Svc District / Sls District : 06A / A06
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206754	HERSON'S HONDA		

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-1900454-1 / [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-05-1900454-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 5/19/2009 10:02:49 AM
Issue Owner : Jay Pasquin	Type 2 : Operation	Queue :	Close Date : 6/8/2009 1:03:29 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Assist Denied, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-05-1900454

Case Title : 6B-#206772- [REDACTED] - LOW BEAM HEADLIGHTS ISSUE

*** CASE CREATE 5/19/2009 9:18:36 AM, ahsieh

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

*** NOTES 5/19/2009 9:18:37 AM, ahsieh, Action Type :

On 05/15/09 ACS rec'd a 1-page fax from the customer. Customer is writing regarding problem with the low beam headlights. The vehicle is out of warranty, since this is a serious defect. Customer wants a free repair authorization.

*** CASE MODIFY 5/19/2009 9:19:03 AM, ahsieh
into WIP default and Status of Solving.*** CASE MODIFY 5/19/2009 9:19:05 AM, ahsieh
into WIP default and Status of Solving.*** CASE MODIFY 5/19/2009 9:19:05 AM, ahsieh
into WIP default and Status of Solving.*** CASE DISPATCH 5/19/2009 9:19:15 AM, ahsieh
from WIP default to Queue Honda Team F.*** CASE ACCEPT 5/19/2009 9:57:58 AM, mkim
from Queue Honda Team F to WIP DEFAULT.*** CASE MODIFY 5/19/2009 10:02:03 AM, mkim
into WIP DEFAULT and Status of Solving.*** CASE MODIFY 5/19/2009 10:02:20 AM, mkim
into WIP DEFAULT and Status of Solving.*** SUBCASE N012009-05-1900454-1 CREATE 5/19/2009 10:02:49 AM, mkim
Created in WIP Default with Due Date 5/19/2009 10:02:49 AM.*** CASE MODIFY 5/19/2009 10:02:54 AM, mkim
into WIP DEFAULT and Status of Solving.*** COMMIT 5/19/2009 10:02:55 AM, mkim, Action Type : N/A
cust called? send 10 day ltr*** CASE MODIFY 5/19/2009 10:03:14 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE CLAIMS LOOKUP 5/20/2009 11:01:57 AM, mkim

CLAIM CHECK 05/20/2009 11:01:57 AM mkim

The following Claim History information was found

0; 2006-10-25; 206754; 310790; 510; 610199 ; HEAT - A/C CLIMATE CONTROL PANEL - REPLACE. INCLUDES:
ADJUST CABLES WHERE APPLICABLE.

*** CASE VSC LOOKUP 5/20/2009 11:02:02 AM, mkim

VSC-CUC CHECK 05/20/2009 11:02:02 AM mkim

No data found for VIN.

*** NOTES 5/20/2009 1:13:08 PM, mkim, Action Type : Call to Dealer

I called Herson's Honda and spoke to SM-Greg.

Case History

Case ID : N012009-05-1900454

Case Title : 6B-#206772- [REDACTED] - LOW BEAM HEADLIGHTS ISSUE

SM said they have not seen the vehicle since 11/2006 when it was to have the left side repaired from accident damage.

*** CASE MODIFY 5/20/2009 1:25:01 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 5/20/2009 1:25:50 PM, mkim

with [REDACTED] due 05/22/2009 05:00:00 PM.

*** NOTES 5/20/2009 1:27:02 PM, mkim, Action Type : Call to Customer

I tried calling customer's day# but got his VM.

I left a VM introducing myself as the CM and a message requesting a call back.

I provided my contact information.

*** CASE MODIFY 5/20/2009 1:27:42 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 5/20/2009 1:27:50 PM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 5/20/2009 1:58:38 PM, mkim

into WIP 6A and Status of Solving.

*** NOTES 5/26/2009 2:50:57 PM, ahsieh, Action Type : Letter/Fax

On 05/26/09 ACS rec'd a 1-page fax from the customer. Customer is writing regarding problem with the low beam headlights. The vehicle is out of warranty, since this is a serious defect. Customer wants a free repair authorization. Customer wrote that this is his 4th fax regarding this matter.

*** NOTES 5/27/2009 6:20:26 AM, slambert, Action Type : Call from Customer

ACS verified the customer's information.

He said he is taking the vehicle to Sport Honda in Silver Spring, MD tomorrow, 5/28 @ 7:30am. He said he is going in for the routine maintenance and he will address his low beam headlights. He said he feels the headlights not working, are a safety issue. He said he called in a complaint with the NHTSA. He said he is dealing with Dan, the SM at Sport Honda.

ACS advised the customer his case was updated and a CM will contact him. He was advised he is no longer within the warranty parameters. He was provided with the case #. He had no further requests.

*** CASE MODIFY 5/27/2009 6:44:13 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY COMMITMENT 5/27/2009 6:49:10 AM, mkim

with [REDACTED] due 05/29/2009 05:00:00 PM.

*** NOTES 5/27/2009 6:49:20 AM, mkim, Action Type : Call to Customer

I tried calling customer's day# but got his VM.

I left a VM introducing myself as the CM and a message requesting a call back.

I provided my contact information

*** CASE MODIFY 5/27/2009 6:49:35 AM, mkim

into WIP 6A and Status of Solving.

*** CASE MODIFY 5/27/2009 6:49:41 AM, mkim

Case History

Case ID : N012009-05-1900454

Case Title : 6B-#206772- [REDACTED] - LOW BEAM HEADLIGHTS ISSUE

into WIP 6A and Status of Solving.

*** CASE ASSIGN 6/1/2009 6:46:27 AM, mkim

N012009-05-1900454 to jpasquin, WIP □ ;À

*** CASE RULE ACTION 6/1/2009 6:46:27 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 6/1/2009 9:49:06 AM, jpasquin, Action Type : Call to Customer

Called the customer and left a VM requesting for a callback.

*** CASE FULFILL 6/1/2009 9:49:31 AM, jpasquin

Fulfilled for [REDACTED] due 05/29/2009 05:00:00 PM.

*** COMMIT 6/1/2009 9:53:11 AM, jpasquin, Action Type : N/A

cust. called? 10 day letter?

*** NOTES 6/3/2009 12:07:50 PM, jpasquin, Action Type : Note-General

No response from the customer. Sending 10 day letter.

*** NOTES 6/3/2009 12:11:04 PM, jpasquin, Action Type : Letter/Fax

June 3, 2009

[REDACTED]
Gaithersburg, MD, [REDACTED]

Re: VIN SHSRD78844U [REDACTED]

Dear [REDACTED]

Thank you for contacting American Honda Motor Co., Inc. regarding your concerns with your 2004 Honda Cr-V

I have made several attempts to contact you by telephone regarding the concerns you have had with your vehicle, but have been unsuccessful in reaching you. In order to address your concerns, please contact me within 10 days from the date of this letter, otherwise we will consider this matter resolved.

I can be reached at 1-800-999-1009, Ext 117729, Monday through Friday between the hours of a.m. and p.m. Pacific Time. We appreciate the opportunity to respond to your concerns.

Sincerely,

American Honda Motor Co., Inc.

Jay Pasquin

Automobile Customer Service

File No. N012009-05-1900454

*** CASE FULFILL 6/3/2009 12:11:11 PM, jpasquin

Fulfilled for [REDACTED] due 06/03/2009 12:00:00 AM.

Case History

Case ID : N012009-05-1900454

Case Title : 6B-#206772-- [REDACTED] - LOW BEAM HEADLIGHTS ISSUE

*** COMMIT 6/3/2009 12:11:15 PM, jpasquin, Action Type : N/A

10 day letter sent.

*** NOTES 6/8/2009 1:02:35 PM, jpasquin, Action Type : Call from Customer

Received a call from the customer. The customer stated that he is having an intermittent problem with the vehicles low beam headlights. The customer is requesting for a free repair authorization as he feels that it is a safety defect. I inquired if the vehicle has been diagnose by a Honda dealership. The customer stated that the dealership is not able to reproduce the problem since intermittent. I apologized to the customer and infomred the customer that in order to be considered for any assistance, the issue will need to be duplicated. I also informed the customer that with the age and mileage of the vehicle, assistance is highly unlikely to be provided. The customer stated that he will callback again. I provided my contact information. Case closed until further notice.

*** SUBCASE N012009-05-1900454-1 YANKED 6/8/2009 1:02:59 PM, jpasquin

Yanked by jpasquin into WIPbin Default.

*** SUBCASE N012009-05-1900454-1 CLOSE 6/8/2009 1:03:29 PM, jpasquin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/8/2009 1:03:33 PM, jpasquin

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

Case Details

Case ID : N012010-05-1702926 Division : Honda - Auto Condition : Closed Open Date : 5/17/2010 4:52:18 PM
 Case Originator : Nicole Conley (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/8/2010 9:46:50 AM
 Case Owner : Chris Davis (Team HF) Method : Phone Queue : Days Open : 22
 Last Closed By : Chris Davis (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 6A-HERSON'S HONDA - [REDACTED] - LOW BEAM LIGHT REP No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 61
 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 : GAITHERSBURG, MD [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1261
 VIN Type / No. : US VIN / SHSRD78844U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 77,618
 In Service Date : 04/01/2004
 Months In Use : 73
 Engine Number : K24A13536386
 Originating Dealer No. / Name : 208341 / HONDA OF DULLES
 Selling Dealer No. / Name : 206754 / HERSON'S HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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 : \$120.88 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206772	SPORT 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
N012010-05-1702926-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-05-1702926-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2010 5:53:21 AM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 6/8/2010 9:46:34 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
32110-PPA-A50	WIRE HARNESS, ENGINE	Not Applicable

Case History

Case ID : N012010-05-1702926

Case Title : 6A-HERSON'S HONDA - [REDACTED] - LOW BEAM LIGHT REPAIR

*** CASE CREATE 5/17/2010 4:52:18 PM, nconley

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

*** CASE EXTENDED WARRANTY LOOKUP 5/17/2010 4:52:23 PM, nconley

WARRANTY CHECK 05/17/2010 04:52:23 PM nconley

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/17/2010 4:52:28 PM, nconley

CLAIM CHECK 05/17/2010 04:52:27 PM nconley

The following Claim History information was found

0; 2008-06-30; 208301; 740071; 510; 121170 ; OXYGEN/AIR FUEL RATIO SENSOR - REPLACE. S/B# 00-046

*** CASE CAMPAIGN LOOKUP 5/17/2010 4:52:31 PM, nconley

CAMPAIGN CHECK 05/17/2010 04:52:31 PM nconley

The following Campaign information was found

04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 12/14/04; FX;

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/17/2010 4:52:33 PM, nconley

VSC-CUC CHECK 05/17/2010 04:52:33 PM nconley

No data found for VIN.

*** CASE MODIFY 5/17/2010 4:53:29 PM, nconley

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2010 4:56:09 PM, nconley

into WIP default and Status of Solving.

*** NOTES 5/17/2010 4:59:08 PM, nconley, Action Type : Call from Customer

Updated Customer s Information

Best Contact Information: [REDACTED]

Customer states that all of his service is done at a dealership. Customer advises that the low-beam headlights would not come on in early January of this year. Customer states that he changed the bulbs and that did not help. Customer states that he went on to the internet and found that there was a connector in the plastic surround of the steering wheel. Customer states that he took the steering wheel apart and found the connector. Customer states that the person who posted the information on the internet advised that he should clean the corrosion and it should work fine. Customer states that he just disconnected and connected the connector and the lights worked for approximately a month. Customer states that he has done this procedure on multiple occasions. Customer states that he is once again without low-beam lights and would like AHM to resolve this issue at no cost to him. Customer states that the vehicle has not been into the dealership for diagnosis.

ACS advised customer that the vehicle was covered for 3 years or 36k miles which ever came first. ACS educated customer that any assistance at this point in the vehicle s life would be considered out of warranty assistance which is all considered on a case by case basis. ACS further advised the customer that in order for the review for possible assistance to begin the vehicle would first need to be diagnosed at a dealership. Customer agreed that he would be taking the vehicle into the dealership in the next couple of days. ACS advised customer case would be forwarded to a RCM for further review and follow-up within 1-2 business days. ACS advised customer once a diagnosis was made the RCM would review the case but there were NO guarantees for assistance. Customer

Case History

Case ID : N012010-05-1702926

Case Title : 6A-HERSON'S HONDA - [REDACTED] LOW BEAM LIGHT REPAIR

understood and agreed. Case number given. No further assistance/information provided.

*** NOTES 5/17/2010 5:00:17 PM, lhoffman, Action Type : Call from Customer

Customer called back indicating that he would like to change the dealer that he is taking the vehicle to.

Customer will be going to sport honda in DC.

I advised ACS.

*** CASE MODIFY 5/17/2010 5:01:29 PM, nconley

into WIP default and Status of Solving.

*** CASE DISPATCH 5/17/2010 5:02:08 PM, nconley

from WIP default to Queue Honda Team F.

*** CASE YANKED 5/18/2010 5:50:54 AM, cdavis

Yanked by cdavis into WIPbin default.

*** CASE MODIFY 5/18/2010 5:51:40 AM, cdavis

into WIP default and Status of Solving.

*** SUBCASE N012010-05-1702926-1 CREATE 5/18/2010 5:53:21 AM, cdavis

Created in WIP Default with Due Date 5/18/2010 5:53:21 AM.

*** CASE CAMPAIGN LOOKUP 5/18/2010 6:08:44 AM, cdavis

CAMPAIGN CHECK 05/18/2010 06:08:44 AM cdavis

The following Campaign information was found

04-035; P34; 02-04 HUM CR-V AIRBAG WIRES; 12/14/04; FX;

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; ;

*** COMMIT 5/18/2010 6:08:58 AM, cdavis, Action Type : N/A

Made to [REDACTED] due 05/21/2010 06:09:19 AM.

cust call back?

*** NOTES 5/18/2010 6:10:58 AM, cdavis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/21/2010

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

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

Customer contacted our office seeking assistance regarding a low beam (headlight) concern. Please inspect and contact the DPSM to see if any assistance would be provided.

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

Chris Davis

Automobile Customer Service

*** CASE MODIFY 5/18/2010 6:36:42 AM, cdavis

into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 5/18/2010 6:45:12 AM, cdavis

Case History

Case ID : N012010-05-1702926

Case Title : 6A-HERSON'S HONDA - [REDACTED] - LOW BEAM LIGHT REPAIR

with [REDACTED] due 05/31/2010 06:09:19 AM.

*** NOTES 5/18/2010 6:48:09 AM, cdavis, Action Type : Call to Customer

Left a message for the customer advising him that I will contact the dealer and inquire about his low beam concern. Once I have spoken to the dealer I will provide him with a call back. Customer was provided with my contact information. I will follow up with the customer on 5/21.

*** CASE MODIFY 5/18/2010 6:48:16 AM, cdavis
into WIP default and Status of Solving.*** CASE MODIFY 5/20/2010 11:50:08 AM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** NOTES 5/20/2010 11:52:16 AM, cdavis, Action Type : Call to Dealer

Left a message for the SM asking him to provide me with a call back so we can discuss the customer's concern.

*** CASE MODIFY COMMITMENT 5/20/2010 11:52:38 AM, cdavis
with BONNY/STEVEN JACOBSON due 06/02/2010 06:09:19 AM.*** CASE MODIFY 5/20/2010 11:52:48 AM, cdavis
into WIP 6A-Dan May and Status of Solving.*** CASE MODIFY 5/20/2010 12:18:23 PM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** NOTES 5/20/2010 12:35:08 PM, cdavis, Action Type : Call to Dealer

Spoke to the SM who stated that they are not aware of the customer's headlight concern. I informed him that I will contact the customer and have him arrange a time to bring the vehicle in to be inspected.

*** NOTES 5/20/2010 12:39:14 PM, cdavis, Action Type : Call to Customer

Customer was directed to contact the dealer and arrange a time to have the vehicle inspected by the dealership. The customer was instructed to provide me with a call back once the vehicle was inspected. The customer was provided with the number to the dealer as well as my contact information and the case number.

*** CASE MODIFY 5/20/2010 12:39:40 PM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** NOTES 5/25/2010 12:09:53 PM, mmckenz, Action Type : Call from Customer

Customer called and wanted the case number and to also notify ACS that he will be going to Hersons Honda. Customer did not want the CM at this time

*** CASE MODIFY 6/2/2010 8:46:46 AM, cdavis
into WIP 6A-Dan May and Status of Solving.*** CASE MODIFY 6/2/2010 8:46:49 AM, cdavis
into WIP 6A-Dan May and Status of Solving.*** CASE MODIFY 6/2/2010 8:54:49 AM, cdavis
into WIP 6A-Dan May and Status of Solving.*** CASE MODIFY 6/2/2010 8:56:34 AM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** NOTES 6/2/2010 9:29:32 AM, cdavis, Action Type : Call to Dealer

Spoke to the SM who stated that the customer brought the vehicle in regarding a headlight. They found that the wiring harness needs to be replaced. The customer was quoted \$740.00. According to the dealer the customer does not have a great service history.

Case History

Case ID : N012010-05-1702926

Case Title : 6A-HERSON'S HONDA - [REDACTED] - LOW BEAM LIGHT REPAIR

Honda will not be able to assist with the repair.

*** NOTES 6/2/2010 9:31:54 AM, cdavis, Action Type : Call to Customer

Left a message for the customer asking them to provide me with a call back so we can discuss Honda's decision. Honda will not be able to assist with the repair.

*** NOTES 6/2/2010 9:32:44 AM, cdavis, Action Type : Field Service

Dpsm not involved.

*** CASE FULFILL 6/2/2010 9:32:57 AM, cdavis

Fulfilled for [REDACTED] due 06/02/2010 06:09:19 AM.

*** COMMIT 6/2/2010 9:33:07 AM, cdavis, Action Type : N/A

cust call back?

*** CASE MODIFY 6/2/2010 9:33:20 AM, cdavis

into WIP 6A-Dan May and Status of Solving.

*** NOTES 6/4/2010 12:15:39 PM, cdavis, Action Type : Call to Customer

Left a message for the customer asking him to provide me with a call back so we can discuss Honda's decision.

*** NOTES 6/4/2010 12:26:50 PM, cdavis, Action Type : Letter/Fax

June 4, 2010

[REDACTED]
Gaitherburg, MD [REDACTED]

Dear Mr. [REDACTED]:

Thank you for affording American Honda Motor Co., Inc. the opportunity to address the concerns regarding your 2004 Honda CR-V. We have recently made several attempts to contact you by telephone, in order to assist you in resolving the issues that you have with your vehicle, unfortunately we have been unable to reach you.

If there are any issues relating to your vehicle that remain unresolved, we would like to hear from you, and provide assistance in resolving them. I may be reached at 1-800-999-1009 extension 117726, Monday through Friday, from 6:00 a.m. to 2:30 p.m., PST. If I do not hear from you within 10 days from the date of this letter, I will assume that all issues pertaining to your vehicle have been resolved, and you no longer require our assistance. Again, thank you for bringing your concerns to our attention.

Sincerely,
American Honda Motor Co., Inc.

Christopher Davis
Regional Case Manager
Automobile Customer Service
N012010-05-1702926

Case History

Case ID : N012010-05-1702926

Case Title : 6A-HERSON'S HONDA - [REDACTED] LOW BEAM LIGHT REPAIR

*** CASE FULFILL 6/4/2010 12:27:38 PM, cdavis

Fulfilled for [REDACTED] due 06/04/2010 12:00:00 AM.

*** COMMIT 6/4/2010 12:27:42 PM, cdavis, Action Type : N/A

cust call back? if not close case.

*** NOTES 6/8/2010 9:45:47 AM, cdavis, Action Type : Call to Customer

Made several attempts to contact the customer. Closing case due to lack of response from the customer.

*** CASE FULFILL 6/8/2010 9:46:10 AM, cdavis

Fulfilled for [REDACTED] due 06/14/2010 12:00:00 AM.

*** SUBCASE N012010-05-1702926-1 CLOSE 6/8/2010 9:46:34 AM, cdavis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/8/2010 9:46:50 AM, cdavis

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

Case Details

Case ID : N012011-05-1200896	Division : Honda - Auto	Condition : Closed	Open Date : 5/12/2011 12:42:25 PM
Case Originator : Jennifer Pacheco (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/12/2011 12:53:01 PM
Case Owner : Jennifer Pacheco (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennifer Pacheco (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - LOW BEAM 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 : OVERLAND PARK, KS [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 1157
 VIN Type / No. : US VIN / SHSRD784X4U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7844PW / A
 Miles / Hours : 72,400
 In Service Date : 09/14/2004
 Months In Use : 80
 Engine Number : K24A13542060
 Originating Dealer No. / Name : 206608 / PENINSULA HONDA
 Selling Dealer No. / Name : 207400 / BROWNS ARLINGTON HONDA/AMA
 Trim : 4WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-05-1200896-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-05-1200896-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pacheco	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2011 12:52:07 PM
Issue Owner : Jennifer Pacheco	Type 2 : Operation	Queue :	Close Date : 5/12/2011 12:53:00 PM
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 : Documented Concern, Referred to Dealer
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-05-1200896

Case Title : [REDACTED] - LOW BEAM HEADLIGHTS CONCERN

*** CASE CREATE 5/12/2011 12:42:25 PM, jpacheco

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

*** CASE MODIFY 5/12/2011 12:44:26 PM, jpacheco

into WIP default and Status of Solving.

*** NOTES 5/12/2011 12:51:18 PM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Customer states that he is having a problem with his low beams. He said that his high beams are fine and he has checked all the fuses and bulbs. He said that he saw that this is a known problem and wanted to verify this with me. I advised him that I wasn't seeing any recalls or campaigns regarding this issue. I advised him that I did a search to see if there was a SB and there was not. I advised him that it would be difficult to diagnose anything over the phone so he should take it to his dlr to have inspected. Customer was concern about the diagnostic fee. I advised him that it varies and it may be less if he just wants them to take a look at the lights. Customer agreed and no further assistance was needed.

*** SUBCASE N012011-05-1200896-1 CREATE 5/12/2011 12:52:07 PM, jpacheco

Created in WIP Default with Due Date 5/12/2011 12:52:07 PM.

*** SUBCASE N012011-05-1200896-1 CLOSE 5/12/2011 12:53:00 PM, jpacheco

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2011 12:53:01 PM, jpacheco

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

Case Details

Case ID : N012006-11-2700478 Division : Honda - Auto Condition : Closed Open Date : 11/27/2006 6:24:58 AM
 Case Originator : Sara Williams (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/8/2006 3:04:24 PM
 Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 11
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ((MOTORWOLD))5L- [REDACTED] - HEAD LIGHT 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 : TAMAQUA, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 74 R
 VIN Type / No. : US VIN / SHSRD78804U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 61,000
 In Service Date : 07/10/2004
 Months In Use : 28
 Engine Number : K24A13544705
 Originating Dealer No. / Name : 206666 / MATT BURNE HONDA
 Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : GB
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Phone No. : 570-829-3500
 Address : 150 MOTORWORLD DRIVE
 City / State / Zip : WILKES BARRE, PA 18703
 Svc District / Sls District : 05M / D05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-11-2700478-1 [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-11-2700478-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 11/28/2006 12:13:09
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 12/8/2006 3:04:24 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-11-2700478

Case Title : ((MOTORWORLD))SL- [REDACTED] HEAD LIGHT PROBLEMS

*** CASE CREATE 11/27/2006 6:24:58 AM, swilliam
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 11/27/2006 6:25:53 AM, swilliam
into WIP default and Status of Solving.

*** NOTES 11/27/2006 6:27:26 AM, swilliam, Action Type : Contention
Customer wrote a letter and stated that the head lamp keeps going out. Head lamp has moisture in it.

*** NOTES 11/27/2006 6:41:34 AM, swilliam, Action Type : Call from Customer
Customer wrote a letter in and stated that the head lights keeps going out. Customer bought the car on July 10, 2004 and on April 18, 2005 the head lights went out. Customer took the car to Motorworld the dealership and they fixed the problem. The dealership said there was moisture in the driver side head light. Customer said a few months later both headlights went out. Then Memorial Day this year the driver's side headlight went out. Customer replaced it again. A few weeks after that the passenger side headlight went out. Customer replaced that one to. On October 1, 2006 customer headlights went out again. Customer called Motorworld and took the car in. They said it was the same problem moisture in the driver's side headlight. Customer was charged \$463.31 to replace. A week later the passenger side headlight was out again. Customer feels Honda should have to pay for the repeated problem. Customer is asking Honda to live up to its standards.

*** CASE MODIFY 11/27/2006 6:41:37 AM, swilliam
into WIP default and Status of Solving.

*** CASE MODIFY 11/27/2006 6:42:58 AM, swilliam
into WIP default and Status of Solving.

*** CASE MODIFY 11/27/2006 6:43:17 AM, swilliam
into WIP default and Status of Solving.

*** CASE MODIFY 11/27/2006 6:43:21 AM, swilliam
into WIP default and Status of Solving.

*** CASE DISPATCH 11/27/2006 6:43:36 AM, swilliam
from WIP default to Queue Honda Team C.

*** CASE YANKED 11/27/2006 7:29:03 AM, swilliam
Yanked by swilliam into WIPbin default.

*** CASE MODIFY 11/27/2006 7:29:48 AM, swilliam
into WIP default and Status of Solving.

*** CASE MODIFY 11/27/2006 7:30:11 AM, swilliam
into WIP default and Status of Solving.

*** CASE DISPATCH 11/27/2006 7:30:24 AM, swilliam
from WIP default to Queue Honda Team C.

*** CASE ASSIGN 11/27/2006 1:53:40 PM, acaswell
N012006-11-2700478 to ksulliva, WIP □"ãÜ□

*** CASE RULE ACTION 11/27/2006 1:53:42 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/28/2006 12:11:00 PM, ksulliva

Case History

Case ID : N012006-11-2700478

Case Title : ((MOTORWORLD))5L [REDACTED] HEAD LIGHT PROBLEMS

into WIP default and Status of Solving.

*** SUBCASE N012006-11-2700478-1 CREATE 11/28/2006 12:13:09 PM, ksulliva

Created in WIP Default with Due Date 11/28/2006 12:13:09 PM.

*** NOTES 11/28/2006 12:14:45 PM, ksulliva, Action Type : Call to Customer

Called customer and left message with all contact information for a return call.

*** COMMIT 11/28/2006 12:15:04 PM, ksulliva, Action Type : N/A

Made to [REDACTED] due 11/30/2006 12:15:05 PM.

call cust/call dlr

*** NOTES 11/28/2006 12:43:02 PM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with BJ(sa) and was advised that the customer has only been to the dlr for a concern with the headlight. BJ stated that the customer has not been to the dlr since October of 2006.

*** NOTES 11/30/2006 2:24:10 PM, ksulliva, Action Type : Call to Customer

Called customer and left message with all contact information for a return call

*** CASE FULFILL 11/30/2006 2:24:18 PM, ksulliva

Fulfilled for [REDACTED] due 11/30/2006 12:15:05 PM.

*** COMMIT 11/30/2006 2:24:22 PM, ksulliva, Action Type : N/A

Made to LORI KANE due 12/06/2006 02:24:23 PM.

call cust

*** CASE MODIFY 12/1/2006 7:21:59 AM, ksulliva

into WIP 5L/Motor World and Status of Solving.

*** NOTES 12/8/2006 3:03:59 PM, ksulliva, Action Type : Call to Customer

Called customer and she stated that she drives with her headlights on all the time. I advised customer that her vehicle does not have day time running lights and it is not designed to have lights on all day. I advised customer that is the reason that her lights continue to blow out. I advised customer that unfortunately I will not be able to assist in replacing headlights because there is no defect in workmanship or material. Customer understood and ended call, closing case.

*** CASE CLOSE 12/8/2006 3:04:24 PM, ksulliva

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

*** SUBCASE N012006-11-2700478-1 CLOSE 12/8/2006 3:04:24 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012011-05-1801353 Division : Honda - Auto Condition : Closed Open Date : 5/18/2011 3:45:52 PM
 Case Originator : Marshon McKenzie (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/2/2011 3:33:01 PM
 Case Owner : Rigoberto Medina (Team HI) Method : Phone Queue : Days Open : 15
 Last Closed By : Rigoberto Medina (Team HI) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - LOW BEAM HEADLIGHT/ HARNESS 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 : DALMATIA, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1462
 VIN Type / No. : US VIN / SHSRD77804U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7784JW / A
 Miles / Hours : 118,000
 In Service Date : 07/24/2004
 Months In Use : 82
 Engine Number : K24A13550656
 Originating Dealer No. / Name : 207606 / FAULKNER HONDA
 Selling Dealer No. / Name : 207606 / FAULKNER HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 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
N012011-05-1801353-1 [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012011-05-1801353-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2011 3:58:51 PM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 5/18/2011 3:59:04 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 737 / Wire harness
 Condition Code Desc Any 7370
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist Denied
 Component Category : 12 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-05-1801353

Case Title : [REDACTED] - LOW BEAM HEADLIGHT/ HARNESS COMPLAINT

*** CASE CREATE 5/18/2011 3:45:52 PM, mmckenz

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

*** CASE MODIFY 5/18/2011 3:46:41 PM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 5/18/2011 3:46:59 PM, mmckenz

into WIP default and Status of Solving.

*** SUBCASE N012011-05-1801353-1 CREATE 5/18/2011 3:58:51 PM, mmckenz

Created in WIP Default with Due Date 5/18/2011 3:58:51 PM.

*** SUBCASE N012011-05-1801353-1 CLOSE 5/18/2011 3:59:04 PM, mmckenz

Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/18/2011 3:59:59 PM, mmckenz, Action Type : Call from Customer

VIN/ Case #:SHSRD77804U [REDACTED]

[REDACTED]

ACS Updated and Verified the Customer's Information.

Situation: Low Beam Complaint

Request: Assistance

Probing Questions:

the low beams stopped working. Customer took the vehicle to a Nissan Dealership. Customer was told to take the vehicle to a Honda dealer. Customer was quoted \$300 for the repairs. Brakes and rotors were also recommended for repairs. Customer said that he doesn't want to purchase another Honda vehicle because of this issue.

Inbound Conclusion:

ACS empathized and advised the customer, after reviewing the case and factoring in the age and mileage of the vehicle as well as the information the customer provided, Honda would not be in the position to offer assistance. The customer understood. Customer had no further requests and ended the call.

*** NOTES 5/18/2011 4:07:21 PM, mmckenz, Action Type : Call from Customer

[REDACTED]

ACS Updated and Verified the Customer's Information.

Situation: Low Beam Complaint

Request: Assistance

Case History

Case ID : N012011-05-1801353

Case Title : [REDACTED] - LOW BEAM HEADLIGHT/ HARNESS COMPLAINT

Probing Questions:

the low beams stopped working. Customer took the vehicle to a Nissan Dealership. Customer was told to take the vehicle to a Honda dealer. Customer was quoted \$300 for the repairs. Brakes and rotors were also recommended for repairs. Customer said that he doesn't want to purchase another Honda vehicle because of this issue.

Inbound Conclusion:

ACS empathized and advised the customer, after reviewing the case and factoring in the age and mileage of the vehicle as well as the information the customer provided, Honda would not be in the position to offer assistance. The customer understood. Customer had no further requests and ended the call.

*** CASE CLOSE 5/18/2011 4:07:25 PM, mmckenz

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

*** CASE REOPEN 6/2/2011 3:25:47 PM, rmedina

with Condition of Open and Status of Solving.

*** NOTES 6/2/2011 3:32:41 PM, rmedina, Action Type : Call from Customer

Verified customer's information.

Best contact number is [REDACTED]

The customer called in regards to a multifunction switch that needed to be replaced. He states the connector/contact looked burnt which is why the wiring may have been discolored. The customer states he has already got the repairs done, paid \$300, since he had to leave for a 1,000 miles trip he planned. The customer states this is the first time he has had this problem with the headlights and feels this is not a wear and tear item since it may have burnt out on its own. The customer understands he is out of warranty but would like to see if he can get reimbursed for the repairs from AHM.

ACS documented concern. ACS did not find any product update, extensions, or recalls for the issue per CRMS and CICS. ACS notified customer that he is outside of the new vehicle limited warranty by 4 years/82,000 miles and there are no campaigns or recalls on the vehicle. Now that his information has been updated should a recall or product update come up for his vehicle he will be notified by mail.

The customer understood and no further assistance needed.

*** CASE MODIFY 6/2/2011 3:32:52 PM, rmedina

into WIP default and Status of Solving.

*** CASE CLOSE 6/2/2011 3:33:01 PM, rmedina

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

Case Details

Case ID : N032009-05-1800658	Division : Honda - Auto	Condition : Closed	Open Date : 5/18/2009 9:55:29 AM
Case Originator : Ashley Humble (Team CA)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/18/2009 10:01:03 AM
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] - AIR BAG 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 : PORTSMOUTH, NH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 07
 VIN Type / No. : US VIN / SHSRD78884U [REDACTED]
 Model / Year : CR-V / 2004
 Model ID / Product Line : RD7884JW / A
 Miles / Hours : 90,000
 In Service Date : 10/19/2004
 Months In Use : 55
 Engine Number : K24A13565641
 Originating Dealer No. / Name : 206884 / SHERWOOD HONDA
 Selling Dealer No. / Name : 206884 / SHERWOOD HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032009-05-1800658-1 [REDACTED] - CAMPAIG	Subcase Close	Campaign	Eligibility	752	SRS
N032009-05-1800658-2 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N032009-05-1800658-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/18/2009 10:00:25 AM
Issue Owner : Ashley Humble	Type 2 : Eligibility	Queue :	Close Date : 5/18/2009 10:01:03 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 752 / SRS
 Condition Code Desc Other 752X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 14 - Air Bags
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032009-05-1800658-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley Humble	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2009 10:00:47 AM
Issue Owner : Ashley Humble	Type 2 : Operation	Queue :	Close Date : 5/18/2009 10:01:03 AM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Other 712X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 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 : N032009-05-1800658

Case Title : [REDACTED] AIR BAG RECALL INQUIRY

*** CASE CREATE 5/18/2009 9:55:29 AM, ahumble

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

*** CASE EXTENDED WARRANTY LOOKUP 5/18/2009 9:55:34 AM, ahumble

WARRANTY CHECK 05/18/2009 09:55:34 AM ahumble

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/18/2009 9:55:38 AM, ahumble

CLAIM CHECK 05/18/2009 09:55:38 AM ahumble

The following Claim History information was found

0; 2007-03-07; 207862; 126751; 510; 010150 ; RADIO, RADIO/TAPE OR RADIO/CD PLAYER - REPLACE.

REMANUFACTURING PROGRAM. NOTE: USE AUDIO CUSTOME

*** CASE CAMPAIGN LOOKUP 5/18/2009 9:55:40 AM, ahumble

CAMPAIGN CHECK 05/18/2009 09:55:40 AM ahumble

The following Campaign information was found

04-077; P57; CRV OIL FILTER LETTER; ; ; X

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/18/2009 9:55:42 AM, ahumble

VSC-CUC CHECK 05/18/2009 09:55:42 AM ahumble

No data found for VIN.

*** NOTES 5/18/2009 9:59:26 AM, ahumble, Action Type : Call from Customer

The customer did not have his VIN. He states that he has a 2004 CR-V. The customer states that he was told that there was a recall on the air bags.

I asked him if there is any way he can get his VIN because all recalls are VIN specific. He then provided the VIN.

Mr. [REDACTED] name, address and phone number was added 6034368576. The customer states that his wife Lisa Feldman owns the vehicle. Ownership updated.

The customer states that he is not experiencing an issue with his air bag but with his headlights, he states that they are not working. He states that it is an issue in the steering column so he states that he feels the air bag issue may be causing the head light issue. I apologized but advised him that he does not have any recalls on his vehicle. He stated that he heard there was a recall on 2004 CR-V's for this. I advised him all recalls are VIN specific.

He asked what if it is a manufacturer issue. I advised him even if it is a manufacturer defect, the warranty is 3 years or 36,000 miles whichever occurs first. I advised him he is well outside of warranty and any repairs would be at his expense. He understood. I asked him if he had any other questions and he did not. I thanked him for calling American Honda and the call ended.

*** SUBCASE N032009-05-1800658-1 CREATE 5/18/2009 10:00:25 AM, ahumble

Created in WIP Default with Due Date 5/18/2009 10:00:25 AM.

*** SUBCASE N032009-05-1800658-2 CREATE 5/18/2009 10:00:47 AM, ahumble

Created in WIP Default with Due Date 5/18/2009 10:00:47 AM.

*** CASE MODIFY 5/18/2009 10:01:01 AM, ahumble

into WIP default and Status of Solving.

*** SUBCASE N032009-05-1800658-1 CLOSE 5/18/2009 10:01:03 AM, ahumble

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N032009-05-1800658-2 CLOSE 5/18/2009 10:01:03 AM, ahumble

Case History

Case ID : N032009-05-1800658

Case Title : [REDACTED] AIR BAG RECALL INQUIRY

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/18/2009 10:01:03 AM, ahumble

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

Case Details

Case ID : N012010-12-1500090 Division : Honda - Auto Condition : Closed Open Date : 12/15/2010 6:44:57 AM
 Case Originator : Marlene Wells (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 12/15/2010 7:14:58 AM
 Case Owner : Marlene Wells (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Marlene Wells (Team SC) Point of Origin : Customer Wipbin :
 Case Title : 09F [REDACTED] - LOW BEAM HEAD LIGHTS No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : CR-V / 2005
 Model ID / Product Line : /
 Miles / Hours : 198,000
 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 : 208411 / HERB CHAMBERS HONDA OF
 Phone No. : 774-760-0500
 Address : 350 TURNPIKE ROAD
 City / State / Zip : WESTBOROUGH, MA 01581
 Svc District / Sls District : 09F / B09
 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
N012010-12-1500090-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-1500090-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 12/15/2010 7:14:18 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 12/15/2010 7:14:57 AM
Issue Title : ██████████ - 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, 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 : N012010-12-1500090

Case Title : 09F [REDACTED] LOW BEAM HEAD LIGHTS

*** CASE CREATE 12/15/2010 6:44:57 AM, mwells

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

*** CASE MODIFY 12/15/2010 6:47:41 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2010 6:47:58 AM, mwells

into WIP default and Status of Solving.

*** NOTES 12/15/2010 6:50:59 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED]

ACS verified customer information

Situation: low beam head lights

Customer states he has a reoccurring problem with the low head beam lights. the lights will go out. He has had to replace the lights 8 times. Customer states it is very frustrating to have this problem. Customer states that its both sides and not just one side.

ACS apologized for the issue. He was advised there was no TSB found on the complaint. ACS advised possibly it is an electrical issue. Customer was advised that he would need to have the Honda dealer diagnose and determine the issue. He was advised in the future he can review recalls with signing up with Hondas Ownerlink. Customer thanked ACS and had no further requests

*** CASE MODIFY 12/15/2010 6:51:00 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE N012010-12-1500090-1 CREATE 12/15/2010 7:14:18 AM, mwells

Created in WIP Default with Due Date 12/15/2010 7:14:18 AM.

*** SUBCASE N012010-12-1500090-1 CLOSE 12/15/2010 7:14:57 AM, mwells

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/15/2010 7:14:58 AM, mwells

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

Case Details

Case ID : N052008-02-0600374	Division : Honda - Auto	Condition : Closed	Open Date : 2/6/2008 9:32:06 AM
Case Originator : Carlos Angon (Team PA)	Sub Division : PCRM	Status : Closed	Close Date : 2/13/2008 3:18:48 PM
Case Owner : Aaron Goldberg (Team CA)	Method : Pro-Active O/B	Queue :	Days Open : 7
Last Closed By : Aaron Goldberg (Team CA)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : ██████████ - CSE NOT FIXED, DN		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 :	HAINES CITY, FL ██████████
E Mail :	██████████
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████ 2180
VIN Type / No. :	US VIN / JHLRD685X50 ██████████
Model / Year :	CR-V / 2005
Model ID / Product Line :	RD6855EW / A
Miles / Hours :	30,159
In Service Date :	07/18/2005
Months In Use :	31
Engine Number :	K24A14087377
Originating Dealer No. / Name :	207162 / REGAL HONDA
Selling Dealer No. / Name :	207162 / REGAL HONDA
Trim :	2WD LX
No. Of Doors :	5
Transmission Code :	5AT
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 :	207162 / REGAL HONDA
Phone No. :	863-687-8000
Address :	2615 LAKELAND HILLS BL
City / State / Zip :	LAKELAND, FL 33805
Svc District / Sls District :	07J / F07
Warranty Labor Rate / Date :	\$94.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N052008-02-0600374-1 / ██████████ - SER	Subcase Close	Service - Dealer	Diagnosis Concern	712	Headlights

Issue Details

Issue ID : N052008-02-0600374-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 2/6/2008 9:32:18 AM
Issue Owner : Aaron Goldberg	Type 2 : Diagnosis Concern	Queue :	Close Date : 2/13/2008 3:18:48 PM
Issue Title : XXXXXXXXXX SERVICE - DEALER - DIAGNOSIS CONCERN			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc : Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Documented Concern, Assist - Miscel.
 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 : N052008-02-0600374

Case Title : ██████████ - CSE NOT FIXED, DN

*** CASE CREATE 2/6/2008 9:32:06 AM, cangon
Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE MODIFY 2/6/2008 9:32:12 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE N052008-02-0600374-1 CREATE 2/6/2008 9:32:18 AM, cangon
Created in WIP Default with Due Date 2/6/2008 9:32:18 AM.

*** CASE MODIFY 2/6/2008 9:32:19 AM, cangon
into WIP default and Status of Solving.

*** CASE ASSIGN 2/7/2008 7:32:51 AM, cangon
N052008-02-0600374 to agoldber, WIP

*** CASE RULE ACTION 2/7/2008 7:32:51 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N052008-02-0600374-1 ASSIGN 2/7/2008 7:33:53 AM, cangon
N052008-02-0600374-1 to agoldber, WIP □!ĐÚ

*** SUBCASE N052008-02-0600374-1 RULE ACTION 2/7/2008 7:33:54 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/7/2008 8:18:20 AM, agoldber
into WIP default and Status of Solving.

*** CASE MODIFY 2/7/2008 8:18:28 AM, agoldber
into WIP default and Status of Solving.

*** CASE MODIFY 2/7/2008 1:22:07 PM, agoldber
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/7/2008 1:22:10 PM, agoldber
WARRANTY CHECK 02/07/2008 01:22:10 PM agoldber
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/7/2008 1:22:26 PM, agoldber
CLAIM CHECK 02/07/2008 01:22:26 PM agoldber
The following Claim History information was found
0; 2007-08-27; 207162; 306113; 510; 712115 ; HEADLIGHT BULB, RIGHT - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/7/2008 1:22:33 PM, agoldber
CAMPAIGN CHECK 02/07/2008 01:22:33 PM agoldber
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 2/7/2008 1:22:33 PM, agoldber
VSC-CUC CHECK 02/07/2008 01:22:33 PM agoldber
No data found for VIN.

*** NOTES 2/7/2008 1:23:37 PM, agoldber, Action Type : Note-General

Case History

Case ID : N052008-02-0600374

Case Title : [REDACTED] - CSE NOT FIXED, DN

OBW IN PROCESS

The customer expressed the following concern in survey: THEY TEMPORARILY FIXED THE PROBLEM, BUT THEY DID NOT GET TO THE ROOT OF THE PROBLEM. THEY GOT TO CHECK IT OUT FURTHER.

*** CASE CLAIMS LOOKUP 2/7/2008 1:24:15 PM, agoldber

CLAIM CHECK 02/07/2008 01:24:15 PM agoldber

The following Claim History information was found

0; 2007-08-27; 207162; 306113; 510; 712115 ; HEADLIGHT BULB, RIGHT - REPLACE.

*** COMMIT 2/7/2008 1:25:25 PM, agoldber, Action Type : N/A

2nd call east - CSE

*** NOTES 2/7/2008 1:25:37 PM, agoldber, Action Type : Call to Customer

I called the customer for some feedback regarding their 2005 CR-V from American Honda Motor Company. I reached the customer's VM. I left a message indicating that we are attempting to speak with the owner or operator of the vehicle and requested a call back. I left my contact information 800 999-1009 ext 220729 along with my work hours.

I will try the customer a 2nd time on 2/11.

*** CASE FULFILL 2/11/2008 10:37:59 AM, agoldber

Fulfilled for [REDACTED] due 02/11/2008 12:00:00 AM.

*** COMMIT 2/11/2008 10:38:09 AM, agoldber, Action Type : N/A

3rd call east - CSE

*** NOTES 2/11/2008 10:38:34 AM, agoldber, Action Type : Call to Customer

I called the customer again, but reached VM. I left another message advising why I was calling and requested a call back. I left my contact information and work hours.

I will try the customer a 3rd time on 2/13.

*** CASE MODIFY 2/13/2008 9:11:02 AM, agoldber

into WIP CSE 3rd Call and Status of Solving.

*** CASE MODIFY 2/13/2008 9:20:50 AM, agoldber

into WIP CSE 3rd Call and Status of Solving.

*** NOTES 2/13/2008 9:40:10 AM, agoldber, Action Type : Call to Customer

Customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed. I will follow-up with customer to ensure that all issues of concern have been resolved.

I reached Ms. Wilkinson and introduced myself. I explained that I was calling from American Honda Motor Company regarding their 2005 CR-V. I informed customer that I am calling as a result of the customer responding to one of our surveys. I advised customer that the reason for the call is to address any outstanding issues or concerns that she may have pertaining to the Honda Vehicle or her service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised customer that this call may be monitored or recorded for quality purposes. The customer accepted.

Case History

Case ID : N052008-02-0600374

Case Title : ██████████ - CSE NOT FIXED, DN

Responses to questions and answers can be located on Quick Base record.

Customer indicated the following:

The customer stated that currently both headlights are working on her vehicle; however she stated that she feels that it is a matter of time that one or both low beams will fail.

The customer stated that she purchased her vehicle per-owned from a Ford dealership on June 1, 2007. She stated not 4 weeks into her ownership and a vacation later, she discovered in July 2007 that her driver side low beam was out. She stated that the Ford dealership where she purchased her vehicle replaced the headlight bulb, however advised customer that it is recommended that she visit a Honda dealership for further diagnosis to get to the root of the concern. The customer stated that in September 2007 she discovered that her passenger side low beam went out. She stated that this time, she took vehicle to Regal Honda for diagnosis. She stated that they were very nice and replaced the passenger side bulb. She stated in December 2007 both low beams went out. She stated that the dealership replaced both bulbs. The customer stated that one of the bulbs lasted only six days and went out again. The customer stated that in January 2008, the passenger side low beam went out and the bulb was replaced. The customer stated that currently both bulbs are working.

The customer stated that it took two previous dealership visits to finally get to the root of the problem. The customer stated that the dealership never contacted her; she contacted them and returned this last time. She stated that she was working with SA Ray, and after extensive diagnosis, she stated that they determined that there was a short somewhere in the line, and had ordered replacement headlight assemblies for both sides. She stated that it has been about three weeks since this order was apparently placed. She stated that she was supposed to be contacted by the dealership when the parts arrived, however have not heard back from them. I inquired if the customer remembered if it was documented on a receipt that they were ordering replacement headlight assemblies. She stated that it is documented.

The customer stated that where she works, several people also own CR-Vs, and the customer stated she asked her colleagues if they have any issues with their headlights. She stated that they all said no. The customer stated that she loves her vehicle, and that this is her only concern. The customer stated that the folks at Regal Honda have been really nice, however the customer stated that they must have been really busy, and replacing light bulbs was only a band aid until they could get to the root of the problem, which the customer stated must have already occurred, since replacement assemblies were ordered. I apologized for any inconvenience.

I asked if I could perhaps research her concern further and perhaps find out the status of her order. She stated this would be fine. I advised customer that I will call her back on around two business days for an update. She stated that this would be fine. She thanked me for my assistance.

Ms. Wilkinson, on behalf of American Honda, I would like to thank you for your time and the valuable feedback you have provided. Your overall ownership experience is very important to American Honda. The customer required no further assistance. I apologized for any inconvenience. Call ended.

*** NOTES 2/13/2008 9:40:51 AM, agoldber, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** CASE CLAIMS LOOKUP 2/13/2008 9:42:51 AM, agoldber

CLAIM CHECK 02/13/2008 09:42:51 AM agoldber

The following Claim History information was found

0; 2007-08-27; 207162; 306113; 510; 712115 ; HEADLIGHT BULB, RIGHT - REPLACE.

Case History

Case ID : N052008-02-0600374

Case Title : [REDACTED] - CSE NOT FIXED, DN

*** CASE FULFILL 2/13/2008 9:57:03 AM, agoldber

Fulfilled for [REDACTED] due 02/13/2008 12:00:00 AM.

*** COMMIT 2/13/2008 9:57:04 AM, agoldber, Action Type : N/A

call dlr/customer for findings if no call back

*** NOTES 2/13/2008 9:57:27 AM, agoldber, Action Type : Call to Dealer

I called Regal Honda and spoke with SD Mike to obtain customer service history and to discuss customer's current issue with her vehicle.

I advised Mike that the customer stated that her vehicle keeps going through "low beams" and that apparently replacement headlight assemblies were on order. I advised Mike that the customer stated that she had been working with SA Ray previously. Mike stated that the last advisor that was supposed to be checking into the customer's issue was SA Donny. He stated that his records indicate that the last time the customer came in was on 1/17/2008. He stated that they did in fact order replacement headlight assemblies on 1/17/2008 for vehicle, and according to his records, one is in, however, they are still waiting on the second to come in. The SD stated that these parts and repair will be covered under warranty. Mike advised me that he would need to investigate further as to the whereabouts of the second headlight assembly and call me back. He stated that he needs to contact his Parts person for further information.

I asked if thee had been any DPSM or Tech Line involvement. He stated that there had not been any.

I provided Mike with my contact information and advised him, that should I be on the phone, to please leave me a message with his findings. He stated this is no problem. I thanked Mike for all of his assistance and call ended.

*** NOTES 2/13/2008 11:52:04 AM, agoldber, Action Type : Call from Dealer

SD Mike with Regal Honda returned my call.

He stated that after checking with Parts, both headlight assemblies are currently in stock. He stated that as a courtesy, he contacted customer and left a VM message. I inquired if all the customer has to do is return to their facility and the parts will be installed. He stated absolutely. I thanked Mike for his prompt follow-up and call ended.

*** NOTES 2/13/2008 12:00:42 PM, agoldber, Action Type : Call to Customer

I called customer to follow-up with her regarding her headlight concern.

I advised customer that I received a call from SD Mike at Regal Honda regarding the headlight assemblies, and that he stated that they are both currently in stock. I informed customer that Mike informed me that they had placed a call to customer and left a VM informing her that the parts are in. The customer advised me that she did receive the message, and advised me that she was planning on calling the dealership shortly. She stated that the message basically offered her to return to have the units installed. I asked if the customer required further ACS assistance at this time. The customer thankfully declined, advising me that she will communicate directly with the dealership at this time to coordinate an appointment.

I welcomed a call back should the customer require my assistance in the future. The customer confirmed that she still has my contact information. I advised customer that I will close case at this time. The customer was satisfied and thanked me for my assistance. The call ended.

*** NOTES 2/13/2008 1:12:03 PM, agoldber, Action Type : Field/DSM

I sent an FYI e-mail to DPSM Robert Richert (07K) regarding customer's concern and plan of action.

*** NOTES 2/13/2008 1:14:57 PM, agoldber, Action Type : Contention

Low Beams failed multiple times on both head lights
A short circuit was detected by Regal Honda

Case History

Case ID : N052008-02-0600374

Case Title : [REDACTED] CSE NOT FIXED, DN

Dealership ordered replacement headlight assemblies and advised customer that the parts are in and welcomed a call back to schedule an appointment

*** NOTES 2/13/2008 1:16:01 PM, agoldber, Action Type : Note-Resolution

The customer is not requesting any further assistance at this time.

The customer was advised that the parts are now in stock, and the customer will call to arrange an appointment to have the service performed.

I am closing the case per PCRM procedure.

*** CASE FULFILL 2/13/2008 1:17:44 PM, agoldber

Fulfilled for [REDACTED] due 02/15/2008 12:00:00 AM.

*** COMMIT 2/13/2008 1:17:46 PM, agoldber, Action Type : N/A

CASE REVIEW

*** SUBCASE N052008-02-0600374-1 CLOSE 2/13/2008 3:18:48 PM, agoldber

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/13/2008 3:18:48 PM, agoldber

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

Case Details

Case ID : N012011-03-2900236 Division : Honda - Auto Condition : Closed Open Date : 3/29/2011 7:44:07 AM
 Case Originator : Jennifer Pearson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/29/2011 7:51:23 AM
 Case Owner : Jennifer Pearson (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pearson (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - BOTH HEADLIGHTS OUT 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 : HOWARD, OH ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 3 N
 VIN Type / No. : US VIN / JHLRD788X5C ██████████
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7885JW / A
 Miles / Hours : 70,000
 In Service Date : 09/30/2005
 Months In Use : 66
 Engine Number : K24A14063174
 Originating Dealer No. / Name : 208321 / ROCK HONDA
 Selling Dealer No. / Name : 208321 / ROCK HONDA
 Trim : 4WD EX
 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. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-03-2900236-1 / ██████████ - PRODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-03-2900236-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 3/29/2011 7:50:46 AM
Issue Owner : Jennifer Pearson	Type 2 : Operation	Queue :	Close Date : 3/29/2011 7:51:23 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc : Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 12 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-03-2900236

Case Title : [REDACTED] BOTH HEADLIGHTS OUT

*** CASE CREATE 3/29/2011 7:44:07 AM, jpearson

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

*** NOTES 3/29/2011 7:50:01 AM, jpearson, Action Type : Call from Customer

I verified the customer's contact information.

The customer's best contact number is: 740-397-5382

The customer called ACS and stated that they are having a problem with the headlights. She stated that both of the headlights are currently out and it has not yet been to a dealership. She stated that one side has gone out three times, the other already has once, and now they are both out. The customer stated that she has seen articles online of people having similar issues.

ACS stated that there are no known issues in regards to headlights going out on her model of vehicle. I referred her to visit her dealership for a diagnosis on what may have caused the problem. She did not need help in locating a dealership in her area. The customer required no further assistance.

*** SUBCASE N012011-03-2900236-1 CREATE 3/29/2011 7:50:46 AM, jpearson

Created in WIP Default with Due Date 3/29/2011 7:50:46 AM.

*** CASE MODIFY 3/29/2011 7:51:15 AM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-03-2900236-1 CLOSE 3/29/2011 7:51:23 AM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/29/2011 7:51:23 AM, jpearson

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

Case Details

Case ID : N012011-03-2501295 Division : Honda - Auto Condition : Closed Open Date : 3/25/2011 2:31:38 PM
 Case Originator : Danielle Mixon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/25/2011 2:54:54 PM
 Case Owner : Danielle Mixon (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Danielle Mixon (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - FREQUENT HEADLIGHT REPAIR No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 135
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : ONEONTA, NY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 135
 VIN Type / No. : US VIN / JHLRD78985C ██████████
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7895JNW / A
 Miles / Hours : 89,000
 In Service Date : 08/22/2005
 Months In Use : 67
 Engine Number : K24A14097152
 Originating Dealer No. / Name : 206785 / LAMACCHIA HONDA
 Selling Dealer No. / Name : 206785 / LAMACCHIA HONDA
 Trim : 4WD SE
 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 : 208099 / SCOVILLE-MENO HONDA
 Phone No. : 607-433-1251
 Address : 65 ONEIDA STREET
 City / State / Zip : ONEONTA, NY 13820
 Svc District / Sls District : 09B / A09
 Warranty Labor Rate / Date : \$74.00 /
 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
N012011-03-2501295-1 ██████████ - PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-03-2501295-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Danielle Mixon	Type 1 : Product	Status : Subcase Close	Open Date : 3/25/2011 2:54:02 PM
Issue Owner : Danielle Mixon	Type 2 : Operation	Queue :	Close Date : 3/25/2011 2:54:53 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, 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 : N012011-03-2501295

Case Title : [REDACTED] - FREQUENT HEADLIGHT REPAIR

*** CASE CREATE 3/25/2011 2:31:38 PM, dmixon

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

*** CASE MODIFY 3/25/2011 2:50:47 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2011 2:50:49 PM, dmixon

into WIP default and Status of Solving.

*** NOTES 3/25/2011 2:52:25 PM, dmixon, Action Type : Call from Customer

I verified the customer's information.

The best contact number is [REDACTED]

The customer is calling to state that this past week from NY state trooper gave his wife a ticket for blown out head lights. The customer states that this is the seventh light replaced in 6 years. The customer states that he is concerned about his electrical system in his vehicle because he feels that he is replacing his light too frequently. The customer has 2 other Hondas and takes them to the dealership to get serviced. The customer states that the dealership checked the socket and couldn't find any problems.

The customer is seeking financial assistance or some type of compensation for this issue because he feels that the lights shouldn't be going out so often. The customer is customer is working with Scoville-Meno Honda and is working with Eddie Blanco the service manager, Keith Cathman the service tech and a young lady named Judy. I advised the customer to go to a different Honda Dealership to get a diagnosis to indicate there is something definitely wrong with his vehicle. I advised customer to call AHM back when he has a complete diagnosis. I advised that no financial assistance guaranteed, but AHM may submit his case for further review once we get the diagnosis from the dealership. I referred the customer to Carbone Honda. The customer will take his vehicle to the dealership on Saturday to get his vehicle checked. The customer understood and needed no further information.

*** CASE MODIFY 3/25/2011 2:52:29 PM, dmixon

into WIP default and Status of Solving.

*** SUBCASE N012011-03-2501295-1 CREATE 3/25/2011 2:54:02 PM, dmixon

Created in WIP Default with Due Date 3/25/2011 2:54:02 PM.

*** CASE MODIFY 3/25/2011 2:54:45 PM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 3/25/2011 2:54:48 PM, dmixon

into WIP default and Status of Solving.

*** SUBCASE N012011-03-2501295-1 CLOSE 3/25/2011 2:54:53 PM, dmixon

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/25/2011 2:54:54 PM, dmixon

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

Case Details

Case ID : N012011-04-2700672 Division : Honda - Auto Condition : Closed Open Date : 4/27/2011 10:54:42 AM
 Case Originator : Jennifer Pearson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/27/2011 11:08:05 AM
 Case Owner : Jennifer Pearson (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pearson (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - HEADLIGHT REPAIR No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 4765
 VIN Type / No. : US VIN / SHSRD78535U ██████████
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7855EW / A
 Miles / Hours : 100,000
 In Service Date : 12/28/2004
 Months In Use : 76
 Engine Number : K24A14503764
 Originating Dealer No. / Name : 208154 / CONICELLI HONDA
 Selling Dealer No. / Name : 208154 / CONICELLI HONDA
 Trim : 4WD LX
 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 :
 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
N012011-04-2700672-1 / ██████████ - PRODUCT -	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-04-2700672-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 4/27/2011 11:07:37 AM
Issue Owner : Jennifer Pearson	Type 2 : Operation	Queue :	Close Date : 4/27/2011 11:08:04 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc : Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 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 : N012011-04-2700672

Case Title : [REDACTED] HEADLIGHT REPAIR

*** CASE CREATE 4/27/2011 10:54:42 AM, jpearson

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

*** NOTES 4/27/2011 11:06:46 AM, jpearson, Action Type : Call from Customer

I updated the customer's contact information.

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

The customer called ACS and stated that in the last three months she has had the low beam headlights go out three times. She stated that she did it herself the first time, did it at an IRF the second, and has not done it yet the third time. She stated that she would like to know if there is anything AHM can do to provide assistance because it is a known issue. She stated that the bulbs were purchased at an auto shop.

ACS stated that we would not be able to provide any type of assistance for the past repairs. I stated if she purchases the third light at a Honda dealership, it will have a warranty of 12 months if it were to go out again. I stated that if it goes out and it is due to a defect in materials or workmanship, it would be replaced free of charge at that time. The customer required no further assistance.

*** CASE MODIFY 4/27/2011 11:07:18 AM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-04-2700672-1 CREATE 4/27/2011 11:07:37 AM, jpearson

Created in WIP Default with Due Date 4/27/2011 11:07:37 AM.

*** CASE MODIFY 4/27/2011 11:07:58 AM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-04-2700672-1 CLOSE 4/27/2011 11:08:04 AM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/27/2011 11:08:05 AM, jpearson

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

Case Details

Case ID : N012011-03-0300713	Division : Honda - Auto	Condition : Closed	Open Date : 3/3/2011 11:22:44 AM
Case Originator : Bridgette Samonte (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/3/2011 11:39:48 AM
Case Owner : Bridgette Samonte (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bridgette Samonte (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHTS OUT	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 702
 VIN Type / No. : US VIN / SHSRD68515U [REDACTED]
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD6855EW / A
 Miles / Hours : 133,329
 In Service Date : 09/24/2005
 Months In Use : 66
 Engine Number : K24A14554991
 Originating Dealer No. / Name : 208152 / GRAINGER HONDA
 Selling Dealer No. / Name : 208152 / GRAINGER HONDA
 Trim : 2WD LX
 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 : 208152 / GRAINGER HONDA
 Phone No. : 912-790-5444
 Address : 1596 CHATHAM PARKWAY
 City / State / Zip : GARDEN CITY, GA 31408
 Svc District / Sls District : 07G / G07
 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
N012011-03-0300713-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-03-0300713-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 3/3/2011 11:39:06 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 3/3/2011 11:39:22 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-03-0300713

Case Title : [REDACTED] HEADLIGHTS OUT

*** CASE CREATE 3/3/2011 11:22:44 AM, bsamonte

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

*** CASE MODIFY 3/3/2011 11:24:29 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 3/3/2011 11:37:40 AM, bsamonte, Action Type : Call from Customer

Info verified/phone 912-663-7396

Customer has been having issues with the headlights since she purchased it. Customer says they went out on Monday night. Customer was told she would get a ticket if it was not fixed. This is the 5th time the headlights went out. Customer inquired if there was a recall. ACS advised no. ACS advised if the repair was done less than 12/12k , it should still be under warranty. ACS referred to SM Jonathan at GRAINGER HONDA. No further assistance required.

*** CASE MODIFY 3/3/2011 11:38:12 AM, bsamonte

into WIP default and Status of Solving.

*** SUBCASE N012011-03-0300713-1 CREATE 3/3/2011 11:39:06 AM, bsamonte

Created in WIP Default with Due Date 3/3/2011 11:39:06 AM.

*** SUBCASE N012011-03-0300713-1 CLOSE 3/3/2011 11:39:22 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/3/2011 11:39:48 AM, bsamonte

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

Case Details

Case ID : N012010-01-0402791 Division : Honda - Auto Condition : Closed Open Date : 1/4/2010 1:47:07 PM
 Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/4/2010 2:05:49 PM
 Case Owner : Cynthia Castanon (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Cynthia Castanon (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ DEALER COMPLAINT / EXTERIOR LIGHT COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 106
 VIN Type / No. : US VIN / SHSRD78845U ██████████
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7885JW / A
 Miles / Hours : 30,000
 In Service Date : 03/29/2005
 Months In Use : 58
 Engine Number : K24A14529195
 Originating Dealer No. / Name : 206608 / PENINSULA HONDA
 Selling Dealer No. / Name : 206735 / CHECKERED FLAG HONDA
 Trim : 4WD 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. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-0402791-1 / ██████████ SERVICE	Subcase Close	Service - Dealer	Will Not Service	712	Headlights

Issue Details

Issue ID : N012010-01-0402791-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 1/4/2010 1:51:40 PM
Issue Owner : Cynthia Castanon	Type 2 : Will Not Service	Queue :	Close Date : 1/4/2010 1:56:20 PM
Issue Title : ██████████ - SERVICE - DEALER - WILL NOT SERVICE			

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 : N012010-01-0402791

Case Title : ██████████ DEALER COMPLAINT /EXTERIOR LIGHT COMPLAINT

*** CASE CREATE 1/4/2010 1:47:07 PM, ccastano
Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 1/4/2010 1:47:09 PM, ccastano
VSC-CUC CHECK 01/04/2010 01:47:09 PM ccastano
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/4/2010 1:47:15 PM, ccastano
CAMPAIGN CHECK 01/04/2010 01:47:14 PM ccastano
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 1/4/2010 1:47:17 PM, ccastano
CAMPAIGN CHECK 01/04/2010 01:47:17 PM ccastano
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 1/4/2010 1:47:18 PM, ccastano
CLAIM HISTORY CHECK 01/04/2010 01:47:18 PM ccastano
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/4/2010 1:47:21 PM, ccastano
WARRANTY CHECK 01/04/2010 01:47:20 PM ccastano
No data found for VIN.

*** CASE MODIFY 1/4/2010 1:51:03 PM, ccastano
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/4/2010 1:51:08 PM, ccastano
WARRANTY CHECK 01/04/2010 01:51:08 PM ccastano
No data found for VIN.

*** CASE VSC LOOKUP 1/4/2010 1:51:11 PM, ccastano
VSC-CUC CHECK 01/04/2010 01:51:10 PM ccastano
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/4/2010 1:51:14 PM, ccastano
CAMPAIGN CHECK 01/04/2010 01:51:14 PM ccastano
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 1/4/2010 1:51:16 PM, ccastano
CLAIM HISTORY CHECK 01/04/2010 01:51:16 PM ccastano
No data found for VIN.

*** SUBCASE N012010-01-0402791-1 CREATE 1/4/2010 1:51:40 PM, ccastano
Created in WIP Default with Due Date 1/4/2010 1:51:40 PM.

*** CASE CAMPAIGN LOOKUP 1/4/2010 1:51:59 PM, ccastano
CAMPAIGN CHECK 01/04/2010 01:51:58 PM ccastano

Case History

Case ID : N012010-01-0402791

Case Title : ██████████ - DEALER COMPLAINT /EXTERIOR LIGHT COMPLAINT

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 1/4/2010 1:52:00 PM, ccastano

VSC-CUC CHECK 01/04/2010 01:52:00 PM ccastano

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/4/2010 1:52:03 PM, ccastano

CLAIM HISTORY CHECK 01/04/2010 01:52:03 PM ccastano

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/4/2010 1:52:06 PM, ccastano

WARRANTY CHECK 01/04/2010 01:52:06 PM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/4/2010 1:52:14 PM, ccastano

CAMPAIGN CHECK 01/04/2010 01:52:14 PM ccastano

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** SUBCASE N012010-01-0402791-1 CLOSE 1/4/2010 1:56:20 PM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** NOTES 1/4/2010 2:05:40 PM, ccastano, Action Type : Call from Customer

Customer contact information verified

Customer indicated that he had a complaint about a dealership but he did not want to give the dealer name. he indicated that he had checked online to see what time they closed on 01/02/010 and it said 4pm. When he arrived at the dealer it was 2:30pm and he looked at the hours of operation on the door which also said 4pm. He was told that they stopped taking vehicles at 2pm. He would like to know if it is correct. ACS informed the customer that the dealerships are independently owned and therefore I would not be able to tell him what policies and procedures they needed to follow. ACS informed the customer that it may vary on the amount of vehicles they are working on at the moment and how long it would take them to finish. Customer indicated that the dealership risked his life because his issue was that the headlights were not working and by the time he got home it was dark. No further assistance is needed.

*** CASE CLOSE 1/4/2010 2:05:49 PM, ccastano

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

Case Details

Case ID : N012011-05-2000137	Division : Honda - Auto	Condition : Closed	Open Date : 5/20/2011 7:25:15 AM
Case Originator : Yolanda Jones (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/20/2011 8:05:18 AM
Case Owner : Yolanda Jones (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Yolanda Jones (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEAD LAMP		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 BEDFORD, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 55 L
 VIN Type / No. : US VIN / SHSRD785X5U [REDACTED]
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7855EW / A
 Miles / Hours : 118,000
 In Service Date : 05/05/2005
 Months In Use : 72
 Engine Number : K24A14534372
 Originating Dealer No. / Name : 206746 / SILKO HONDA
 Selling Dealer No. / Name : 206746 / SILKO HONDA
 Trim : 4WD LX
 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
N012011-05-2000137-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-05-2000137-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 5/20/2011 8:04:54 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 5/20/2011 8:05:11 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc : Wiring/Connec 7122
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, 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 : N012011-05-2000137

Case Title : [REDACTED] HEAD LAMP

*** CASE CREATE 5/20/2011 7:25:15 AM, yjones

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

*** CASE MODIFY 5/20/2011 7:31:00 AM, yjones

into WIP default and Status of Solving.

*** NOTES 5/20/2011 7:57:28 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states she is replacing head lamps once a month. Customer states she has been stopped by the police for lack of head lights. ACS asked customer how long has this occurred. Customer states she has replaced the head lamps since purchase. Customer states this all started when one side of the instrument panel went out. Customer states she lets her mechanic put in the head lamps. Customer would like ACS to assist. Advised customer that ACS does not show that there are any recalls or product updates on the head lamps. ACS asked customer if the lamps are purchased from a 3rd party vendor. Customer states she thinks the mechanic purchases the lamps from Honda. Advised the customer that Honda provided a 12/12,000 warranty on its parts. Advised customer that it may save her money if she purchases the parts from a Honda Dealership. Advised the customer to allow a Honda Technician to inspect the vehicle.

*** CASE MODIFY 5/20/2011 8:03:59 AM, yjones

into WIP default and Status of Solving.

*** SUBCASE N012011-05-2000137-1 CREATE 5/20/2011 8:04:54 AM, yjones

Created in WIP Default with Due Date 5/20/2011 8:04:54 AM.

*** SUBCASE N012011-05-2000137-1 CLOSE 5/20/2011 8:05:11 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/20/2011 8:05:18 AM, yjones

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 06/06/2011

Case Details

Case ID : N012010-08-1601707	Division : Honda - Auto	Condition : Closed	Open Date : 8/16/2010 7:58:39 AM
Case Originator : Marion Cooley (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/16/2010 8:08:52 AM
Case Owner : Marion Cooley (Team HG)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marion Cooley (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - HONDA CARE/ 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 : WHITE HOUSE, TN ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 204
 VIN Type / No. : US VIN / SHSRD78855U ██████████
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7885JW / A
 Miles / Hours : 105,000
 In Service Date : 06/22/2005
 Months In Use : 62
 Engine Number : K24A14542598
 Originating Dealer No. / Name : 207266 / WEST SIDE HONDA
 Selling Dealer No. / Name : 206867 / ECONOMY HONDA SUPERSTORE
 Trim : 4WD 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 : 206753 / TRICKETT HONDA
 Phone No. : 615-860-0580
 Address : 1821 GALLATIN ROAD NO.
 City / State / Zip : MADISON, TN 37115
 Svc District / Sls District : 07A / A07
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-1601707-1 / ██████████	Subcase Close	Product	Operation	712	Headlights
N012010-08-1601707-2 / ██████████	Subcase Close	HCUC/ACPV	Warranty	712	Headlights

Issue Details

Issue ID : N012010-08-1601707-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Product	Status : Subcase Close	Open Date : 8/16/2010 8:06:57 AM
Issue Owner : Marion Cooley	Type 2 : Operation	Queue :	Close Date : 8/16/2010 8:07:32 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-08-1601707-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : HCUC/ACPV	Status : Subcase Close	Open Date : 8/16/2010 8:08:06 AM
Issue Owner : Marion Cooley	Type 2 : Warranty	Queue :	Close Date : 8/16/2010 8:08:46 AM
Issue Title : ██████████ - HCUC/ACPV - WARRANTY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-08-1601707

Case Title : ██████████ HONDA CARE/ HEADLIGHTS

*** CASE CREATE 8/16/2010 7:58:39 AM, mcooley

Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE MODIFY 8/16/2010 7:58:56 AM, mcooley

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

*** CASE CAMPAIGN LOOKUP 8/16/2010 7:59:28 AM, mcooley

CAMPAIGN CHECK 08/16/2010 07:59:28 AM mcooley

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/16/2010 8:05:47 AM, mcooley

VSC CHECK 08/16/2010 08:05:47 AM mcooley

The following VSC information was found

JO ELLEN;RICE;V003198380;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2007-12-07;2012-06-21;100000;37111;20830
7;0.00

*** CASE CUC LOOKUP 8/16/2010 8:05:47 AM, mcooley

CUC CHECK 08/16/2010 08:05:47 AM mcooley

The following CUC information was found

██████████ ACTIVE;100000;37111;49111;2007-12-07;2012-06-22;;2007-12-07;2007-12-07;208307;;0;2007-12-31;2007
-12-12

*** NOTES 8/16/2010 8:05:53 AM, mcooley, Action Type : Call from Customer

The customer called ACS, information was verified. The customer stated that she had taken the vehicle to the dealer for an issue with the headlight going on and off. The dealer advised her that the cost for the repair would be at \$ 500.00. The customer thought that this would be covered under the CUC or the extended warranty and it is not. She stated that she already called Honda Care to discuss this matter and they referred her to our office to overturn this decision. I apologized to her and advised her that ACS is the warrantor and we would assist with any repairs needed under the 3 year or 36000 mile warranty. I advised her that in this case the warranty is with Honda Care which is a separate part of our company and ACS can not overturn the decision that was made by Honda Care. The customer understood and was upset with Honda Care for sending her off knowing that we can not change the decision. I apologized. The customer discontinued the call.

*** CASE MODIFY 8/16/2010 8:06:16 AM, mcooley

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

*** SUBCASE N012010-08-1601707-1 CREATE 8/16/2010 8:06:57 AM, mcooley

Created in WIP Default with Due Date 8/16/2010 8:06:57 AM.

*** SUBCASE N012010-08-1601707-1 CLOSE 8/16/2010 8:07:32 AM, mcooley

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-08-1601707-2 CREATE 8/16/2010 8:08:06 AM, mcooley

Created in WIP Default with Due Date 8/16/2010 8:08:06 AM.

*** SUBCASE N012010-08-1601707-2 CLOSE 8/16/2010 8:08:46 AM, mcooley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/16/2010 8:08:48 AM, mcooley

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

Case History

Case ID : N012010-08-1601707

Case Title : [REDACTED] - HONDA CARE/ HEADLIGHTS

*** CASE CLOSE 8/16/2010 8:08:52 AM, mcooley

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

Case Details

Case ID : N012009-10-0600087 Division : Honda - Auto Condition : Closed Open Date : 10/6/2009 6:37:52 AM
 Case Originator : Christeen Miller (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 10/6/2009 6:46:13 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 : 06H [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 : MIDLOTHIAN, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1701
 VIN Type / No. : US VIN / SHSRD78845U [REDACTED]
 Model / Year : CR-V / 2005
 Model ID / Product Line : RD7885JW / A
 Miles / Hours : 71,000
 In Service Date : 09/14/2005
 Months In Use : 49
 Engine Number : K24A14551689
 Originating Dealer No. / Name : 207158 / PEARSON HONDA
 Selling Dealer No. / Name : 207158 / PEARSON HONDA
 Trim : 4WD EX
 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 : 207158 / PEARSON HONDA
 Phone No. : 804-745-0300
 Address : 7450 MIDLOTHIAN PIKE
 City / State / Zip : RICHMOND, VA 23225
 Svc District / Sls District : 06C / C06
 Warranty Labor Rate / Date : \$94.50 /
 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
N012009-10-0600087-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-10-0600087-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2009 6:45:48 AM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 10/6/2009 6:46:05 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 : 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 : N012009-10-0600087

Case Title : 06H- [REDACTED] - HEAD LIGHTS

*** CASE CREATE 10/6/2009 6:37:52 AM, cmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2009 6:40:38 AM, cmiller

WARRANTY CHECK 10/06/2009 06:40:38 AM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2009 6:40:41 AM, cmiller

CLAIM HISTORY CHECK 10/06/2009 06:40:41 AM cmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/6/2009 6:40:46 AM, cmiller

CAMPAIGN CHECK 10/06/2009 06:40:45 AM cmiller

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/6/2009 6:40:47 AM, cmiller

VSC-CUC CHECK 10/06/2009 06:40:47 AM cmiller

No data found for VIN.

*** NOTES 10/6/2009 6:44:46 AM, cmiller, Action Type : Call from Customer

Verified customer information

[REDACTED]

Head lights

Recalls

Customer indicates that a year ago both headlights (low beams) failed. She did not take the vehicle in she just assumed it was the bulbs. Since then she has changed both lights, one at a time when they fail. Sometimes the bulbs last a week and sometimes they last for several weeks. She still has not taken it in for any kind of inspection or diagnoses. Customer purchased the vehicle from Car Max and has an extended warranty with them.

ACS advised the customer that there are no recalls assigned to her vin for this issue or any other. ACS suggested that she take her vehicle in for a diagnoses to see if it is something with the electrical system that is causing the lights to fail so rapidly. Provided her with her case number. The call was ended.

*** CASE MODIFY 10/6/2009 6:45:15 AM, cmiller

into WIP default and Status of Solving.

*** SUBCASE N012009-10-0600087-1 CREATE 10/6/2009 6:45:48 AM, cmiller

Created in WIP Default with Due Date 10/6/2009 6:45:48 AM.

*** SUBCASE N012009-10-0600087-1 CLOSE 10/6/2009 6:46:05 AM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/6/2009 6:46:09 AM, cmiller

into WIP default and Status of Solving.

*** CASE CLOSE 10/6/2009 6:46:13 AM, cmiller

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

Case Details

Case ID : N012010-12-2300586	Division : Honda - Auto	Condition : Closed	Open Date : 12/23/2010 9:36:54 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/23/2010 9:49:52 AM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlene Wells (Team SC)	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 :	BURNSVILLE, MN [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	CR-V / 2006
Model ID / Product Line :	/
Miles / Hours :	60,000
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 :	208446 / WALSER HONDA
Phone No. :	952-388-2235
Address :	14800 BUCK HILL ROAD
City / State / Zip :	BURNSVILLE, MN 55306
Svc District / Sls District :	08G / C08
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
N012010-12-2300586-1 [REDACTED]	PRODU Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-2300586-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 12/23/2010 9:49:09 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 12/23/2010 9:49:52 AM
Issue Title : ██████████ - 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, 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 : N012010-12-2300586

Case Title : [REDACTED] - HEAD LIGHT

*** CASE CREATE 12/23/2010 9:36:54 AM, mwells

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

*** CASE MODIFY 12/23/2010 9:37:01 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 12/23/2010 9:43:17 AM, mwells

into WIP default and Status of Solving.

*** NOTES 12/23/2010 9:48:47 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr [REDACTED]

ACS verified customer information

Situation: Headlamp will burn out

Customer states the headlight lamps continually burn out and he has had this problem repeatedly. He has been online and see complaints of the wiring harness that is the issue. He has had the issue for over a year. Customer states that both headlamps will blow out.

ACS asked if this has been diagnosed by the Honda dealership. He stated "no, and why should he spend \$90.00 for a diagnose when he knows it is the headlamp harness". ACS advised that complaints are not received online and he will need to have a formal diagnosis by the Honda dealership to make the He was advised that he could have a wiring issue. ACS has advised him there is no recall found and no TSB. Customer thanked ACS and had no further requests

*** CASE MODIFY 12/23/2010 9:48:48 AM, mwells

into WIP default and Status of Solving.

*** SUBCASE N012010-12-2300586-1 CREATE 12/23/2010 9:49:09 AM, mwells

Created in WIP Default with Due Date 12/23/2010 9:49:09 AM.

*** SUBCASE N012010-12-2300586-1 CLOSE 12/23/2010 9:49:52 AM, mwells

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/23/2010 9:49:52 AM, mwells

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

Case Details

Case ID : N052008-12-0200720	Division : Honda - Auto	Condition : Closed	Open Date : 12/2/2008 10:53:07 AM
Case Originator : Carlos Angon (Team PA)	Sub Division : PCRM	Status : Closed	Close Date : 12/4/2008 3:24:35 PM
Case Owner : Mark Haymaker (Team HF)	Method : Pro-Active O/B	Queue :	Days Open : 2
Last Closed By : Mark Haymaker (Team HF)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : ██████████ - CSE NOT FIXED, DY		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 : CHARLOTTEVILLE, VA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / JHLRD78976C ██████████
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7896JNW / A
 Miles / Hours : 8,000
 In Service Date : 10/24/2005
 Months In Use : 38
 Engine Number : K24A15008872
 Originating Dealer No. / Name : 207202 / CASEY HONDA
 Selling Dealer No. / Name : 207160 / RULE HONDA
 Trim : 4WD SE
 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 : 207443 / BROWN HONDA
 Phone No. : 434-973-1351
 Address : 960 HILTON HEIGHTS ROA
 City / State / Zip : CHARLOTTEVILLE, VA 22901
 Svc District / Sls District : 06C / C06
 Warranty Labor Rate / Date : \$82.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : Not Applicable Party 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
N052008-12-0200720-1 ██████████	PRODU Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N052008-12-0200720-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2008 10:53:19 AM
Issue Owner : Mark Haymaker	Type 2 : Operation	Queue :	Close Date : 12/4/2008 3:24:35 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N052008-12-0200720

Case Title : ██████████ CSE NOT FIXED, DY

*** CASE CREATE 12/2/2008 10:53:07 AM, cangon

Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE MODIFY 12/2/2008 10:53:13 AM, cangon

into WIP default and Status of Solving.

*** SUBCASE N052008-12-0200720-1 CREATE 12/2/2008 10:53:19 AM, cangon

Created in WIP Default with Due Date 12/2/2008 10:53:19 AM.

*** CASE MODIFY 12/2/2008 10:53:20 AM, cangon

into WIP default and Status of Solving.

*** NOTES 12/2/2008 2:55:58 PM, cangon, Action Type : Note-General

11/4/2008

IN-PROCESS

WE TOOK THE HONDA IN FOR AN INSPECTION, LUBE, OIL AND FILTER CHANGE. WE HAD A PROBLEM WITH A LIGHT BEING OUT. I EXPLAINED THAT THOSE WERE BECAUSE OF THE HEADLIGHTS. THE BRIGHTNESS WENT OUT. ONE HAD COME BACK ON, SO WE ASSUMED THAT IT WAS THE FUSE. THEY FIXED THE HEADLIGHTS. NOW, THE FOG LIGHTS ARE NOT WORKING. THEY WERE SO FOCUSED ON THE HEADLIGHTS THAT THEY DID NOT DETERMINE THAT IT WAS AN ELECTRICAL PROBLEM. NOW, WE HAVE TO FIND ANOTHER DAY TO GIVE UP THE HONDA. THERE WAS A WARRANTY ISSUE WITH THE SIDE PANELS THE OTHER TIME THAT WE TOOK IT IN. THEY ORDERED THE PANELS, BUT I NEVER HEARD BACK FROM THEM. I CALLED THEM. THEN, THEY CALLED BACK TO ASK ME IF THE SERVICE HAD BEEN DONE. WE DROPPED THE ISSUE. THE PARTS WERE SITTING THERE FOR SIX MONTHS. THEY RECOMMENDED \$200 WORTH OF SERVICE UNDER WARRANTY IN ADDITION. I CHECKED IT ONLINE. IT WAS OPTIONAL. IT WAS FRUSTRATING THAT I SPENT A LOT OF MONEY ON A CAR AND WAS KIND OF MISLEADING. IT COULD GO WITHOUT THE SERVICE.

*** SUBCASE N052008-12-0200720-1 ASSIGN 12/2/2008 3:15:24 PM, cangon

N052008-12-0200720-1 to mhaymake, WIP

*** SUBCASE N052008-12-0200720-1 RULE ACTION 12/2/2008 3:15:24 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 12/2/2008 3:15:53 PM, cangon

N052008-12-0200720 to mhaymake, WIP

*** CASE RULE ACTION 12/2/2008 3:15:53 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 12/2/2008 3:35:34 PM, mhaymake

WARRANTY CHECK 12/02/2008 03:35:34 PM mhaymake

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/2/2008 3:35:38 PM, mhaymake

CLAIM CHECK 12/02/2008 03:35:38 PM mhaymake

The following Claim History information was found

0; 2008-10-28; 207443; 287824; 510; 824120 ; BODY SIDE MOLDING/SIDE PROTECTORS, LEFT SIDE; ON THE

FRONT DOOR - REPLACE.

*** CASE CAMPAIGN LOOKUP 12/2/2008 3:35:40 PM, mhaymake

Case History

Case ID : N052008-12-0200720

Case Title : [REDACTED] - CSE NOT FIXED, DY

CAMPAIGN CHECK 12/02/2008 03:35:40 PM mhaymake

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 12/2/2008 3:35:41 PM, mhaymake

VSC-CUC CHECK 12/02/2008 03:35:41 PM mhaymake

No data found for VIN.

*** CASE MODIFY 12/2/2008 3:35:49 PM, mhaymake

into WIP All Default and Status of Solving.

*** COMMIT 12/3/2008 9:33:36 AM, mhaymake, Action Type : N/A

Made to [REDACTED] due 12/05/2008 09:33:44 AM.

Call Customer c 2

*** NOTES 12/3/2008 9:33:49 AM, mhaymake, Action Type : Call to Customer

1st message

I called the customer to follow up on their recent survey feedback regarding their vehicle. I reached the customer's VM. I left a message indicating that we are attempting to speak with the owner or operator of the vehicle in reference to feedback on a recent survey. I left my contact information along with my work hours.

I will try the customer again on 12/05/2008

*** CASE MODIFY 12/3/2008 9:34:12 AM, mhaymake

into WIP CSE - 1st Calls and Status of Solving.

*** CASE MODIFY 12/3/2008 4:39:52 PM, mhaymake

into WIP CSE - 2nd Call and Status of Solving.

*** NOTES 12/3/2008 4:57:13 PM, mhaymake, Action Type : Call to Customer

Customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed . I will follow up with the customer to ensure that all areas of concern have been resolved.

I reached Mr. and Mrs. Customer. I introduced myself and explained that I was from American Honda Motor Company. I informed the customer that I was calling as a result of their response to one of our surveys regarding their 2006 CRV and advised them that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to their vehicle or their service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I informed the customer that the call may be recorded for quality assurance purposes; the customer accepted.

Responses to questions and answers can be located on Quick Base:

The customer stated that head lights were not working. The customer stated that it progressed into an intermittent problem of spermatic functioning.

The customer went to the dealer and at the time the customer picked after hours up the vehicle, the lights did not work. The customer told the dealer about the lights not working but everyone had left for the day. The customer stated that the dealer called and offered to have the vehicle brought back and the customer stated that he has not had time yet.

The customer stated that the light problem acts up every once in a while.

Case History

Case ID : N052008-12-0200720

Case Title : ██████████ CSE NOT FIXED, DY

On behalf of American Honda, I apologized for any inconvenience and thanked the customer for their time and valuable feedback. I informed the customer that their overall ownership experience is very important to American Honda.

*** NOTES 12/3/2008 4:57:26 PM, mhaymake, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** NOTES 12/3/2008 4:57:39 PM, mhaymake, Action Type : Note-Resolution

The customer has an outstanding issue. However, due to not being able to commit to an appointment date at this time, I am closing the case per PCRM procedure.

*** CASE FULFILL 12/3/2008 4:57:42 PM, mhaymake

Fulfilled for ██████████ due 12/05/2008 09:33:44 AM.

*** COMMIT 12/3/2008 4:57:44 PM, mhaymake, Action Type : N/A

MR

*** CASE MODIFY 12/3/2008 4:59:10 PM, mhaymake

into WIP CSE - 2nd Call and Status of Solving.

*** SUBCASE N052008-12-0200720-1 CLOSE 12/4/2008 3:24:35 PM, mhaymake

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/4/2008 3:24:35 PM, mhaymake

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 06/06/2011

Case Details

Case ID : N012009-08-1301746 Division : Honda - Auto Condition : Closed Open Date : 8/13/2009 4:47:25 PM
 Case Originator : Lindsey Hoffman (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 8/26/2009 4:50:18 PM
 Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 13
 Last Closed By : Wayne Zitter (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 1E - (NORM REEVES HONDA WC) - [REDACTED] - HEADLIGHTS KEEP 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 : BALDWIN PARK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3235
 VIN Type / No. : US VIN / JHLRD68586C [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD6856EW / A
 Miles / Hours : 28,000
 In Service Date : 01/29/2006
 Months In Use : 43
 Engine Number : K24A15041387
 Originating Dealer No. / Name : 208352 / SPIRIT HONDA
 Selling Dealer No. / Name : 208352 / SPIRIT HONDA
 Trim : 2WD LX
 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 : 208220 / NORM REEVES HONDA SUPERSTORE
 Phone No. : 626-756-3800
 Address : 1840 E. GARVEY AVE. SO
 City / State / Zip : WEST COVINA, CA 91791
 Svc District / Sls District : 01E / D01
 Warranty Labor Rate / Date : \$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
N012009-08-1301746-1 / [REDACTED] - PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-08-1301746-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2009 8:24:38 AM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 8/26/2009 4:50:14 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 - Dealer100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-1301746

Case Title : IE - (NORM REEVES HONDA WC) [REDACTED] - HEADLIGHTS KEEP GOING

*** CASE CREATE 8/13/2009 4:47:25 PM, lhoffman

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

*** CASE CAMPAIGN LOOKUP 8/13/2009 4:47:29 PM, lhoffman

CAMPAIGN CHECK 08/13/2009 04:47:28 PM lhoffman

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 8/13/2009 4:47:42 PM, lhoffman

CLAIM CHECK 08/13/2009 04:47:42 PM lhoffman

The following Claim History information was found

0; 2007-08-25; 208352; 500534; 510; 0101B5 ; RADIO - REPLACE WITH REMANUFACTURED UNIT.

07> CR-V CHANGED TO 0.9 PER TIME STUDY.

*** CASE EXTENDED WARRANTY LOOKUP 8/13/2009 4:47:43 PM, lhoffman

WARRANTY CHECK 08/13/2009 04:47:43 PM lhoffman

No data found for VIN.

*** CASE VSC LOOKUP 8/13/2009 4:47:46 PM, lhoffman

VSC-CUC CHECK 08/13/2009 04:47:46 PM lhoffman

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/13/2009 4:50:56 PM, lhoffman

CLAIM CHECK 08/13/2009 04:50:56 PM lhoffman

The following Claim History information was found

0; 2007-08-25; 208352; 500534; 510; 0101B5 ; RADIO - REPLACE WITH REMANUFACTURED UNIT.

07> CR-V CHANGED TO 0.9 PER TIME STUDY.

*** NOTES 8/13/2009 4:54:33 PM, lhoffman, Action Type : Call from Customer

Verified Customer Information

Best Phone: 626-665-5161

Situation: Customer had had repeated light bulb failure.

Request: Customer is requesting assistance from AHM to determine the cause of why the lights keep going out.

Probing Questions: Customer purchased the vehicle from Spirit Honda in El Monte. Customer has had the car in the shop at least 7 times for the headlights, dome lights, and radio lights, mostly headlights. Customer believes that there is some kind of short in the system. Customer had the headlights fixed the last time at Norm Reeves in West Covina. Norm Reeves would be the preferred dealer. Customer is concerned because the warranty is now out on the vehicle and the problem has happened again. Customer states that she hears it before it goes out, there is a popping noise inside of the vehicle like something is shorting out. Customer needs help diagnosing the problem. Customer feels like the dealers are brushing her off and not fixing the problem.

Inbound Summary: ACS advised the customer that the vehicle is outside of the warranty, but that I would forward the case to a case manager who might be able to assist her with getting a solid diagnosis of the problem. ACS did not guarantee any kind of financial assistance, but advised the customer that the case would be reviewed.

Case History

Case ID : N012009-08-1301746

Case Title : IE - (NORM REEVES HONDA WC) - [REDACTED] HEADLIGHTS KEEP GOING

Customer had no further questions.

*** CASE MODIFY 8/13/2009 4:54:48 PM, lhoffman
into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2009 4:54:54 PM, lhoffman
into WIP default and Status of Solving.

*** CASE MODIFY 8/13/2009 4:54:54 PM, lhoffman
into WIP default and Status of Solving.

*** CASE DISPATCH 8/13/2009 4:55:01 PM, lhoffman
from WIP default to Queue Honda Team D.

*** CASE RULE ACTION 8/14/2009 3:55:01 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 8/15/2009 3:55:01 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ACCEPT 8/17/2009 8:00:08 AM, wzitter
from Queue Honda Team D to WIP Default.

*** CASE MODIFY 8/17/2009 8:24:06 AM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE N012009-08-1301746-1 CREATE 8/17/2009 8:24:38 AM, wzitter
Created in WIP Default with Due Date 8/17/2009 8:24:38 AM.

*** COMMIT 8/17/2009 8:24:57 AM, wzitter, Action Type : N/A

Made to [REDACTED] due 08/20/2009 08:25:00 AM.

DCS Follow-Up

*** NOTES 8/17/2009 8:25:20 AM, wzitter, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/20/2009

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

Headlight Issue

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

Customer is requesting assistance from AHM to determine the cause of why the lights keep going out.

Customer purchased the vehicle from Spirit Honda in El Monte. Customer has had the car in the shop at least 7 times for the headlights, dome lights, and radio lights, mostly headlights. Customer believes that there is some kind of short in the system. Customer had the headlights fixed the last time at Norm Reeves in West Covina. Norm Reeves would be the preferred dealer. Customer is concerned because the warranty is now out on the vehicle and the problem has happened again. Customer states that she hears it before it goes out, there is a popping noise inside of the vehicle like something is shorting out. Customer needs help diagnosing the problem. Customer feels like the dealers are brushing her off and not fixing the problem.

Case History

Case ID : N012009-08-1301746

Case Title : IE - (NORM REEVES HONDA WC) - [REDACTED] - HEADLIGHTS KEEP GOING

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

Wayne Zitter
Automobile Customer Service

*** CASE MODIFY 8/17/2009 8:25:26 AM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 8/17/2009 8:25:50 AM, wzitter
into WIP Default and Status of Solving.

*** NOTES 8/17/2009 3:18:39 PM, wzitter, Action Type : Call to Customer

Called the customer and left a vm message at both numbers in regards to the concerns of the headlights. I did advise the customer that if I did not hear from her by 08/19/2009 I would try her again. I provided the ACS contact information.

*** COMMIT 8/17/2009 3:18:45 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/1st Call

*** NOTES 8/19/2009 3:14:05 PM, wzitter, Action Type : Call to Customer

I returned the customers voicemail message in regards to her concerns. I did advise the customer that if I did not hear from her by 08/21/2009 I would try her again.

*** CASE FULFILL 8/19/2009 3:14:14 PM, wzitter
Fulfilled for [REDACTED] due 08/19/2009 12:00:00 AM.

*** COMMIT 8/19/2009 3:14:16 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/1st Call 2nd Attempt

*** CASE MODIFY COMMITMENT 8/20/2009 5:01:06 PM, wzitter
with [REDACTED] due 08/21/2009 08:25:00 AM.

*** NOTES 8/21/2009 3:40:39 PM, wzitter, Action Type : Call to Dealer

Called and left a message with the receptionist Cassidy at Norm Reeves Honda Superstore WC. I provided her with the ACS contact information.

*** CASE FULFILL 8/21/2009 3:40:52 PM, wzitter
Fulfilled for [REDACTED] due 08/21/2009 08:25:00 AM.

*** NOTES 8/21/2009 3:41:53 PM, wzitter, Action Type : Call to Customer

Called the customer and left a vm message at both numbers in regards to the concerns of the headlights. I did advise the customer that if I did not hear from her by 08/26/2009 I would try her again. I provided the ACS contact information.

*** CASE FULFILL 8/21/2009 3:42:03 PM, wzitter
Fulfilled for [REDACTED] due 08/21/2009 12:00:00 AM.

*** COMMIT 8/21/2009 3:42:14 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/1st Call 3rd Attempt

*** NOTES 8/21/2009 4:12:07 PM, wzitter, Action Type : Call to Dealer

Spoke with the SM, Mike in regards to the customer concerns. SM, Mike indicated that he repaired the customer's vehicle. The right side headlight socket was bad and needed to be replaced. SM Mike indicated that the issues have been resolved.

*** CASE MODIFY 8/21/2009 4:24:58 PM, wzitter

Case History

Case ID : N012009-08-1301746

Case Title : 1E - (NORM REEVES HONDA WC) - [REDACTED] - HEADLIGHTS KEEP GOING

into WIP 01E - Mark Brown and Status of Solving.

*** NOTES 8/26/2009 4:49:42 PM, wzitter, Action Type : Letter/Fax

Sent out ACS contact letter to the customer.

*** SUBCASE N012009-08-1301746-1 CLOSE 8/26/2009 4:50:14 PM, wzitter

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/26/2009 4:50:16 PM, wzitter

into WIP 01E - Mark Brown and Status of Solving.

*** CASE CLOSE 8/26/2009 4:50:18 PM, wzitter

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

Case Details

Case ID : N012010-09-0800830 Division : Honda - Auto Condition : Closed Open Date : 9/8/2010 10:54:50 AM
 Case Originator : Bridgette Samonte (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/28/2010 1:19:14 PM
 Case Owner : Daun Craig (Team HH) Method : Phone Queue : Days Open : 20
 Last Closed By : Daun Craig (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 9F(BERNARDI HONDA) [REDACTED] - LOW BEAM HEADLIGHTS/8TH No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 85
 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 : CONCORD, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 85
 VIN Type / No. : US VIN / JHLRD68876C [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD6886JW / A
 Miles / Hours : 53,000
 In Service Date : 04/15/2006
 Months In Use : 53
 Engine Number : K24A15062882
 Originating Dealer No. / Name : 208285 / BOCH HONDA
 Selling Dealer No. / Name : 206930 / HONDA VILLAGE
 Trim : 2WD EX
 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 : 207478 / BERNARDI HONDA
 Phone No. : 508-651-3033
 Address : 960 WORCESTER ROAD
 City / State / Zip : NATICK, MA 01760
 Svc District / Sls District : 09F / C09
 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
N012010-09-0800830-1 / [REDACTED] - PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-09-0800830-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 9/9/2010 6:50:03 AM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 9/28/2010 1:19:13 PM
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 - Dealer100%
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-0800830

Case Title : 9F(BERNARDI HONDA) [REDACTED] LOW BEAM HEADLIGHTS/8TH REPLA

*** CASE CREATE 9/8/2010 10:54:50 AM, bsamonte

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

*** CASE MODIFY 9/8/2010 10:55:41 AM, bsamonte

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/8/2010 10:56:07 AM, bsamonte

VSC-CUC CHECK 09/08/2010 10:56:07 AM bsamonte

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/8/2010 10:56:11 AM, bsamonte

CAMPAIGN CHECK 09/08/2010 10:56:11 AM bsamonte

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 9/8/2010 10:57:45 AM, bsamonte

CLAIM CHECK 09/08/2010 10:57:44 AM bsamonte

The following Claim History information was found

0; 2009-12-11; 207478; 681847; 510; 712110 ; HEADLIGHT BULB, LEFT - REPLACE. S/B# 08-010

*** CASE EXTENDED WARRANTY LOOKUP 9/8/2010 10:57:46 AM, bsamonte

WARRANTY CHECK 09/08/2010 10:57:46 AM bsamonte

No data found for VIN.

*** CASE MODIFY 9/8/2010 11:00:59 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 9/8/2010 11:16:58 AM, bsamonte, Action Type : Call from Customer

Contact Info Updated

Phone 978-254-5195

Customer has had to replace the low beam headlights a total of 8 times:

51,419 miles on 7/24/10

45336 miles on 3/20/10

42543 miles on 12/11/09

41000 miles on 11/09

38000 miles on 8/28/09

26000 miles on 7/27/08

21352 miles on 12/21/07

Yesterday he had to replace the low beam headlights again. BERNARDI HONDA says this is a common issue. Customer wants to know what AHM is doing about it.

Customer says he has no choice, but to drop what he is doing and go to the dealer when this happens.

ACS apologized for concerns and advised customer a case manager would be in touch with him in 1-2 business days.

*** CASE DISPATCH 9/8/2010 11:18:42 AM, bsamonte

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 9/8/2010 2:13:33 PM, dgonzale

Case History

Case ID : N012010-09-0800830

Case Title : 9F(BERNARDI HONDA) [REDACTED] - LOW BEAM HEADLIGHTS/8TH REPLA

N012010-09-0800830 to dcraig, WIP [REDACTED]

*** CASE RULE ACTION 9/8/2010 2:13:33 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/9/2010 6:49:10 AM, dcraig
into WIP default and Status of Solving.

*** SUBCASE N012010-09-0800830-1 CREATE 9/9/2010 6:50:03 AM, dcraig
Created in WIP Default with Due Date 9/9/2010 6:50:03 AM.

*** COMMIT 9/9/2010 6:50:14 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 09/09/2010 03:00:15 PM.
first call

*** CASE MODIFY 9/9/2010 6:50:30 AM, dcraig
into WIP default and Status of Solving.

*** NOTES 9/9/2010 8:12:10 AM, dcraig, Action Type : Call to Customer

I spoke to the customer's wife about the vehicle and introduced myself as the RCM. I explained that I would like to speak with him further about headlight issue and I left her with my phone number and the extension 117740 for him to please provide me with a call back.

*** CASE MODIFY 9/9/2010 8:19:36 AM, dcraig
into WIP 9F and Status of Solving.

*** CASE FULFILL 9/9/2010 8:19:39 AM, dcraig
Fulfilled for [REDACTED] due 09/09/2010 03:00:15 PM.

*** COMMIT 9/9/2010 8:19:42 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 09/13/2010 03:10:15 PM.
cust call?

*** CASE MODIFY 9/9/2010 8:20:04 AM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/13/2010 10:48:17 AM, dcraig, Action Type : Call from Customer

I received a vm message for the customer asking for a call back to further discuss his case. I will call him back on 9/14/2010.

*** CASE FULFILL 9/13/2010 10:48:26 AM, dcraig
Fulfilled for [REDACTED] due 09/13/2010 03:10:15 PM.

*** COMMIT 9/13/2010 10:48:29 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 09/14/2010 03:10:15 PM.
call cust

*** CASE MODIFY 9/13/2010 10:48:53 AM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/14/2010 12:50:40 PM, dcraig, Action Type : Call to Customer

I spoke to the customer about his vehicle and he said he would like AHM to provide him with a date of a permanent fix to this issue with the vehicle. I explained the best that AHM can do is have the dealership continue to diagnose and repair the vehicle for normal operation to it and AHM can document the information regarding his case however, if the dealership has repaired the issues he has incurred with the vehicle I asked what other information did he need from AHM.

Case History

Case ID : N012010-09-0800830

Case Title : 9F(BERNARDI HONDA) [REDACTED] - LOW BEAM HEADLIGHTS/8TH REPLA

He said he wanted to know when this would be fixed or resolved and because AHM cannot provide him with an exact date of repair to the headlights, he will write a letter to the AG office.

He asked for the address information for AHM and I apologized for the inconvenience.

*** CASE MODIFY 9/14/2010 12:50:59 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE FULFILL 9/14/2010 12:53:05 PM, dcraig
Fulfilled for [REDACTED] due 09/14/2010 03:10:15 PM.

*** COMMIT 9/14/2010 12:53:10 PM, dcraig, Action Type : N/A

Made to HOPKINS HOLMBERG due 09/16/2010 03:15:15 PM.
call dealer

*** CASE MODIFY 9/14/2010 12:53:37 PM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/16/2010 2:04:48 PM, dcraig, Action Type : Call to Dealer

I left a vm message for the SM Mark Sericcino at the dealership. I explained that I am looking for information about the transmission replacement needed in the vehicle. I left my phone number for contact.

*** CASE FULFILL 9/16/2010 2:05:01 PM, dcraig
Fulfilled for [REDACTED] due 09/16/2010 03:15:15 PM.

*** COMMIT 9/16/2010 2:05:05 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 09/20/2010 03:15:15 PM.
dealer call?

*** CASE MODIFY 9/16/2010 2:05:33 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE MODIFY 9/16/2010 2:13:35 PM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/20/2010 1:10:10 PM, dcraig, Action Type : Call to Dealer

I spoke to the SM Mark about the customer's vehicle. He explained that they will need to have the customer come back into the dealership for the electrical issues he is having in the vehicle and the diagnosis may take hours to perform and cost quite a bit. I will contact the customer and the DPSM with that information.

*** NOTES 9/20/2010 1:17:58 PM, dcraig, Action Type : Call to Customer

I spoke to the customer who would like AHM to assist with the cost of diagnosis for the electrical inspection. He feels the cost is too much for the inspection and is going to call the SM Mark to speak with him about this. I apologized for the inconvenience and said that I will call him on 9/22/2010. I thanked him for calling AHM.

*** CASE FULFILL 9/20/2010 1:18:10 PM, dcraig
Fulfilled for [REDACTED] due 09/20/2010 03:15:15 PM.

*** COMMIT 9/20/2010 1:18:15 PM, dcraig, Action Type : N/A

Made to [REDACTED] due 09/22/2010 03:10:15 PM.
DPSM call?

*** NOTES 9/20/2010 1:18:47 PM, dcraig, Action Type : Field Service

I forwarded a communication to the DPSM about the customer's request for assistance with the diagnosis.

Case History

Case ID : N012010-09-0800830

Case Title : 9F(BERNARDI HONDA) [REDACTED] - LOW BEAM HEADLIGHTS/8TH REPLA

*** CASE MODIFY 9/20/2010 1:19:24 PM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/22/2010 9:51:52 AM, dcraig, Action Type : Field Service
I forwarded another communication to the DPSM about the customer's request for assistance with the diagnosis.

*** CASE FULFILL 9/22/2010 9:54:45 AM, dcraig
Fulfilled for [REDACTED] due 09/22/2010 03:10:15 PM.

*** COMMIT 9/22/2010 9:54:50 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 09/24/2010 03:10:15 PM.
DPSM contact?

*** CASE MODIFY 9/22/2010 9:55:18 AM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/23/2010 10:40:28 AM, dcraig, Action Type : Field Return Call
I spoke to the DPSM who said the vehicle diagnosis will still need to be covered by the customer however he will look into the possibility of assistance after it has been diagnosed and is inspected as defective.

*** CASE MODIFY 9/23/2010 10:40:41 AM, dcraig
into WIP 9F and Status of Solving.

*** CASE FULFILL 9/23/2010 10:40:51 AM, dcraig
Fulfilled for [REDACTED] due 09/24/2010 03:10:15 PM.

*** COMMIT 9/23/2010 10:40:54 AM, dcraig, Action Type : N/A
Made to [REDACTED] due 09/24/2010 03:10:15 PM.
call cust

*** CASE MODIFY 9/23/2010 10:41:08 AM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/24/2010 1:49:00 PM, dcraig, Action Type : Call to Customer
I left a vm message for the customer letting him know that we did review his case and we would like him to please take the vehicle back into the dealership.
I asked him to provide me a call with the date and time that he would be able to get the vehicle in and I left my phone number for contact.

*** CASE MODIFY 9/24/2010 1:49:07 PM, dcraig
into WIP 9F and Status of Solving.

*** CASE FULFILL 9/24/2010 1:49:13 PM, dcraig
Fulfilled for [REDACTED] due 09/24/2010 03:10:15 PM.

*** COMMIT 9/24/2010 1:49:18 PM, dcraig, Action Type : N/A
Made to [REDACTED] due 09/28/2010 03:10:15 PM.
cust call?

*** CASE MODIFY 9/24/2010 1:49:37 PM, dcraig
into WIP 9F and Status of Solving.

*** NOTES 9/28/2010 1:17:48 PM, dcraig, Action Type : Call to Customer
I spoke to the customer who said the vehicle was back into the dealership for the light and the electrical system in the vehicle. He said the dealer ruled out

Case History

Case ID : N012010-09-0800830

Case Title : 9F(BERNARDI HONDA) [REDACTED] - LOW BEAM HEADLIGHTS/8TH REPLA

the electrical system however the plugs and lights needed to be replaced and they were at no cost to him. They informed him that he may need to bring the vehicle back into the dealership at about 10,000 miles again for this issue. He understood and said everything is in working order at this time. I thanked him for that information and for contacting AHM.

*** CASE MODIFY 9/28/2010 1:19:08 PM, dcraig
into WIP 9F and Status of Solving.

*** SUBCASE N012010-09-0800830-1 CLOSE 9/28/2010 1:19:13 PM, dcraig
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/28/2010 1:19:14 PM, dcraig
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 9/28/2010 1:24:23 PM, dcraig, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Thank you so much for your assistance with this customer's headlight issue. He is very happy with the assistance that you all provided and understands he may need to get this vehicle back in within another 10,000 miles. Thank you for your assistance.

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

Thank you for your attention to this matter.

Daun Craig
Automobile Customer Service

Case Details

Case ID : N012010-11-1800002 Division : Honda - Auto Condition : Closed Open Date : 11/18/2010 6:03:05 AM
 Case Originator : Mohammad Alam (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 11/18/2010 6:12:40 AM
 Case Owner : Mohammad Alam (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Mohammad Alam (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - HEADLIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 1410
 VIN Type / No. : US VIN / JHLRD68896C ██████████
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD6886JW / A
 Miles / Hours : 105,000
 In Service Date : 04/22/2006
 Months In Use : 55
 Engine Number : K24A15073451
 Originating Dealer No. / Name : 206998 / LUTHER HOPKINS HONDA
 Selling Dealer No. / Name : 206998 / LUTHER HOPKINS HONDA
 Trim : 2WD 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. :

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
N012010-11-1800002-1 / ██████████	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-1800002-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mohammad Alam	Type 1 : Product	Status : Subcase Close	Open Date : 11/18/2010 6:12:24 AM
Issue Owner : Mohammad Alam	Type 2 : Operation	Queue :	Close Date : 11/18/2010 6:12:40 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-11-1800002

Case Title : [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 11/18/2010 6:03:05 AM, malam

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

*** CASE MODIFY 11/18/2010 6:05:13 AM, malam

into WIP default and Status of Solving.

*** CASE MODIFY 11/18/2010 6:07:30 AM, malam

into WIP default and Status of Solving.

*** NOTES 11/18/2010 6:11:25 AM, malam, Action Type : Call from Customer

ACS verified Customers information.

Best contact number: [REDACTED]

Customer called because she had gone through 8 sets of headlights and hence wanted to know whether other Customers were going through the same thing.

ACS informed that no other Customers were having the similar problem and hence her complaint would definitely be documented.

ACS thanked Customer for calling AHM.

*** CASE MODIFY 11/18/2010 6:11:54 AM, malam

into WIP default and Status of Solving.

*** SUBCASE N012010-11-1800002-1 CREATE 11/18/2010 6:12:24 AM, malam

Created in WIP Default with Due Date 11/18/2010 6:12:24 AM.

*** CASE CLOSE 11/18/2010 6:12:40 AM, malam

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

*** SUBCASE N012010-11-1800002-1 CLOSE 11/18/2010 6:12:40 AM, malam

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012009-01-0800014	Division : Honda - Auto	Condition : Closed	Open Date : 1/8/2009 6:08:26 AM
Case Originator : Guillermo Delgado (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/8/2009 6:14:57 AM
Case Owner : Guillermo Delgado (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Guillermo Delgado (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] DEALER 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 : WHEELING, WV [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2 RO
 VIN Type / No. : US VIN / JHLRD78836C [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7886JW / A
 Miles / Hours : 49,300
 In Service Date : 06/24/2006
 Months In Use : 31
 Engine Number : K24A15049786
 Originating Dealer No. / Name : 207006 / WASHINGTON HONDA
 Selling Dealer No. / Name : 207006 / WASHINGTON HONDA
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 5AT
 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 : 208254 / I-79 HONDA
 Phone No. : 724-324-5631
 Address : 100 FREESOIL ROAD
 City / State / Zip : MOUNT MORRIS, PA 15349
 Svc District / Sls District : 05N / E05
 Warranty Labor Rate / Date : \$71.00 /
 Agent Name : [REDACTED] 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
N012009-01-0800014-1 / [REDACTED] SERVICE	Subcase Close	Service - Dealer	Workmanship	712	Headlights

Issue Details

Issue ID : N012009-01-0800014-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Guillermo Delgado	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 1/8/2009 6:10:22 AM
Issue Owner : Guillermo Delgado	Type 2 : Workmanship	Queue :	Close Date : 1/8/2009 6:14:57 AM
Issue Title : [REDACTED] - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-01-0800014

Case Title : [REDACTED] DEALER COMPLAINT

*** CASE CREATE 1/8/2009 6:08:26 AM, gdelgado
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 1/8/2009 6:08:35 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 1/8/2009 6:09:24 AM, gdelgado
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/8/2009 6:09:28 AM, gdelgado
WARRANTY CHECK 01/08/2009 06:09:28 AM gdelgado
No data found for VIN.

*** CASE CLAIMS LOOKUP 1/8/2009 6:09:31 AM, gdelgado
CLAIM HISTORY CHECK 01/08/2009 06:09:31 AM gdelgado
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/8/2009 6:09:38 AM, gdelgado
CAMPAIGN CHECK 01/08/2009 06:09:37 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 1/8/2009 6:09:41 AM, gdelgado
CAMPAIGN CHECK 01/08/2009 06:09:41 AM gdelgado
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 1/8/2009 6:09:44 AM, gdelgado
VSC CHECK 01/08/2009 06:09:44 AM gdelgado
The following VSC information was found
[REDACTED] V002715417;D70;NEW 84MO/100K, \$0 DED;ACTIVE;;2006-06-24;2013-06-23;100000;35;207006;0.00

*** CASE CUC LOOKUP 1/8/2009 6:09:45 AM, gdelgado
CUC CHECK 01/08/2009 06:09:44 AM gdelgado
The following CUC information was found
;;;0;0;0;0;0;0;0;0;0;

*** SUBCASE N012009-01-0800014-1 CREATE 1/8/2009 6:10:22 AM, gdelgado
Created in WIP Default with Due Date 1/8/2009 6:10:22 AM.

*** CASE MODIFY 1/8/2009 6:10:31 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 1/8/2009 6:10:58 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 1/8/2009 6:11:25 AM, gdelgado
into WIP default and Status of Solving.

*** CASE MODIFY 1/8/2009 6:11:32 AM, gdelgado
into WIP default and Status of Solving.

Case History

Case ID : N012009-01-0800014

Case Title : ██████████ - DEALER COMPLAINT

*** NOTES 1/8/2009 6:14:49 AM, gdelgado, Action Type : Call from Customer

Customer contact information is verified. Customer called to file a dealer complaint for workmanship. Customer states the head lights failed and did not get any assistance from I-79 Honda. He would like for AHM to file a dealer complaint and document his concern. I apologized and explained all Honda dealership are franchise company and will file a dealer complaint. Customer thanked me and needs no further assistance at this time.

*** CASE MODIFY 1/8/2009 6:14:51 AM, gdelgado

into WIP default and Status of Solving.

*** SUBCASE N012009-01-0800014-I CLOSE 1/8/2009 6:14:57 AM, gdelgado

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/8/2009 6:14:57 AM, gdelgado

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

Case Details

Case ID : N012008-03-3101540	Division : Honda - Auto	Condition : Closed	Open Date : 3/31/2008 8:54:25 AM
Case Originator : Jonathan Yu (Team HD)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/31/2008 9:02:05 AM
Case Owner : Jonathan Yu (Team HD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jonathan Yu (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHTS WENT OUT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] PO B
 VIN Type / No. : US VIN / JHLRD78586C [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7856EW / A
 Miles / Hours : 48,000
 In Service Date : 08/20/2006
 Months In Use : 19
 Engine Number : K24A15106209
 Originating Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
 Selling Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
 Trim : 4WD LX
 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 : 208043 / CROWN HONDA
 Phone No. : 530-241-4321
 Address : 555 WEST CYPRESS AVE.
 City / State / Zip : REDDING, CA 96001
 Svc District / Sls District : 12A / C12
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-03-3101540-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-03-3101540-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 3/31/2008 9:01:39 AM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 3/31/2008 9:01:49 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012008-03-3101540

Case Title : [REDACTED] HEADLIGHTS WENT OUT

*** CASE CREATE 3/31/2008 8:54:25 AM, jyu

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

*** CASE EXTENDED WARRANTY LOOKUP 3/31/2008 8:54:29 AM, jyu

WARRANTY CHECK 03/31/2008 08:54:28 AM jyu

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/31/2008 8:54:30 AM, jyu

CLAIM HISTORY CHECK 03/31/2008 08:54:30 AM jyu

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/31/2008 8:54:33 AM, jyu

CAMPAIGN CHECK 03/31/2008 08:54:33 AM jyu

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 3/31/2008 8:54:34 AM, jyu

VSC-CUC CHECK 03/31/2008 08:54:34 AM jyu

No data found for VIN.

*** CASE MODIFY 3/31/2008 8:57:05 AM, jyu

into WIP default and Status of Solving.

*** NOTES 3/31/2008 9:01:24 AM, jyu, Action Type : Call from Customer

I verified the customer's information.

Caller:

I received a call from Mr [REDACTED]

Situation/Request:

The customer called requesting to see if the vehicle is still under warranty since both his headlights went out at the same time.

Facts Finding:

The customer called requesting to see if his vehicle is still under the warranty since both his headlights went out at the same time.

Facts:

The new vehicle limited warranty has expired by mileage.

Resolution:

I welcomed the customer to bring the vehicle to a local Honda dealership for a diagnosis since the issue can be a very simple fix or something more extensive.

I provided the customer with the contact information to Crown Honda. The customer needed no further assistance and thanked me.

*** SUBCASE N012008-03-3101540-1 CREATE 3/31/2008 9:01:39 AM, jyu

Created in WIP Default with Due Date 3/31/2008 9:01:39 AM.

*** SUBCASE N012008-03-3101540-1 CLOSE 3/31/2008 9:01:49 AM, jyu

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012008-03-3101540

Case Title : [REDACTED] HEADLIGHTS WENT OUT

*** CASE MODIFY 3/31/2008 9:01:50 AM, jyu
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 3/31/2008 9:01:53 AM, jyu
VSC-CUC CHECK 03/31/2008 09:01:53 AM jyu
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/31/2008 9:01:57 AM, jyu
CAMPAIGN CHECK 03/31/2008 09:01:57 AM jyu
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 3/31/2008 9:01:57 AM, jyu
CLAIM HISTORY CHECK 03/31/2008 09:01:57 AM jyu
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 3/31/2008 9:01:59 AM, jyu
WARRANTY CHECK 03/31/2008 09:01:59 AM jyu
No data found for VIN.

*** CASE MODIFY 3/31/2008 9:02:04 AM, jyu
into WIP default and Status of Solving.

*** CASE CLOSE 3/31/2008 9:02:05 AM, jyu
Status = Closed, Resolution Code = Instruction Given, State = Open

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 06/06/2011

Case Details

Case ID : N012010-11-0104266	Division : Honda - Auto	Condition : Closed	Open Date : 11/1/2010 2:22:00 PM
Case Originator : Pamela Bongco (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/23/2010 3:17:44 PM
Case Owner : Kysha Sullivan (Team HC)	Method : Mail	Queue :	Days Open : 22
Last Closed By : Kysha Sullivan (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 2B [REDACTED] HEADLIGHT BULBS 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 : PORT ANGELES, WA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4217
 VIN Type / No. : US VIN / JHLRD78876C [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7886JW / A
 Miles / Hours :
 In Service Date : 10/24/2006
 Months In Use : 49
 Engine Number : K24A15109918
 Originating Dealer No. / Name : 206864 / WEST HILLS HONDA
 Selling Dealer No. / Name : 206864 / WEST HILLS HONDA
 Trim : 4WD EX
 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
N012010-11-0104266-1 / [REDACTED]	P Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-0104266-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 11/4/2010 8:08:20 AM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 11/23/2010 3:17:44 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 : No Contact
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 : N012010-11-0104266

Case Title : 2B [REDACTED] HEADLIGHT BULBS CONCERN

*** CASE CREATE 11/1/2010 2:22:00 PM, pbongco

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

*** NOTES 11/1/2010 2:22:01 PM, pbongco, Action Type :

On 10/29/10 ACS received a 1-page letter from the customer dated 10/24/10 regarding headlight bulb issue

*** CASE MODIFY 11/1/2010 2:22:19 PM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 11/1/2010 2:22:20 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 11/1/2010 2:22:43 PM, pbongco

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 11/1/2010 2:29:25 PM, jsmith02

N012010-11-0104266 to ksulliva, WIP

*** CASE RULE ACTION 11/1/2010 2:29:25 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 11/4/2010 8:05:45 AM, ksulliva

into WIP 2B and Status of Solving.

*** SUBCASE N012010-11-0104266-1 CREATE 11/4/2010 8:08:20 AM, ksulliva

Created in WIP Default with Due Date 11/4/2010 8:08:20 AM.

*** NOTES 11/4/2010 3:44:01 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** NOTES 11/4/2010 3:48:18 PM, ksulliva, Action Type : Letter/Fax

Dear Honda:

The headlight bulbs on our 2006 CR -V sometimes make poor connection with the bulb socket and the bulbs go out or fail. I understand from our local dealer that in 2007 Honda changed the design. I am writing to see if you offer a redesigned bulb-socket assembly for the 2006 Honda CRY.

In searching the Internet, CRV headlight problems aren't uncommon: <http://www.vv.topix.com/forum/autos/honda-cr-v/ITLND3JKA/UI93/FS68G> (although the multilead connector from the headlight switch is also sometimes the source of the difficulty). As you will note from the comments posted on the above web site, many people are not happy about this problem (see one person's comment copied and pasted below.)

So please let me know if you sell a redesigned headlight-bulb assembly or if the assembly used on the 2007 CRY will fit in a 2006 CRY. Also, please pass this information on to your main office in Japan. If they are aware of this problem I think they will design a fix for it. I like our Honda CRY and our local service and plan to keep it. Thank you:

Sincerely yours,

[REDACTED]
Quote from someone in Gainesville, Florida:

"My wife's 2003 has the same problem. Both low-beams quit together and it's not the fuse of bulbs. Honda service is the WORST. We'll never buy another Honda and my wife is the head-teller at a bank. She gets LOTS of opportunities to tell car-loan seekers all about her experiences with Honda service. (This is not our first problem with Honda). We don't get any satisfaction from Honda, but she's cost them over 80 sales in less than 2 years."

*** COMMIT 11/4/2010 3:48:43 PM, ksulliva, Action Type : N/A

Case History

Case ID : N012010-11-0104266

Case Title : 2B [REDACTED] HEADLIGHT BULBS CONCERN

has cust returned my call??

*** NOTES 11/10/2010 12:39:34 PM, ksulliva, Action Type : Call to Customer

Called customer and was unable to leave a message

*** CASE FULFILL 11/10/2010 12:43:08 PM, ksulliva

Fulfilled for [REDACTED] due 11/10/2010 12:00:00 AM.

*** COMMIT 11/10/2010 12:43:11 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 11/15/2010 2:50:05 PM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** CASE FULFILL 11/15/2010 2:50:15 PM, ksulliva

Fulfilled for [REDACTED] due 11/15/2010 12:00:00 AM.

*** COMMIT 11/15/2010 2:57:38 PM, ksulliva, Action Type : N/A

has cust returned my call??

*** NOTES 11/23/2010 3:17:06 PM, ksulliva, Action Type : Call to Customer

Sent 10-day letter

*** SUBCASE N012010-11-0104266-1 CLOSE 11/23/2010 3:17:44 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/23/2010 3:17:44 PM, ksulliva

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

Case Details

Case ID : N012011-02-1101551 Division : Honda - Auto Condition : Closed Open Date : 2/11/2011 4:08:39 PM
 Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/11/2011 4:18:14 PM
 Case Owner : Katrina Vibar (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Katrina Vibar (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ HEADLIGHTS LOW BEAMS ISSUE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 5124
 VIN Type / No. : US VIN / SHSRD78856U ██████████
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7886JW / A
 Miles / Hours : 50,000
 In Service Date : 12/29/2005
 Months In Use : 62
 Engine Number : K24A15501064
 Originating Dealer No. / Name : 207076 / PERFORMANCE HONDA
 Selling Dealer No. / Name : 207076 / PERFORMANCE HONDA
 Trim : 4WD 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 : 207437 / GALESBURG HONDA
 Phone No. : 309-344-2080
 Address : 2080 NO. HENDERSON ST.
 City / State / Zip : GALESBURG, IL 61401
 Svc District / Sls District : 08J / E08
 Warranty Labor Rate / Date : \$65.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-02-1101551-1 ██████████	Subcase Close	Product	Operation - "Safety"	712	Headlights

Issue Details

Issue ID : N012011-02-1101551-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2011 4:17:43 PM
Issue Owner : Katrina Vibar	Type 2 : Operation - "Safety"	Queue :	Close Date : 2/11/2011 4:18:14 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION - "SAFETY"			

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, 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 : N012011-02-1101551

Case Title : [REDACTED] HEADLIGHTS LOW BEAMS ISSUE

*** CASE CREATE 2/11/2011 4:08:39 PM, kvibar

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

*** CASE MODIFY 2/11/2011 4:16:54 PM, kvibar

into WIP default and Status of Solving.

*** NOTES 2/11/2011 4:16:59 PM, kvibar, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

The customer stated was calling to inquire of any recalls or if not make a complaint. The customer stated that headlights low beams are burning. The customer stated that he went to Galesburg Honda and he was informed by Michael Mooney that they just have to replace the bulb. The customer stated that he feels that it is a safety hazard because they burned out the same time. The customer stated that he was driving in the dark. The customer stated that he had replaced it for \$100 and also replaced it on his own. The customer stated he is taking it to the dealership to Performance Honda in OH.

ACS informed the customer that his concern will be documented. ACS informed the customer that there is no open recall regarding this matter. ACS advised the customer to have a second dealership look into it for a second opinion. The customer understood and thanked ACS. No further assistance is needed.

*** SUBCASE N012011-02-1101551-1 CREATE 2/11/2011 4:17:43 PM, kvibar

Created in WIP Default with Due Date 2/11/2011 4:17:43 PM.

*** CASE MODIFY 2/11/2011 4:18:08 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012011-02-1101551-1 CLOSE 2/11/2011 4:18:14 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/11/2011 4:18:14 PM, kvibar

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

Case Details

Case ID : N012011-05-1700984 Division : Honda - Auto Condition : Closed Open Date : 5/17/2011 12:37:27 PM
 Case Originator : Katrina Vibar (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 5/17/2011 12:47:54 PM
 Case Owner : Katrina Vibar (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Katrina Vibar (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] HEADLIGHTS/BRAKES 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 : ATLANTA, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 218
 VIN Type / No. : US VIN / SHSRD68596U [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD6856EW / A
 Miles / Hours : 60,000
 In Service Date : 02/19/2006
 Months In Use : 63
 Engine Number : K24A15523908
 Originating Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Selling Dealer No. / Name : 207577 / GWINNETT PLACE HONDA
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 5AT
 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
N012011-05-1700984-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012011-05-1700984-2 [REDACTED]	Subcase Close	Product	Operation	714	Brake light

Issue Details

Issue ID : N012011-05-1700984-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2011 12:40:36 PM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 5/17/2011 12:45:27 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Referred to Dealer, 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

Issue Details

Issue ID : N012011-05-1700984-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2011 12:47:04 PM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 5/17/2011 12:47:53 PM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 714 / Brake light
 Condition Code Desc Brake Light 7141
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer,
 Component Category : 12 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-05-1700984

Case Title : [REDACTED] HEADLIGHTS/BRAKES ISSUE

*** CASE CREATE 5/17/2011 12:37:27 PM, kvibar

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

*** CASE MODIFY 5/17/2011 12:40:29 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012011-05-1700984-1 CREATE 5/17/2011 12:40:36 PM, kvibar

Created in WIP Default with Due Date 5/17/2011 12:40:36 PM.

*** SUBCASE N012011-05-1700984-1 CLOSE 5/17/2011 12:45:27 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-05-1700984-2 CREATE 5/17/2011 12:47:04 PM, kvibar

Created in WIP Default with Due Date 5/17/2011 12:47:04 PM.

*** NOTES 5/17/2011 12:47:46 PM, kvibar, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

The customer stated that he is calling in behalf of his mother. The customer stated that the headlights blew out/brake lights. The customer stated that they replaced the brake lights and it is still not working. The customer is inquiring if they still have warranty on the vehicle.

ACS informed the customer that they are outside of the warranty. ACS informed the customer to speak with the SM at the DLR for further assistance. The customer thanked ACS and hung up before being informed of the website.

*** CASE MODIFY 5/17/2011 12:47:48 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012011-05-1700984-2 CLOSE 5/17/2011 12:47:53 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/17/2011 12:47:54 PM, kvibar

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

Case Details

Case ID : N012009-02-1000065	Division : Honda - Auto	Condition : Closed	Open Date : 2/10/2009 6:36:52 AM
Case Originator : Mary Stapleton (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/10/2009 7:03:27 AM
Case Owner : Mary Stapleton (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mary Stapleton (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - PRODUCT 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 : PULASKI, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 792
 VIN Type / No. : US VIN / SHSRD78986U [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7896JNW / A
 Miles / Hours : 52,000
 In Service Date : 01/13/2006
 Months In Use : 37
 Engine Number : K24A15517781
 Originating Dealer No. / Name : 207422 / HONDA CITY
 Selling Dealer No. / Name : 207422 / HONDA CITY
 Trim : 4WD SE
 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 : 207422 / HONDA CITY
 Phone No. : 315-451-6750
 Address : 7140 HENRY CLAY BLVD.
 City / State / Zip : LIVERPOOL, NY 13088
 Svc District / Sls District : 09B / A09
 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
N012009-02-1000065-1 [REDACTED]	PRODU Subcase Close	Product	Design/Feature	421	Wheels/Tires
N012009-02-1000065-2 [REDACTED]	PRODU Subcase Close	Product	Operation	712	Headlights
N012009-02-1000065-3 [REDACTED]	PRODU Subcase Close	Product	Operation	411	Rear Brakes

Issue Details

Issue ID : N012009-02-1000065-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2009 7:01:36 AM
Issue Owner : Mary Stapleton	Type 2 : Design/Feature	Queue :	Close Date : 2/10/2009 7:01:50 AM
Issue Title : [REDACTED] PRODUCT - DESIGN/FEATURE			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc : Tire Wear 4213
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 19 - Tires
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-02-1000065-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2009 7:02:17 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 2/10/2009 7:02:32 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 : 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 : N012009-02-1000065-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 2/10/2009 7:03:05 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 2/10/2009 7:03:21 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 411 / Rear Brakes
Condition Code Desc Rotors 4115
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 03 - Service Brakes 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 : N012009-02-1000065

Case Title : [REDACTED] PRODUCT COMPLAINT

*** CASE CREATE 2/10/2009 6:36:52 AM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 2/10/2009 6:36:54 AM, mstaplet

WARRANTY CHECK 02/10/2009 06:36:54 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/10/2009 6:36:59 AM, mstaplet

CLAIM CHECK 02/10/2009 06:36:59 AM mstaplet

The following Claim History information was found

0; 2007-05-17; 207422; 348471; 510; 218199 ; TORQUE CONVERTER - REPLACE.

*** CASE CLAIMS LOOKUP 2/10/2009 6:37:08 AM, mstaplet

CLAIM CHECK 02/10/2009 06:37:08 AM mstaplet

The following Claim History information was found

0; 2007-05-17; 207422; 348471; 510; 218199 ; TORQUE CONVERTER - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/10/2009 6:37:11 AM, mstaplet

CAMPAIGN CHECK 02/10/2009 06:37:11 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 2/10/2009 6:37:12 AM, mstaplet

VSC-CUC CHECK 02/10/2009 06:37:12 AM mstaplet

No data found for VIN.

*** NOTES 2/10/2009 7:00:45 AM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding vehicle complaint.

The customer said this is the second Honda he has driven but his wife has owned 8 Honda.

The customer said they have to replace the tires at 32000 miles.

The customer said that he had to have the low beams replaced at 35000 and 45000 for the second.

The customer said the back brakes at 34000 miles right rear on the vehicle had to be replaced along with soaking the calipers and changing the pads and resurfacing the rotors.

The customer said that the brakes were inspected at 450000 miles cleaned and lubricated at Honda City.

The customer said at 50000 mile inspection the calipers were inspected and now the calipers need to be replaced.

The customer is disappointed in having to spend \$1000.00 for the 2006 Cr-v for components that do not last.

The customer said he will be trading the vehicle soon and although he likes the CR-V will be entertaining other models because of these issues.

I apologized and informed the customer that I had documented his concerns and that the information is valuable for research and development team.

No further assistance requested.

*** CASE MODIFY 2/10/2009 7:00:56 AM, mstaplet

into WIP default and Status of Solving.

*** SUBCASE N012009-02-1000065-1 CREATE 2/10/2009 7:01:36 AM, mstaplet

Created in WIP Default with Due Date 2/10/2009 7:01:36 AM.

Case History

Case ID : N012009-02-1000065

Case Title : XXXXXXXXXX PRODUCT COMPLAINT

*** SUBCASE N012009-02-1000065-1 CLOSE 2/10/2009 7:01:50 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-02-1000065-2 CREATE 2/10/2009 7:02:17 AM, mstaplet

Created in WIP Default with Due Date 2/10/2009 7:02:17 AM.

*** SUBCASE N012009-02-1000065-2 CLOSE 2/10/2009 7:02:32 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-02-1000065-3 CREATE 2/10/2009 7:03:05 AM, mstaplet

Created in WIP Default with Due Date 2/10/2009 7:03:05 AM.

*** SUBCASE N012009-02-1000065-3 CLOSE 2/10/2009 7:03:21 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/10/2009 7:03:27 AM, mstaplet

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

Case Details

Case ID : N012009-02-1800294 Division : Honda - Auto Condition : Closed Open Date : 2/18/2009 8:38:36 AM
 Case Originator : Sarah Lambert (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/18/2009 8:46:02 AM
 Case Owner : Sarah Lambert (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Sarah Lambert (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ ELECTRICAL ISSUES 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 : ELMHURST, IL ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5
 VIN Type / No. : US VIN / SHSRD78536U ██████████
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7856EW / A
 Miles / Hours : 30,000
 In Service Date : 01/16/2006
 Months In Use : 37
 Engine Number : K24A15522570
 Originating Dealer No. / Name : 208310 / FLETCHER JONES HONDA
 Selling Dealer No. / Name : 208310 / FLETCHER JONES HONDA
 Trim : 4WD LX
 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 : 208435 / HONDA ON GRAND
 Phone No. : 630-833-7700
 Address : 300 W. GRAND AVENUE
 City / State / Zip : ELMHURST, IL 60126
 Svc District / Sls District : 08E / A08
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-02-1800294-1 / ██████████	Subcase Close	Product	Operation	712	Headlights
N012009-02-1800294-2 / ██████████	Subcase Close	WARRA	Coverage		

Issue Details

Issue ID : N012009-02-1800294-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 2/18/2009 8:45:14 AM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 2/18/2009 8:45:34 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, 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 : N012009-02-1800294-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Warranty	Status : Subcase Close	Open Date : 2/18/2009 8:45:48 AM
Issue Owner : Sarah Lambert	Type 2 : Coverage	Queue :	Close Date : 2/18/2009 8:45:58 AM
Issue Title : [REDACTED] - WARRANTY - COVERAGE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-02-1800294

Case Title : [REDACTED] ELECTRICAL ISSUES

*** CASE CREATE 2/18/2009 8:38:36 AM, slambert

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

*** CASE EXTENDED WARRANTY LOOKUP 2/18/2009 8:38:58 AM, slambert

WARRANTY CHECK 02/18/2009 08:38:57 AM slambert

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/18/2009 8:39:02 AM, slambert

CLAIM CHECK 02/18/2009 08:39:01 AM slambert

The following Claim History information was found

0; 2006-04-05; 208310; 128789; 510; 734101 ; METER/GAUGE ASSEMBLY - REPLACE. S/B# 03-059 S/B#

05-002 S/B# 07-087

*** CASE CAMPAIGN LOOKUP 2/18/2009 8:39:03 AM, slambert

CAMPAIGN CHECK 02/18/2009 08:39:03 AM slambert

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 2/18/2009 8:39:04 AM, slambert

VSC-CUC CHECK 02/18/2009 08:39:04 AM slambert

No data found for VIN.

*** CASE VSC LOOKUP 2/18/2009 8:39:59 AM, slambert

VSC-CUC CHECK 02/18/2009 08:39:59 AM slambert

No data found for VIN.

*** NOTES 2/18/2009 8:44:37 AM, slambert, Action Type : Call from Customer

I entered and updated the customer's information

He said he is having an electrical problem. He said his headlights have shorted out. He said his overhead light is out. He said there is an indicator in the dash that is constantly on. He said when he first purchased the vehicle, he had some electrical problems. He wanted to know if the issue would be covered under warranty. Honda on Grand is not his selling dealer.

I advised the customer his vehicle is no longer covered under the new vehicle warranty. I explained his warranty expired as of 1/16/09. He understood.

I suggested he take the vehicle to the dealership, however, he would have to pay for the cost of the repair unless the dealership offered to assist in the cost of the repair. He understood. He had no further requests.

*** CASE MODIFY 2/18/2009 8:44:42 AM, slambert

into WIP default and Status of Solving.

*** SUBCASE N012009-02-1800294-1 CREATE 2/18/2009 8:45:14 AM, slambert

Created in WIP Default with Due Date 2/18/2009 8:45:14 AM.

*** SUBCASE N012009-02-1800294-1 CLOSE 2/18/2009 8:45:34 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-02-1800294-2 CREATE 2/18/2009 8:45:48 AM, slambert

Created in WIP Default with Due Date 2/18/2009 8:45:48 AM.

Case History

Case ID : N012009-02-1800294

Case Title : [REDACTED] - ELECTRICAL ISSUES

*** SUBCASE N012009-02-1800294-2 CLOSE 2/18/2009 8:45:58 AM, slambert

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/18/2009 8:46:02 AM, slambert

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

Case Details

Case ID : N012011-01-1400137 Division : Honda - Auto Condition : Closed Open Date : 1/14/2011 7:23:07 AM
 Case Originator : Marlisha Youngblood (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/14/2011 7:28:38 AM
 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] HEADLIGHT COMPLAINT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] A
 VIN Type / No. : US VIN / SHSRD78896U [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7886JW / A
 Miles / Hours : 66,000
 In Service Date : 06/29/2006
 Months In Use : 55
 Engine Number : K24A15537773
 Originating Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURL
 Selling Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURLI
 Trim : 4WD EX
 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
N012011-01-1400137-1 [REDACTED] PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-1400137-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlisha Youngblood	Type 1 : Product	Status : Subcase Close	Open Date : 1/14/2011 7:27:28 AM
Issue Owner : Marlisha Youngblood	Type 2 : Operation	Queue :	Close Date : 1/14/2011 7:28:37 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, 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 : N012011-01-1400137

Case Title : [REDACTED] HEADLIGHT COMPLAINT

*** CASE CREATE 1/14/2011 7:23:07 AM, myoungbl

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

*** CASE MODIFY 1/14/2011 7:24:59 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE N012011-01-1400137-1 CREATE 1/14/2011 7:27:28 AM, myoungbl

Created in WIP Default with Due Date 1/14/2011 7:27:28 AM.

*** NOTES 1/14/2011 7:28:18 AM, myoungbl, Action Type : Call from Customer

Verified Customer's Info.

Best Contact : [REDACTED]

Probing questions: Customer states that he has to replace the headlights in his car quite frequently. Customer states that he had to replace them in October and they have burnt out again. Customer states that he has had to replace them 3 times within the last 12 months. Customer states that he would like to know if this is a recall/warranty extension issue.

ACS informed customer that his concerns are documented. ACS informed customer that this is not a recall or warranty extension issue. ACS advised customer to take his car to his local Honda dealer to get it diagnosed. ACS referred and offered to walk customer through brand site.

Customer needed no further assistance.

*** CASE MODIFY 1/14/2011 7:28:32 AM, myoungbl

into WIP default and Status of Solving.

*** SUBCASE N012011-01-1400137-1 CLOSE 1/14/2011 7:28:37 AM, myoungbl

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/14/2011 7:28:38 AM, myoungbl

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

Case Details

Case ID : N012010-11-0300204 Division : Honda - Auto Condition : Closed Open Date : 11/3/2010 7:45:14 AM
 Case Originator : Khia Eaton (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 11/3/2010 8:36:27 AM
 Case Owner : Khia Eaton (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Khia Eaton (Team MA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] REPEATED HEADLIGHT REPLACEMENT 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 : FLORAL PARK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 311
 VIN Type / No. : US VIN / SHSRD78566U [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7856EW / A
 Miles / Hours : 50,000
 In Service Date : 08/07/2006
 Months In Use : 51
 Engine Number : K24A15552364
 Originating Dealer No. / Name : 207255 / P. S. HONDA
 Selling Dealer No. / Name : 207255 / P. S. HONDA
 Trim : 4WD LX
 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 : 207255 / P. S. HONDA
 Phone No. : 516-487-8900
 Address : 1260 NORTHERN BLVD.
 City / State / Zip : MANHASSET, NY 11030
 Svc District / Sls District : 05A / A05
 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
N012010-11-0300204-1 [REDACTED] PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-0300204-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 11/3/2010 8:35:22 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 11/3/2010 8:36:23 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-11-0300204

Case Title : [REDACTED] REPEATED HEADLIGHT REPLACEMENT CONCERN

*** CASE CREATE 11/3/2010 7:45:14 AM, keaton

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

*** CASE MODIFY 11/3/2010 7:50:15 AM, keaton

into WIP default and Status of Solving.

*** CASE MODIFY 11/3/2010 7:51:22 AM, keaton

into WIP default and Status of Solving.

*** NOTES 11/3/2010 8:25:49 AM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer has contacted ACS stating that he has had replace his front head lights over 6 times within the life of the vehicle.

Request: Customer would like to know if there are any known issues with her vehicles headlights.

Probing Questions: Customer states that it seems that every couple of months his headlight needs to be replaced. ACS advised the customer that there are no recalls nor campaigns in correlation with the issue that he is experiencing. Customer states that he has in fact been working with his dealer P.S Honda whom has related the repeated occurrences with his daytime running lights. Customer states that he cannot recall the dealer conducting any additional inspections to attempt to discover an underlying issues.

Inbound Summary: ACS advised the customer that he will need to continue to follow up with his dealer about this matter. ACS offered to send the dealer a communication letter asking if they can exhaust all of their resources in an effort to identify any underlying issues that may be causing the head light to burn out the way it is. Customer thanked ACS for information provided, and required no additional assistance at the moment.

*** NOTES 11/3/2010 8:27:45 AM, keaton, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Mr. [REDACTED] has contacted ACS stating that he has had replace his front head lights over 6 times within the life of the vehicle.

Customer would like to know if there are any known issues with her vehicles headlights.

Customer states that it seems that every couple of months his headlight needs to be replaced. ACS advised the customer that there are no recalls nor campaigns in correlation with the issue that he is experiencing. Customer states that he has in fact been working with his dealer P.S Honda whom has related the repeated occurrences with his daytime running lights. Customer states that he cannot recall the dealer conducting any additional inspections to attempt to discover an underlying issues.

ACS advised the customer that he will need to continue to follow up with his dealer about this matter. ACS offered to send the dealer a communication letter asking if they can exhaust all of their resources in an effort to identify any underlying issues that may be causing the head light to burn out at the rate they are.

Please follow up with customer @ [REDACTED]

Case History

Case ID : N012010-11-0300204

Case Title : [REDACTED] REPEATED HEADLIGHT REPLACEMENT CONCERN.

Thank you for your attention to this matter.

Khia Eaton
Automobile Customer Service

*** SUBCASE N012010-11-0300204-1 CREATE 11/3/2010 8:35:22 AM, keaton
Created in WIP Default with Due Date 11/3/2010 8:35:22 AM.

*** SUBCASE N012010-11-0300204-1 CLOSE 11/3/2010 8:36:23 AM, keaton
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/3/2010 8:36:27 AM, keaton
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-07-2102362	Division : Honda - Auto	Condition : Closed	Open Date : 7/21/2008 12:45:23 PM
Case Originator : Trista Madison	Sub Division : Customer Relations	Status : Closed	Close Date : 7/21/2008 1:14:15 PM
Case Owner : Trista Madison	Method : Phone	Queue :	Days Open : 0
Last Closed By : Trista Madison	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEAD LIGHT COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 936
 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 : CORAM, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 936
 VIN Type / No. : US VIN / SHSRD78566U [REDACTED]
 Model / Year : CR-V / 2006
 Model ID / Product Line : RD7856EW / A
 Miles / Hours :
 In Service Date : 08/24/2006
 Months In Use : 23
 Engine Number : K24A15554183
 Originating Dealer No. / Name : 207943 / BARON HONDA
 Selling Dealer No. / Name : 207943 / BARON HONDA
 Trim : 4WD LX
 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
N012008-07-2102362-1 / [REDACTED] - P	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-07-2102362-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Trista Madison	Type 1 : Product	Status : Subcase Close	Open Date : 7/21/2008 1:13:22 PM
Issue Owner : Trista Madison	Type 2 : Operation	Queue :	Close Date : 7/21/2008 1:14:15 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Referred to 3rd Party, 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 : N012008-07-2102362

Case Title : [REDACTED] HEAD LIGHT COMPLAINT

*** CASE CREATE 7/21/2008 12:45:23 PM, tmadison

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

*** NOTES 7/21/2008 12:45:23 PM, tmadison, Action Type :

*** CASE EXTENDED WARRANTY LOOKUP 7/21/2008 12:45:25 PM, tmadison

WARRANTY CHECK 07/21/2008 12:45:25 PM tmadison

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/21/2008 12:45:29 PM, tmadison

CLAIM HISTORY CHECK 07/21/2008 12:45:29 PM tmadison

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/21/2008 12:45:34 PM, tmadison

CAMPAIGN CHECK 07/21/2008 12:45:34 PM tmadison

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 7/21/2008 12:45:35 PM, tmadison

VSC-CUC CHECK 07/21/2008 12:45:35 PM tmadison

No data found for VIN.

*** NOTES 7/21/2008 12:50:18 PM, tmadison, Action Type : Call from Customer

I verified the customer's information [REDACTED]

The customer called in regards to the head lights on her vehicle. She advised that last night, both of her head lights went out. She advised that the high beams did work.

Since she has owned the vehicle, she advised that she has replaced the right bulb and the right head lamp in 8/2007 for \$30.00, and again the left bulb was replaced in 1/2008.

She advised that she went to a mechanic today (IRF), and was advised that the way that the head light was designed, causes the connection to fail. She advised that he did not replace them, but he put gel on the lights. She advised that she was not charged for this repair, but was instructed to call and complain.

She advised that she is contacting Honda to notify us of this issue so that it may be recalled if other's also experience it.

I advised the customer that there are no recalls on her vehicle currently. I advised her that I will document her concerns, but as well if she would also like, she may report her experiences to the NHTSA. I provided her their information as 800-327-4236. She thanked for the information.

*** CASE MODIFY 7/21/2008 12:50:26 PM, tmadison

into WIP DEFAULT and Status of Solving.

*** NOTES 7/21/2008 12:50:45 PM, tmadison, Action Type : Note-General

The customer did not know the mileage of the vehicle.

*** SUBCASE N012008-07-2102362-1 CREATE 7/21/2008 1:13:22 PM, tmadison

Created in WIP Default with Due Date 7/21/2008 1:13:22 PM.

*** CASE MODIFY 7/21/2008 1:14:13 PM, tmadison

Case History

Case ID : N012008-07-2102362

Case Title : [REDACTED] - HEAD LIGHT COMPLAINT

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 7/21/2008 1:14:15 PM, tmadison

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

*** SUBCASE N012008-07-2102362-1 CLOSE 7/21/2008 1:14:15 PM, tmadison

Status = Solving, Resolution Code = Instruction Given .

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Consumer Complaints Element

Case Details

Case ID : N012008-08-2801532	Division : Honda - Auto	Condition : Closed	Open Date : 8/28/2008 4:13:44 PM
Case Originator : Peter Khauo (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/9/2008 9:42:12 AM
Case Owner : Teri Spencer (Team HD)	Method : Phone	Queue :	Days Open : 12
Last Closed By : Teri Spencer (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 12D (OAKLAND) [REDACTED] HEADLIGHTS (GOOD WILL)			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 : MARTINEZ, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 955
 VIN Type / No. : US VIN / 5J6YH17523L [REDACTED]
 Model / Year : ELEMENT / 2003
 Model ID / Product Line : YH1753PLW / A
 Miles / Hours : 89,039
 In Service Date : 05/31/2003
 Months In Use : 63
 Engine Number : K24A41629713
 Originating Dealer No. / Name : 206959 / GARCIA HONDA
 Selling Dealer No. / Name : 207392 / RIGHT HONDA
 Trim : 2WD EX
 No. Of Doors : 5
 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 : 207837 / HONDA OF OAKLAND
 Phone No. : 510-420-9200
 Address : 3330 BROADWAY STREET
 City / State / Zip : OAKLAND, CA 94611
 Svc District / Sls District : 12D / A12
 Warranty Labor Rate / Date : \$132.50 /
 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
N012008-08-2801532-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-08-2801532-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 8/29/2008 11:25:09 AM
Issue Owner : Teri Spencer	Type 2 : Operation	Queue :	Close Date : 9/9/2008 9:42:12 AM
Issue Title : XXXXXXXXXX - 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, CR Generated Gdwill
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-08-2801532

Case Title : 12D (OAKLAND) [REDACTED] HEADLIGHTS (GOOD WILL)

*** CASE CREATE 8/28/2008 4:13:44 PM, pkhauo

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

*** CASE EXTENDED WARRANTY LOOKUP 8/28/2008 4:13:46 PM, pkhauo

WARRANTY CHECK 08/28/2008 04:13:46 PM pkhauo

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/28/2008 4:13:49 PM, pkhauo

CLAIM HISTORY CHECK 08/28/2008 04:13:49 PM pkhauo

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/28/2008 4:13:54 PM, pkhauo

CAMPAIGN CHECK 08/28/2008 04:13:54 PM pkhauo

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; ; ;
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/28/2008 4:14:27 PM, pkhauo

VSC CHECK 08/28/2008 04:14:27 PM pkhauo

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 8/28/2008 4:14:27 PM, pkhauo

CUC CHECK 08/28/2008 04:14:27 PM pkhauo

The following CUC information was found

[REDACTED];ACTIVE;100000;62976;74976;2007-08-26;2010-05-31;;2007-08-26;2007-08-26;207837;;0;2007-08-31;2007-08-29

*** CASE CUC LOOKUP 8/28/2008 4:16:04 PM, pkhauo

CUC CHECK 08/28/2008 04:16:04 PM pkhauo

The following CUC information was found

[REDACTED];ACTIVE;100000;62976;74976;2007-08-26;2010-05-31;;2007-08-26;2007-08-26;207837;;0;2007-08-31;2007-08-29

*** CASE VSC LOOKUP 8/28/2008 4:16:04 PM, pkhauo

VSC CHECK 08/28/2008 04:16:04 PM pkhauo

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** CASE VSC LOOKUP 8/28/2008 4:17:08 PM, pkhauo

VSC CHECK 08/28/2008 04:17:08 PM pkhauo

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 8/28/2008 4:17:08 PM, pkhauo

CUC CHECK 08/28/2008 04:17:08 PM pkhauo

The following CUC information was found

ANTONIA;MURPHY;ACTIVE;100000;62976;74976;2007-08-26;2010-05-31;;2007-08-26;2007-08-26;207837;;0;2007-08-31;2007-08-29

Case History

Case ID : N012008-08-2801532

Case Title : I2D (OAKLAND) [REDACTED] - HEADLIGHTS (GOOD WILL)

7-08-29

*** CASE MODIFY 8/28/2008 4:20:30 PM, pkhauo
into WIP default and Status of Solving.

*** NOTES 8/28/2008 4:24:21 PM, pkhauo, Action Type : Call from Customer
The customer's information was verified.

Situation: Headlights

Request: Good will assistance

Probe: The customer stated that her headlights no longer work. She stated that her high beams work but not the regular head lights. The customer brought it to the dealership and was told by the service manager Teroll that the multi-unit computer inside the vehicle needs to be replaced. The cost of it is \$358.

The customer was told that the warranty is not going to cover this. The customer stated that she believes this is a safety issue and it should be covered.

The customer stated that she drives a lot at nighttime because she is a bartender.

I informed the customer that because she was already told this is not going to be covered under warranty, American Honda can take a look into the issue. This is not a guarantee that assistance will be provided. I also gave the customer the case number for reference.

In bound Conclusion: The customer thanked me and had no further request.

*** CASE MODIFY 8/28/2008 4:24:28 PM, pkhauo
into WIP default and Status of Solving.

*** CASE DISPATCH 8/28/2008 4:25:01 PM, pkhauo
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 8/28/2008 4:26:28 PM, dpippin
N012008-08-2801532 to tspencer, WIP

*** CASE RULE ACTION 8/28/2008 4:26:29 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 8/29/2008 10:51:13 AM, japplewh, Action Type : Call from Customer
Customer contacted ACS to up date her case file. The customer is requesting her case to be expedited, because she has a safety concern with driving with her headlights on. The customer stated that he dealer just needs an approval from AHM.

I informed the customer that I would document her request, but there is no guaranteed assistance as of today. I then stated that there is a 1-2 business day wait until the RCM review the case and contact the dealer also.

Customer understood needed no further assistance and the call was ended.

*** SUBCASE N012008-08-2801532-1 CREATE 8/29/2008 11:25:09 AM, tspencer
Created in WIP Default with Due Date 8/29/2008 11:25:09 AM.

*** CASE EXTENDED WARRANTY LOOKUP 8/29/2008 11:25:15 AM, tspencer
WARRANTY CHECK 08/29/2008 11:25:15 AM tspencer
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/29/2008 11:25:17 AM, tspencer
CLAIM HISTORY CHECK 08/29/2008 11:25:17 AM tspencer
No data found for VIN.

Case History

Case ID : N012008-08-2801532

Case Title : 12D (OAKLAND) [REDACTED] HEADLIGHTS (GOOD WILL)

*** CASE CAMPAIGN LOOKUP 8/29/2008 11:25:23 AM, tspencer

CAMPAIGN CHECK 08/29/2008 11:25:23 AM tspencer

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/29/2008 11:25:26 AM, tspencer

VSC CHECK 08/29/2008 11:25:26 AM tspencer

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 8/29/2008 11:25:26 AM, tspencer

CUC CHECK 08/29/2008 11:25:26 AM tspencer

The following CUC information was found

[REDACTED] ACTIVE;100000;62976;74976;2007-08-26;2010-05-31;;2007-08-26;2007-08-26;207837;;0;2007-08-31;200

7-08-29

*** CASE MODIFY 8/29/2008 11:25:26 AM, tspencer

into WIP New Cases and Status of Solving.

*** NOTES 8/29/2008 11:29:18 AM, tspencer, Action Type : Dealer Communication

ATTN: SERVICE MANAGER; Jeff Allegro

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

VIN: 5J6YH17523L [REDACTED]

The customer stated that her headlights no longer work. She stated that her high beams work but not the regular head lights. The customer brought it to the dealership and was told by the SA:Teroll that the multi-unit computer inside the vehicle needs to be replaced. The cost of it is \$358. The customer was told that the CUC warranty is not going to cover this. The customer stated that she believes this is a safety issue and it should be covered.

In the interest of customer satisfaction, please give me a call at your earliest convenience to discuss this matter further.

Thank you for your attention to this matter.

Teri Spencer

Automobile Customer Service

(310) 783-7757

*** NOTES 8/29/2008 11:29:58 AM, tspencer, Action Type : Note-General

Research Information to find out if there were any S/B or Product Updates issued for the headlights. Found S/B #05-034 (which may be applicable).

Will double check with dlr when discussing diagnosis information in further detail.

*** CASE VSC LOOKUP 8/29/2008 11:36:57 AM, tspencer

VSC CHECK 08/29/2008 11:36:57 AM tspencer

The following VSC information was found

;;;;;;;;;0;0;;0.0

Case History

Case ID : N012008-08-2801532

Case Title : 12D (OAKLAND) [REDACTED] HEADLIGHTS (GOOD WILL)

*** CASE CUC LOOKUP 8/29/2008 11:36:57 AM, tspencer

CUC CHECK 08/29/2008 11:36:57 AM tspencer

The following CUC information was found

[REDACTED] ACTIVE;100000;62976;74976;2007-08-26;2010-05-31;;2007-08-26;2007-08-26;207837;;0;2007-08-31;2007-08-29

*** NOTES 8/29/2008 11:38:48 AM, tspencer, Action Type : Call to Dealer

Contacted the dlr and spoke to the SM: Jeff

Informed him I sent a DCS message but he probably will not receive until 24-hrs. Explained it was in regards to Ms. Murphy's headlights.

He is familiar with the vehicle and stated he has already spoken to the customer yesterday, when her vehicle was there.

He advised the customer is about 10k miles outside of the 12/12 CUC warranty (Expired at 74,976 mi).

SM attempted to reach the DPSM but he is off today, ACS auth. a 50/50 split which the dlr agreed upon.

Provided authorization # for the needed repair. Dlr will order the parts which will take 2 days to arrive, coming from OH.

No further assistance required. Call ended.

*** CASE MODIFY 8/29/2008 11:38:53 AM, tspencer

into WIP New Cases and Status of Solving.

*** NOTES 8/29/2008 11:44:51 AM, tspencer, Action Type : Call to Customer

Contacted the customer and introduced myself as the RCM on behalf of AHM. Left a message and explained the purpose of my call was to address the headlight

failure. Provided contact number to discuss the matter further, Provided contact number w/extension and hrs of operation. Will attempt to reach Tues. 9/2

if a return call is not received. Call ended.

*** CASE MODIFY 8/29/2008 11:44:53 AM, tspencer

into WIP New Cases and Status of Solving.

*** CASE MODIFY 8/29/2008 11:51:57 AM, tspencer

into WIP New Cases and Status of Solving.

*** COMMIT 8/29/2008 11:51:59 AM, tspencer, Action Type : N/A

Made to [REDACTED] due 09/02/2008 11:45:00 AM.

12D (Oak) F/u w cust re: headlight repair

*** CASE MODIFY 8/29/2008 11:52:32 AM, tspencer

into WIP New Cases and Status of Solving.

*** NOTES 8/29/2008 12:24:05 PM, sfelix, Action Type : Call from Customer

Verified customer information

The customer is calling to speak with their case manager to acquire an update on their case. She states that the dealer just called her and informed her that she would need to pay 50% but was not given any information as to why.

I informed the customer that I would transfer their call to the case manager. I informed them that in case the case manager was not available they would receive the case manager's voice mail. The customer agreed and the call was then transferred.

*** NOTES 8/29/2008 12:27:52 PM, apadungy, Action Type : Call from Customer

9258120366 information verified.

Case History

Case ID : N012008-08-2801532

Case Title : 12D (OAKLAND) [REDACTED] HEADLIGHTS (GOOD WILL)

Customer contacted AHM to speak to the CM in regards to the assistance offered. while trying to connect with the CM at extension 117757 the call was lost as i got an operator message stating i have dialed the wrong number.

*** NOTES 8/29/2008 12:37:19 PM, ktillery, Action Type : Call for Case Mgr

The customer's name, phone number and address have been confirmed.

The customer is calling because SM Jeff called her today and informed her that AHM is offering 50% assistance but he doesn't know why. The customer would like to know what's going on.

I attempted to contact the CM but she was unavailable at the time of the call. I provided the customer with the extension to CM Terri (117757) and transferred the call so the customer could leave a voice mail.

*** NOTES 8/29/2008 1:36:08 PM, tspencer, Action Type : Call from Customer

Received voicemail from the customer. She advised the dlr called her and provided a 50% offer of GW. However, she did not know why that amount was offered. Customer would like to find out the reason. Provided contact number: 925-812-0366. Call ended.

*** NOTES 8/29/2008 1:40:40 PM, tspencer, Action Type : Call to Customer

Contacted the customer and left a message. Informed her the reason AHM offered 50% GW was based upon the mileage outside of warranty at the time of the failure. Explained the headlights were covered under the CUC warranty for 1yr/12k mi, whichever comes first. Considering she is 10k miles over this point, AHM felt it was generous to cover half of the repair and the customer would be responsible for the other half. Explained that would be our final offer. Provided contact number w/ ext. in case the customer would like to discuss the matter further. Call ended.

*** CASE MODIFY 8/29/2008 1:40:44 PM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

*** CASE VSC LOOKUP 8/29/2008 2:32:36 PM, tspencer

VSC CHECK 08/29/2008 02:32:36 PM tspencer

The following VSC information was found

;;;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 8/29/2008 2:32:36 PM, tspencer

CUC CHECK 08/29/2008 02:32:36 PM tspencer

The following CUC information was found

[REDACTED] ACTIVE;100000;62976;74976;2007-08-26;2010-05-31;;2007-08-26;2007-08-26;207837;;0;2007-08-31;2007-08-29

*** NOTES 8/29/2008 2:40:55 PM, tspencer, Action Type : Call from Customer

Rec'd a call from the customer. She advised she had not checked her voicemails yet, but wanted to inquire about the amount of GW AHM provided. ACS reiterated the information previously documented (VM left). Advised ACS authorized the dlr to order the parts, since it will take 2 days to arrive and did not want to prolong the issue any longer than it has to be. The customer understood and thanked.

She was pleased with the gesture of goodwill and stated AHM could have denied her and left her the full cost of the repair bill, however we did not. She also thanked me for getting back to her so quickly as she admitted she had become hysterical this morning at the dlr.

No further assistance was required. Call ended.

*** CASE MODIFY 8/29/2008 2:41:01 PM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

Case History

Case ID : N012008-08-2801532

Case Title : I2D (OAKLAND) [REDACTED] HEADLIGHTS (GOOD WILL)

*** CASE MODIFY COMMITMENT 9/2/2008 2:54:49 PM, tspencer
with [REDACTED] due 09/03/2008 11:45:00 AM.

*** CASE MODIFY 9/2/2008 2:54:53 PM, tspencer
into WIP I2D-Steve Rostomily and Status of Solving.

*** CASE CLAIMS LOOKUP 9/4/2008 11:49:58 AM, tspencer
CLAIM HISTORY CHECK 09/04/2008 11:49:58 AM tspencer
No data found for VIN.

*** CASE MODIFY 9/4/2008 11:50:00 AM, tspencer
into WIP I2D-Steve Rostomily and Status of Solving.

*** NOTES 9/4/2008 11:51:46 AM, tspencer, Action Type : Call to Customer
Contacted the customer in an attempt to follow up on the headlight repair. Unsuccessful in reaching, left a message requesting a return call to advise. Provided contact number with extension and ended the call.

*** CASE MODIFY 9/4/2008 11:51:51 AM, tspencer
into WIP I2D-Steve Rostomily and Status of Solving.

*** CASE MODIFY 9/4/2008 11:52:04 AM, tspencer
into WIP I2D-Steve Rostomily and Status of Solving.

*** CASE FULFILL 9/4/2008 11:52:22 AM, tspencer
Fulfilled for ANTONIA MURPHY due 09/03/2008 11:45:00 AM.

*** COMMIT 9/4/2008 11:52:29 AM, tspencer, Action Type : N/A
Made to [REDACTED] due 09/08/2008 10:00:00 AM.
I2D (Oak) F/u w cust re: headlight repair

*** CASE MODIFY 9/4/2008 11:52:42 AM, tspencer
into WIP I2D-Steve Rostomily and Status of Solving.

*** CASE CLAIMS LOOKUP 9/8/2008 9:39:56 AM, tspencer
CLAIM HISTORY CHECK 09/08/2008 09:39:56 AM tspencer
No data found for VIN.

*** CASE MODIFY 9/8/2008 9:39:59 AM, tspencer
into WIP I2D-Steve Rostomily and Status of Solving.

*** NOTES 9/8/2008 9:42:57 AM, tspencer, Action Type : Call to Customer
Contacted the customer in an attempt to find out if she has gotten the headlight repair completed in the '03 Element. Unsuccessful in reaching, left a message requesting a return call to advise. Provided contact number with extension and ended the call.

*** NOTES 9/8/2008 9:48:50 AM, tspencer, Action Type : Call to Dealer
Contacted the dlr to see if the customer has setup the appt to get the headlights repaired in the '03 Element.

Spoke to SA: Chuck who advised the customer last worked with SA:Terrell. The vehicle was inspected and it was determined the multi-plex unit need to be replaced. Will have to ordered parts.

Chuck confirmed the vehicle was diagnosed but not repaired yet.

Case History

Case ID : N012008-08-2801532

Case Title : 12D (OAKLAND) [REDACTED] - HEADLIGHTS (GOOD WILL)

Quoted \$358.50

P/N: 7311550 -multi-plex unit

Cust has VSC, but does not cover needed repair.

No appt setup on the system.

ACS thanked for the information and no further assistance required. Call ended.

*** CASE FULFILL 9/8/2008 9:54:05 AM, tspencer

Fulfilled for [REDACTED] due 09/08/2008 10:00:00 AM.

*** COMMIT 9/8/2008 9:54:07 AM, tspencer, Action Type : N/A

Made to [REDACTED] due 09/11/2008 10:45:00 AM.

12D (Oak) Call cust re: 30 day GW offer (headlights)

*** CASE MODIFY 9/8/2008 9:54:50 AM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

*** NOTES 9/9/2008 9:40:49 AM, tspencer, Action Type : Call from Customer

Received a return call from the customer who advised she actually did get the headlight repair completed but was waiting to make sure the problem was resolved because the electronic door lock was malfunctioning also. Dlr told her it would also be due to the multiplex unit. Dlr finished repairs yesterday and everything working perfectly. Customer thanked ACS for providing a gesture of goodwill and the patience in dealing with her schedule. No further assistance required. Call ended.

*** CASE MODIFY 9/9/2008 9:40:52 AM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

*** CASE FULFILL 9/9/2008 9:40:55 AM, tspencer

Fulfilled for [REDACTED] due 09/11/2008 10:45:00 AM.

*** CASE MODIFY 9/9/2008 9:41:12 AM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

*** NOTES 9/9/2008 9:42:07 AM, tspencer, Action Type : Note-Resolution

After further review, AHM offered a gesture of 50% GW since the customer has an ACTIVE VSC but would not cover the needed repair. The customer was very happy with the outcome. Problem has been resolved. Case closed.

*** CASE MODIFY 9/9/2008 9:42:10 AM, tspencer

into WIP 12D-Steve Rostomily and Status of Solving.

*** SUBCASE N012008-08-2801532-1 CLOSE 9/9/2008 9:42:12 AM, tspencer

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/9/2008 9:42:12 AM, tspencer

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

Case Details

Case ID : N012008-01-1600354	Division : Honda - Auto	Condition : Closed	Open Date : 1/16/2008 9:10:23 AM
Case Originator : Erica Dotson (Team CA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/1/2008 5:25:42 PM
Case Owner : Gerreld Jackson (Team HD)	Method : Phone	Queue :	Days Open : 16
Last Closed By : Gerreld Jackson (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 01J-POWER HONDA COSTA MESA---[REDACTED] HEADLIGHT/HORN 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 : SUN CITY, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2584
 VIN Type / No. : US VIN / 5J6YH18394L [REDACTED]
 Model / Year : ELEMENT / 2004
 Model ID / Product Line : YH1834PW / A
 Miles / Hours : 69,168
 In Service Date : 07/02/2004
 Months In Use : 42
 Engine Number : K24A42632269
 Originating Dealer No. / Name : 207767 / HONDA WORLD
 Selling Dealer No. / Name : 208058 / POWER HONDA COSTA MESA
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208058 / POWER HONDA COSTA MESA
 Phone No. : 714-436-5050
 Address : 2888 HARBOR BLVD.
 City / State / Zip : COSTA MESA, CA 92626
 Svc District / Sls District : 01G / C01
 Warranty Labor Rate / Date : \$102.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-01-1600354-1 / [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights
N012008-01-1600354-2 / [REDACTED]	PROD Subcase Close	Product	Operation	711	Horn

Issue Details

Issue ID : N012008-01-1600354-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gerreld Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2008 5:24:30 PM
Issue Owner : Gerreld Jackson	Type 2 : Operation	Queue :	Close Date : 2/1/2008 5:25:42 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Contact
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-01-1600354-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gerreld Jackson	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2008 5:24:59 PM
Issue Owner : Gerreld Jackson	Type 2 : Operation	Queue :	Close Date : 2/1/2008 5:25:31 PM
Issue Title : ██████████ PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 711 / Horn
 Condition Code Desc Any 7110
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Contact
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-01-1600354

Case Title : 01J-POWER HONDA COSTA MESA-- [REDACTED] HEADLIGHT/HORN ASSISTA

*** CASE CREATE 1/16/2008 9:10:23 AM, edotson

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

*** NOTES 1/16/2008 9:11:12 AM, edotson, Action Type : Call from Customer

Customer contacted AHM in regards to the vehicle's headlights. Customer states first her horn stopped working and then the low beam headlights stopped working two weeks later. Customer states the high beam lights work but not the low beam headlights. Customer states she took the vehicle to two IRFs and she attempted to replace the bulbs but that did not fix anything. Customer states the IRFs also looked at the fuse box and was told the box was not damaged. Customer states she has an appointment at POWER HONDA COSTA MESA at 11:30 a.m. today. Customer is seeking assistance with the repair.

Customer feels AHM should assist her with the repair because she has never had a problem like this before and she believes the issue is a defect.

Customer states this vehicle is her second Honda vehicle.

Customer states the vehicle is drive able.

I informed the customer the case will be forwarded to a CM for further review. I informed the customer each case is reviewed on a case by case basis and there are no guarantees. The customer understood. I provided the customer the case number for future reference. I asked the customer if there was anything else I could assist her with. The customer declined. I thanked the customer for calling and the call ended.

I updated the customer's contact information.

949-307-0952 cell

*** CASE MODIFY 1/16/2008 9:11:27 AM, edotson

into WIP default and Status of Solving.

*** CASE MODIFY 1/16/2008 9:12:02 AM, edotson

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/16/2008 9:12:07 AM, edotson

WARRANTY CHECK 01/16/2008 09:12:07 AM edotson

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/16/2008 9:12:11 AM, edotson

CLAIM CHECK 01/16/2008 09:12:11 AM edotson

The following Claim History information was found

0; 2004-12-21; 208058; 800911; 510; 714110 ; BRAKE LIGHT/TAILLIGHT BULB, LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 1/16/2008 9:12:13 AM, edotson

CAMPAIGN CHECK 01/16/2008 09:12:13 AM edotson

The following Campaign information was found

06-084; Q25; 03-04 ELEMENT WINDSHIELD EXT; ; ;

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 1/16/2008 9:12:14 AM, edotson

VSC-CUC CHECK 01/16/2008 09:12:14 AM edotson

No data found for VIN.

*** NOTES 1/16/2008 9:12:55 AM, edotson, Action Type : Call from Customer

Case History

Case ID : N012008-01-1600354

Case Title : 01J-POWER HONDA COSTA MESA-- [REDACTED] HEADLIGHT/HORN ASSISTA

Customer is seeking assistance with the horn and the headlights.
Case will be dispatched to Honda Team D.

*** CASE MODIFY 1/16/2008 9:12:56 AM, edotson
into WIP default and Status of Solving.

*** CASE DISPATCH 1/16/2008 9:13:05 AM, edotson
from WIP default to Queue Honda Team F.

*** CASE YANKED 1/16/2008 9:13:34 AM, edotson
Yanked by edotson into WIPbin default.

*** CASE DISPATCH 1/16/2008 9:13:44 AM, edotson
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 1/16/2008 9:56:36 AM, dpippin
N012008-01-1600354 to gjackson, WIP 0

*** CASE RULE ACTION 1/16/2008 9:56:37 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/16/2008 11:10:23 AM, agarci01, Action Type : Call from Customer

Customer contacted AHM regarding pending case. Customer stated that she is currently at her Honda dealer having her vehicle diagnosed. I informed customer that once the vehicle has been diagnosed to call back. I informed customer that assistance is not guaranteed but will be reviewed on a case by case basis. Customer understood and had no further questions. Call ended.

*** NOTES 1/17/2008 8:04:37 AM, gjackson, Action Type : Call to Customer
Called customer and left VM requesting a call back.

*** NOTES 1/17/2008 12:22:57 PM, zgrady, Action Type : Call from Customer

The customer contacted AHM requesting to speak with her CM. The customer stated that she has not been able to get in contact with the CM. I informed the customer that the CM was not available and asked if she would like to leave a voice message. The customer stated that she would leave a voice mail. I transferred the customer to the CM's voicemail and no further assistance was needed. The call ended.

Customer's name, address, and phone number have been verified 9493070952

*** NOTES 1/18/2008 10:06:12 AM, gjackson, Action Type : Call to Customer
Called customer on both contacts and left VM requesting a call back.

*** COMMIT 1/18/2008 10:06:21 AM, gjackson, Action Type : N/A

CLOSE CASE

*** CASE MODIFY 1/18/2008 10:06:47 AM, gjackson
into WIP default and Status of Solving.

*** CASE MODIFY 1/18/2008 10:06:50 AM, gjackson
into WIP default and Status of Solving.

*** CASE MODIFY 1/18/2008 10:08:48 AM, gjackson
into WIP default and Status of Solving.

*** NOTES 1/22/2008 1:41:29 PM, gjackson, Action Type : Call to Customer

Case History

Case ID : N012008-01-1600354

Case Title : 01J-POWER HONDA COSTA MESA---[REDACTED]- HEADLIGHT/HORN ASSISTA

Called customer and left VM requesting a call back. SENT 10 DAY LETTER..

*** CASE MODIFY COMMITMENT 1/22/2008 1:41:44 PM, gjackson
with [REDACTED] ue 01/31/2008 12:00:00 AM.

*** CASE MODIFY 1/22/2008 1:41:49 PM, gjackson
into WIP 1J-- Power Honda and Status of Solving.

*** SUBCASE N012008-01-1600354-1 CREATE 2/1/2008 5:24:30 PM, gjackson
Created in WIP Default with Due Date 2/1/2008 5:24:30 PM.

*** SUBCASE N012008-01-1600354-2 CREATE 2/1/2008 5:24:59 PM, gjackson
Created in WIP Default with Due Date 2/1/2008 5:24:59 PM.

*** SUBCASE N012008-01-1600354-2 CLOSE 2/1/2008 5:25:31 PM, gjackson
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012008-01-1600354-1 CLOSE 2/1/2008 5:25:42 PM, gjackson
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/1/2008 5:25:42 PM, gjackson
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-01-0300018 Division : Honda - Auto Condition : Closed Open Date : 1/3/2007 6:11:57 AM
 Case Originator : Bruce Cherney (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/5/2007 10:35:06 AM
 Case Owner : Kysha Sullivan (Team HC) Method : Phone Queue : Days Open : 61
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ((BOARDWALK))5K [REDACTED] SEVERAL REPAIR ATTEMPTSCAR PROBL 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 : MARGATE, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH18605L [REDACTED]
 Model / Year : ELEMENT / 2005
 Model ID / Product Line : YH1865EW / A
 Miles / Hours : 49,000
 In Service Date : 03/21/2005
 Months In Use : 22
 Engine Number : K24A43604329
 Originating Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
 Selling Dealer No. / Name : 207231 / MARTY SUSSMAN HONDA
 Trim : 2WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 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 : 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 : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207231	MARTY SUSSMAN 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
N012007-01-0300018-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-01-0300018-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 1/5/2007 3:00:09 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 1/25/2007 11:06:04 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-01-0300018

Case Title : ((BOARDWALK))5K [REDACTED] SEVERAL REPAIR ATTEMPTSCAR PROBLEMS

*** CASE CREATE 1/3/2007 6:11:57 AM, bcherney

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

*** CASE MODIFY 1/3/2007 6:16:15 AM, bcherney

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2007 6:16:29 AM, bcherney

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 1/3/2007 6:23:46 AM, bcherney

VSC-CUC CHECK 01/03/2007 06:23:46 AM bcherney
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/3/2007 6:23:54 AM, bcherney

CAMPAIGN CHECK 01/03/2007 06:23:54 AM bcherney

The following Campaign information was found
05-024; P78; 05 ELEMENT TRAILER HITCH HRNES; ; RR

*** CASE CLAIMS LOOKUP 1/3/2007 6:24:03 AM, bcherney

CLAIM CHECK 01/03/2007 06:24:03 AM bcherney

The following Claim History information was found
0; 2006-07-12; 207231; 257973; 510; 116100 ; STARTER MOTOR - REPLACE.

*** CASE CAMPAIGN LOOKUP 1/3/2007 6:28:17 AM, bcherney

CAMPAIGN CHECK 01/03/2007 06:28:17 AM bcherney

The following Campaign information was found
05-024; P78; 05 ELEMENT TRAILER HITCH HRNES; ; RR

*** CASE CLAIMS LOOKUP 1/3/2007 6:28:21 AM, bcherney

CLAIM CHECK 01/03/2007 06:28:21 AM bcherney

The following Claim History information was found
0; 2006-07-12; 207231; 257973; 510; 116100 ; STARTER MOTOR - REPLACE.

*** NOTES 1/3/2007 6:38:31 AM, bcherney, Action Type : Call from Customer

The customer is having a problem with the car. The battery needed to be jumped 9 times, bulbs are popping, over head lights are burning out, heater light going out. The customer had all of her service done at the dealer. This is the customers 1st new Honda she has owned used Honda cars in the past switching over from Nissan. The dealer internally was unhelpful, it was an intermittent problem but now it is happen more often and the customer is very concerned with the operation of the vehicle. She was thinking about trying the lemon law but gave ACS a call first to see if there is anything that can be done.

The map light holder looks like kindling like there is a power surge happening with it, a possible fire hazard. The overhead map light has burned/went out so many times she is becoming a pro at replacing it.

The customer feels she is a victim since she has to wait to find out what Honda is going to do, she works at night so she depends very much upon her vehicle.

The customer is asking American Honda for assistance in finding out what is wrong with this vehicle and getting it fixed. Forwarding to team G for review/assistance.

*** CASE MODIFY 1/3/2007 6:38:36 AM, bcherney

into WIP default and Status of Solving.

Case History

Case ID : N012007-01-0300018

Case Title : ((BOARDWALK))5K [REDACTED] - SEVERAL REPAIR ATTEMPTSCAR PROBLEMS

*** CASE DISPATCH 1/3/2007 6:38:43 AM, bcherney
from WIP default to Queue Honda Team G.

*** CASE ACCEPT 1/3/2007 10:55:21 AM, ksulliva
from Queue Honda Team G to WIP default.

*** CASE MODIFY 1/5/2007 2:58:07 PM, ksulliva
into WIP default and Status of Solving.

*** COMMIT 1/5/2007 2:58:24 PM, ksulliva, Action Type : N/A

Made to [REDACTED] ue 01/08/2007 02:58:28 PM.

call cust/call dlr

*** NOTES 1/5/2007 3:00:01 PM, ksulliva, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/8/2007 2

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

The customer is having a problem with the car. The battery needed to be jumped 9 times, bulbs are popping, over head lights are burning out, heater light going out. The customer had all of her service done at the dealer. This is the customers 1st new Honda she has owned used Honda cars in the past switching over from Nissan.

Has vehicle been diagnosed?

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.

Kysha Sullivan

Automobile Customer Service

Ext.#118122

*** SUBCASE N012007-01-0300018-1 CREATE 1/5/2007 3:00:09 PM, ksulliva
Created in WIP Default with Due Date 1/5/2007 3:00:09 PM.

*** CASE MODIFY COMMITMENT 1/5/2007 3:00:44 PM, ksulliva
with LYNNE FREED due 01/10/2007 02:58:28 PM.

*** NOTES 1/5/2007 3:01:28 PM, ksulliva, Action Type : Call to Customer
Called customer and left message with all contact information for a return call.

*** NOTES 1/5/2007 3:08:26 PM, pwalker, Action Type : Call from Customer
The customer called to speak with the case manger,. I advised that the case manger is gone for the day, and will return on Monday. She requested to leave a voicemail.

*** NOTES 1/16/2007 2:11:28 PM, ksulliva, Action Type : Call to Customer
Called customer and was advised that since she has picked her vehicle up from the dlr it has been jumped only once. Customer stated that she believes there is an electrical problem with her vehicle because even the light are going out. I advised customer that she may have to take vehicle back to the dlr and drop off for more extensive testing . I advised that I will contact the dlr and call her back. Customer thanked me and ended call.

*** CASE FULFILL 1/16/2007 2:15:03 PM, ksulliva

Case History

Case ID : N012007-01-0300018

Case Title : ((BOARDWALK))5K [REDACTED] SEVERAL REPAIR ATTEMPTSCAR PROBLEMS

Fulfilled for [REDACTED] due 01/10/2007 02:58:28 PM.

*** COMMIT 1/16/2007 2:15:07 PM, ksulliva, Action Type : N/A

call dlr

*** NOTES 1/25/2007 11:03:20 AM, ksulliva, Action Type : Call to Dealer

Called dlr and was advised that the customer delivers newspapers for a living and that is the reason the dome light in her vehicle needed to be replaced.

*** NOTES 1/25/2007 11:05:35 AM, ksulliva, Action Type : Call to Customer

Called customer and advised that the dlr has tested the vehicle extensively. I advised customer that the next time her vehicle fails if it all possible have her vehicle towed to the dlr so they will be able to diagnose it when it is in the failed state. Customer stated that she will do that. Customer thanked me for my assistance and ended call.

*** SUBCASE N012007-01-0300018-1 CLOSE 1/25/2007 11:06:04 AM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/25/2007 11:06:04 AM, ksulliva

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

*** CASE REOPEN 2/5/2007 9:37:45 AM, mwells

with Condition of Open and Status of Solving.

*** NOTES 2/5/2007 9:55:12 AM, mwells, Action Type : Call from Customer

Customer is calling back with having concerns of her vehicle not starting. She stated that she has been to the dealership several times in regards to this issue. She said she has had the battery and the starter changed in Sep,2006. She says the dealership is unable to duplicate the problem. She has been to the dealership after receiving a jump and restarting the car. She stated that Boardwalk Honda has kept her vehicle overnight one time and were able to notice that one time her concern of the vehicle not starting and that is when she had the battery and the starter replaced. She stated that currently her vehicle is starting and running fine. The last time the vehicle would not start was earlier in January, But now she is blowing out bulbs, her headlights and map light bulbs are blowing out. She is concerned her vehicle will not start again and requesting assistance as to why she is having these problems with her vehicle. She stated that she has the extended warranty on her car and is making monnthly payments on a vehicle that is not operating properly. Customer understands that the dealership cannot duplicate the problem after she has corrected it. Customer was advised that I have documented her concerns and will forward for review with a case manager that will assist her and contact her back within 1-2 business days. Customer thanked me and the call ended

*** CASE MODIFY 2/5/2007 9:56:33 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 2/5/2007 10:10:11 AM, mwells

into WIP default and Status of Solving.

*** CASE DISPATCH 2/5/2007 10:10:23 AM, mwells

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 2/5/2007 10:30:56 AM, aharlan

N012007-01-0300018 to ksulliva, WIP I

*** CASE RULE ACTION 2/5/2007 10:30:57 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/7/2007 9:04:45 AM, ksulliva, Action Type : Call to Customer

Called customer and left message.

*** COMMIT 2/7/2007 9:04:52 AM, ksulliva, Action Type : N/A

Case History

Case ID : N012007-01-0300018

Case Title : ((BOARDWALK))5K [REDACTED] - SEVERAL REPAIR ATTEMPTSCAR PROBLEMS

call cust

*** CASE MODIFY 2/7/2007 9:20:07 AM, ksulliva
into WIP 5K/Boardwalk and Status of Solving.

*** CASE VSC LOOKUP 2/7/2007 9:20:44 AM, ksulliva
VSC-CUC CHECK 02/07/2007 09:20:44 AM ksulliva
No data found for VIN.

*** CASE MODIFY 2/7/2007 9:44:05 AM, ksulliva
into WIP 5K/Boardwalk and Status of Solving.

*** NOTES 2/9/2007 7:50:23 AM, cterrell, Action Type : Call from Customer
ACS received an inbound from Ms. Freed

She stated that last the conversation that she had with the assisting RCM she informed the RCM that she works nights. She stated that she would "never" have agreed to wait until the issue reoccurred because the issue would occur at night and she wouldn't feel "sake" waiting for a tow truck in the middle of the night. She stated that the RCM should have not closed the case. She also stated that she spoke to the assisting service manager, Tom G, on February 9, 2007 regarding the issue. The service manager instructed her to contact the RCM and request that a field engineer inspects the vehicle. She is also requesting that the RCM's supervisor contact her.

I informed her that I will forward the request to the assisting RCM. I inquired if she needed further assistance and she declined. I thanked her for calling AHM.

*** NOTES 2/14/2007 12:49:37 PM, ksulliva, Action Type : Call to Customer
Called customer and left message.

*** CASE FULFILL 2/14/2007 12:49:45 PM, ksulliva
Fulfilled for [REDACTED] due 02/09/2007 12:00:00 AM.

*** COMMIT 2/14/2007 12:49:49 PM, ksulliva, Action Type : N/A

call cust

*** NOTES 2/16/2007 10:54:08 AM, ksulliva, Action Type : Call to Dealer

Called dlr and spoke with the Tom(sm) and was advised that the customer is requesting to have a field engineer to look at the vehicle. Tom stated that he advised the customer that field engineers are available to diagnose vehicle, if the dlr is unable to duplicate her concern then a field engineer would not come to the dlr. I advised that I will follow up with the customer.

*** CASE FULFILL 2/16/2007 10:54:19 AM, ksulliva
Fulfilled for [REDACTED] due 02/16/2007 12:00:00 AM.

*** COMMIT 2/16/2007 10:54:21 AM, ksulliva, Action Type : N/A

call cust

*** NOTES 2/22/2007 11:42:27 AM, ksulliva, Action Type : Call to Customer
Called customer and left message.

*** CASE FULFILL 2/22/2007 11:42:51 AM, ksulliva
Fulfilled for [REDACTED] due 02/21/2007 12:00:00 AM.

*** COMMIT 2/22/2007 11:42:54 AM, ksulliva, Action Type : N/A

Case History

Case ID : N012007-01-0300018

Case Title : ((BOARDWALK))5K [REDACTED] SEVERAL REPAIR ATTEMPTSCAR PROBLEMS

call cust

*** NOTES 3/5/2007 10:34:56 AM, ksulliva, Action Type : Call to Customer

Called customer and was advised that she has not taken her vehicle back to the dlr. I advised that case will be closed until vehicle can be taken back for additonal diagnosis. Customer ended call.

*** CASE CLOSE 3/5/2007 10:35:06 AM, ksulliva

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

Case Details

Case ID : N012011-04-1901358 Division : Honda - Auto Condition : Closed Open Date : 4/19/2011 3:55:00 PM
 Case Originator : Juan Gudino (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/29/2011 9:41:10 AM
 Case Owner : Maribel Hernandez (Team HD) Method : Phone Queue : Days Open : 10
 Last Closed By : Maribel Hernandez (Team HD) Point of Origin : Customer Wipbin :
 Case Title : 12F (STEVENS CREEK) [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 : MILPITAS, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5J6YH28615L [REDACTED]
 Model / Year : ELEMENT / 2005
 Model ID / Product Line : YH2865EW / A
 Miles / Hours : 61,000
 In Service Date : 05/21/2005
 Months In Use : 71
 Engine Number : K24A43624664
 Originating Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
 Selling Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
 Phone No. : 408-247-2550
 Address : 4590 STEVENS CREEK BL.
 City / State / Zip : SAN JOSE, CA 95129
 Svc District / Sls District : 12F / B12
 Warranty Labor Rate / Date : \$133.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206890	AUTOWEST HONDA FREMO		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
N012011-04-1901358-1 / [REDACTED] PRODUCT - O	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-04-1901358-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 4/20/2011 8:12:26 AM
Issue Owner : Maribel Hernandez	Type 2 : Operation	Queue :	Close Date : 4/29/2011 9:41:10 AM
Issue Title : ██████████ - 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 : 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 : N012011-04-1901358

Case Title : 12F (STEVENS CREEK) [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 4/19/2011 3:55:00 PM, jgudino

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

*** NOTES 4/19/2011 4:15:44 PM, jgudino, Action Type : Call from Customer

Updated customer information.

Best contact number is [REDACTED]

The customer stated that she has a complaint to file and needs help. The customer stated that in December her headlight would flicker so she took the vehicle to Auto West Honda. The customer stated that it was difficult to duplicated the issue so they replaced the light switch and they charged her between \$200-\$400. The customer stated that in April 10 her headlighits both turned off. The customer stated that she took the vehicle to an IRF but they could not figure out what it was. The customer stated that they placed new light bulbs but it was not the light bulb. The customer stated that in April 11 she took the vehicle to Autowest once again but they the lights came back on. The customer stated that the dealership found after market whirring that can be part of the alarm system but she never purchased any after market whirring. The customer stated that it may be the alarm system placed at the dealership where she purchased the vehicle but it was taken out. The customer stated that she took the vehicle back. The customer stated that last night both lights turned back off. The customer stated that she took the vehicle back to Autowest but they told her that she would have to pay for the diagnosis and they would only cover for 1 hour. The customer stated that on the in the invoice for April 11 it states that the diagnosis would be waved but if there are any future concerns there will be a diagnosis fee implemented. The customer stated that she feels like the dealership is competent. The customer stated that she is loosing confidence in Auto West. The customer stated that she did not speak with a service manager at the dealership. The customer stated that she is the original owner of the vehicle and this is her firs Honda. The customer stated that she takes her vehicle to an IRF for regular maintenance but has all the documentation.

ACS informed the customer that it is recommended she speak with a service manager. The customer agreed to speak to a SM tomorrow and take her vehicle back to the dealership. ACS informed the customer that her case will be dispatched to a CM for further review. ACS informed the customer that there are no guarantees that she can get the repair charges covered by AHM. ACS informed the customer that the CM will look into her case and contact her in 1-2 business days.

The customer had no further concerns.

*** CASE MODIFY 4/19/2011 4:15:53 PM, jgudino
into WIP default and Status of Solving.*** CASE MODIFY 4/19/2011 4:16:04 PM, jgudino
into WIP default and Status of Solving.*** CASE MODIFY 4/19/2011 4:16:18 PM, jgudino
into WIP default and Status of Solving.*** CASE MODIFY 4/19/2011 4:16:19 PM, jgudino
into WIP default and Status of Solving.*** CASE MODIFY 4/19/2011 4:16:20 PM, jgudino
into WIP default and Status of Solving.*** CASE DISPATCH 4/19/2011 4:16:41 PM, jgudino
from WIP default to Queue Honda Team D.*** CASE ACCEPT 4/19/2011 4:59:11 PM, tspencer
from Queue Honda Team D to WIP Default.

*** CASE MODIFY 4/20/2011 8:07:58 AM, tspencer

Case History

Case ID : N012011-04-1901358

Case Title : 12F (STEVENS CREEK) [REDACTED] - HEADLIGHT CONCERN

into WIP Default and Status of Solving.

*** SUBCASE N012011-04-1901358-1 CREATE 4/20/2011 8:12:26 AM, tspencer

Created in WIP Default with Due Date 4/20/2011 8:12:26 AM.

*** COMMIT 4/20/2011 8:13:57 AM, tspencer, Action Type : N/A

Made to [REDACTED] due 04/20/2011 09:15:20 AM.

12F (Fremont) DCS Follow-Up: Get diag info for headlight

*** NOTES 4/20/2011 8:17:02 AM, tspencer, Action Type : Dealer Communication

ATTN: SERVICE MANAGER, Burt Gallegus

RESOLUTION DUE DATE : 4/20/2011

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

The customer stated that she has a complaint to file and needs help. The customer stated that in December her headlight would flicker so she took the vehicle to Auto West Honda. The customer stated that it was difficult to duplicated the issue so they replaced the light switch and they charged her between \$200-\$400. The customer stated that in April 10 her headlighits both turned off. The customer stated that she took the vehicle to an IRF but they could not figure out what it was. The customer stated that they placed new light bulbs but it was not the light bulb. The customer stated that in April 11 she took the vehicle to Autowest once again but they the lights came back on. The customer stated that the dealership found after market whirring that can be part of the alarm system but she never purchased any after market whirring. The customer stated that it may be the alarm system placed at the dealership where she purchased the vehicle but it was taken out. The customer stated that she took the vehicle back. The customer stated that last night both lights turned back off. The customer stated that she took the vehicle back to Autowest but they told her that she would have to pay for the diagnosis and they would only cover for 1 hour. The customer stated that on the in the invoice for April 11 it states that the diagnosis would be waved but if there are any future concerns there will be a diagnosis fee implemented.

In the interest of customer satisfaction we would like to review the diagnostic information (complaint - cause - correction) as soon as possible. This information is being requested for investigative purposes to determine our position for resolution. Thank you for your prompt attention to this matter.

I will be in contact with you today to review the dlr findings. Thank you for your prompt attention to this matter.

Teri Spencer

Automobile Customer Service

*** NOTES 4/20/2011 8:19:29 AM, tspencer, Action Type : Note-General

Searched ISIS and no known product information found for a headlight concern for this yr/model.

*** CASE MODIFY 4/20/2011 8:21:23 AM, tspencer

into WIP Default and Status of Solving.

*** COMMIT 4/20/2011 9:01:48 AM, tspencer, Action Type : N/A

Made to [REDACTED] due 05/02/2011 09:30:00 AM.

12F (Fremont) Discuss headlight concern w/cust.

*** CASE MODIFY COMMITMENT 4/20/2011 9:03:01 AM, tspencer

with [REDACTED] due 04/25/2011 09:30:00 AM.

*** CASE MODIFY 4/20/2011 9:03:30 AM, tspencer

into WIP New Cases and Status of Solving.

Case History

Case ID : N012011-04-1901358

Case Title : 12F (STEVENS CREEK) [REDACTED] - HEADLIGHT CONCERN

*** NOTES 4/20/2011 9:05:56 AM, tspencer, Action Type : Call to Customer

Contacted the customer, left a message and introduced myself as the Case Mgr from American Honda Motor Co., Inc.

I provided name, number, and hours of operation. I requested a return call to discuss the Headlight concern.

Advised I would attempt to reach again on Monday 4/25 /11 if a return call is not received. Call ended.

*** CASE MODIFY 4/20/2011 9:06:00 AM, tspencer

into WIP New Cases and Status of Solving.

*** NOTES 4/20/2011 10:05:17 AM, tspencer, Action Type : Call from Customer

Received a return call from the customer. She said she still have the headlight issue , but her concern is the competence level with the technicians at the dealership. I advised if she questions the workmanship of the technicians, she will need to address the complaint with the Service Mgr of the dealership. Customer said ok.

Customer said regarding the headlights, the technicians have contacted the engineers at AHM and do not know what is the cause of the issue. Customer said she had foglights installed in the vehicle when she purchased the car. Customer said she didn't notice when she turned the fog lights on/off if the headlights worked or not.

I inquired if the fog lights were aftermarket? She said she when she purchased the car at Honda of Stevens Creek she told them she wanted fog lights installed. So the customer believes they are OEM parts. I placed the customer on hold and searched to see if fog lights were an accessory provided by AHM for this yr/model: Yes

I confirmed the customer purchased the vehicle from Honda of Stevens Creek? Yes

I inquired when did she first notice the problem? December 22, 2010

She advised this is an intermittent problem, but since it is a safety concern she took the car to Autowest Honda Fremont. When she took the car to the dlr, the headlights were working. It just so happened when the SA came out to check it, the headlight was not working. He was able to reproduce it. But when the car was into the service bay they could not reproduce it, so documented on the RO could be the switch which needs to be replaced. Last week problem happened again and took back to the dlr. They started playing around with it and turned her not to turn on the foglights.

I asked her if in fact she was told the wiring to the headlight accessory is aftermarket? She said yes and read the following information documented on her RO from Autowest Honda Fremont. "There is some aftermarket wiring tabs to wire under dash fuse box." I explained since there is aftermarket parts installed in the car, there is a possibility the wires were spliced during installation, which is causing the headlights to intermittently not work. I advised since Autowest Honda Fremont is not the selling/installation dlr they will charge her a diagnosis and repair fee. I advised she might want to address this matter with the Selling dlr to see if they are willing to assist. She said OK. She will pursue this route.

I thanked Ms. [REDACTED] for her time and the call ended.

*** NOTES 4/20/2011 10:12:37 AM, tspencer, Action Type : Dealer Communication

ATTN: SERVICE MANAGER: Dave Morrone

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

This customer contacted our office and advised she has been having intermittent headlight issues with respect to the lights coming on and off. She took the car to Autowest Honda Fremont and the dlr advised there are some aftermarket wiring tabs to wire under dash fuse box. The customer advised our office at the time

Case History

Case ID : N012011-04-1901358

Case Title : 12F (STEVENS CREEK) [REDACTED] - HEADLIGHT CONCERN

of the sale, she had your dealership install fog lights on the car. There was also an aftermarket alarm that was removed. The customer will be contacting your dealership to diagnose the vehicle, as she would like it to be repaired, but does not want to pay for repairs.

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

Thank you for your attention to this matter.

Teri Spencer
Automobile Customer Service

*** CASE MODIFY 4/20/2011 10:12:42 AM, tspencer
into WIP 12F-Kim Tower and Status of Solving.

*** CASE FULFILL 4/20/2011 10:12:49 AM, tspencer
Fulfilled for [REDACTED] due 04/25/2011 09:30:00 AM.

*** CASE MODIFY 4/20/2011 10:12:58 AM, tspencer
into WIP 12F-Kim Tower and Status of Solving.

*** CASE MODIFY COMMITMENT 4/20/2011 4:45:41 PM, tspencer
with [REDACTED] due 04/21/2011 09:15:20 AM.

*** CASE MODIFY 4/20/2011 4:45:50 PM, tspencer
into WIP 12F-Kim Tower and Status of Solving.

*** CASE MODIFY COMMITMENT 4/22/2011 5:05:10 PM, tspencer
with [REDACTED] due 04/25/2011 09:15:20 AM.

*** CASE YANKED 4/25/2011 5:16:35 PM, mhermand
Yanked by mhermand into WIPbin default.

*** CASE MODIFY COMMITMENT 4/25/2011 5:18:43 PM, mhermand
with [REDACTED] due 04/26/2011 09:15:20 AM.

*** CASE MODIFY 4/27/2011 3:00:36 PM, mhermand
into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2011 3:00:44 PM, mhermand
into WIP default and Status of Solving.

*** CASE MODIFY 4/27/2011 3:00:45 PM, mhermand
into WIP default and Status of Solving.

*** NOTES 4/27/2011 3:04:19 PM, mhermand, Action Type : Call to Dealer
I left a VM for SM-Dave requesting a call back.

*** NOTES 4/29/2011 9:38:44 AM, mhermand, Action Type : Call to Dealer
Contacted the dlr to check on the diagnosis. I was advised the customer's last visit was in 12/2005 for the SRS light. Customer has not been back since and the vehicle is not currently at the dlr.

*** SUBCASE N012011-04-1901358-1 YANKED 4/29/2011 9:40:41 AM, mhermand
Yanked by mhermand into WIPbin default.

Case History

Case ID : N012011-04-1901358

Case Title : 12F (STEVENS CREEK) [REDACTED] - HEADLIGHT CONCERN

*** CASE CLOSE 4/29/2011 9:41:10 AM, mhernand

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

*** SUBCASE N012011-04-1901358-1 CLOSE 4/29/2011 9:41:10 AM, mhernand

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-04-1500782 Division : Honda - Auto Condition : Closed Open Date : 4/15/2010 11:23:05 AM
 Case Originator : Tyrone Cadle (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/19/2010 2:14:20 PM
 Case Owner : Walter Menjivar (Team HG) Method : Phone Queue : Days Open : 4
 Last Closed By : Walter Menjivar (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 05B- [REDACTED] (NORTH SHORE) HEADLIGHT FAILURE DUE TO MO No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 73
 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 : SADDLE BROOK, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 373
 VIN Type / No. : US VIN / 5J6YH18326L [REDACTED]
 Model / Year : ELEMENT / 2006
 Model ID / Product Line : YH1836PLW / A
 Miles / Hours : 40,000
 In Service Date : 04/30/2006
 Months In Use : 48
 Engine Number : K24A44625484
 Originating Dealer No. / Name : 208244 / SHEEHY HONDA
 Selling Dealer No. / Name : 208408 / HONDA OF TYSONS CORNER
 Trim : 2WD LX
 No. Of Doors : 5
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207892 / NORTH SHORE HONDA
 Phone No. : 516-676-2290
 Address : 611 GLEN COVE ROAD
 City / State / Zip : GLEN HEAD, NY 11545
 Svc District / Sls District : 05B / A05
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207200	DCH PARAMUS 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
N012010-04-1500782-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-04-1500782-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Walter Menjivar	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2010 7:47:03 AM
Issue Owner : Walter Menjivar	Type 2 : Operation	Queue :	Close Date : 4/19/2010 2:14:20 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Documented Concern, Referred to Dealer
Component Category : 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 : N012010-04-1500782

Case Title : 05B- [REDACTED] (NORTH SHORE) HEADLIGHT FAILURE DUE TO MODIFICAT

*** CASE CREATE 4/15/2010 11:23:05 AM, tcadle

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

*** CASE EXTENDED WARRANTY LOOKUP 4/15/2010 11:35:14 AM, tcadle

WARRANTY CHECK 04/15/2010 11:35:14 AM tcadle

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/15/2010 11:35:19 AM, tcadle

CLAIM CHECK 04/15/2010 11:35:19 AM tcadle

The following Claim History information was found

0; 2010-03-29; 207200; 666522; 510; 747100 ; FUSE BOX - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/15/2010 11:35:21 AM, tcadle

CAMPAIGN CHECK 04/15/2010 11:35:21 AM tcadle

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CUC LOOKUP 4/15/2010 11:35:24 AM, tcadle

CUC CHECK 04/15/2010 11:35:24 AM tcadle

The following CUC information was found

[REDACTED] ACTIVE;100000;18116;48000;2009-04-30;2013-04-30;2006-04-30;2008-11-15;2008-11-15;207892;2010-03-29;39595;2008-11-30;2008-11-18

*** CASE VSC LOOKUP 4/15/2010 11:35:24 AM, tcadle

VSC CHECK 04/15/2010 11:35:24 AM tcadle

The following VSC information was found

GLORIA;SULLIVAN;V003495429;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2008-11-15;2013-04-29;100000;18116;207892;0.00

*** CASE MODIFY 4/15/2010 11:36:17 AM, tcadle

into WIP default and Status of Solving.

*** NOTES 4/15/2010 11:40:32 AM, tcadle, Action Type : Call from Customer

Verified the customer's contact information, (973)450-5161.

Situation:

Vehicle's headlight are failing due to a after market alarm system.

Request:

To have AHM investigate and see if NORTH SHORE HONDA knowingly uninstalled the alarm system before certifying the vehicle.

Probing Questions:

Customer states she purchased a CUC vehicle at North Shore Honda in 2008. Customer states the headlight switch will not work. Customer states she took it to DCH PARAMUS HONDA and they replaced the relay in the fuse box. Customer states a few weeks later, it failed again. Customer states the dealer is now recommending replacing the switch. She states the dealer concluded that an after market alarm system was installed and then removed. Customer states it is causing the failure. Customer states Honda Care denied assistance because the failure was caused by a modification.

Case History

Case ID : N012010-04-1500782

Case Title : 05B- [REDACTED] - (NORTH SHORE) HEADLIGHT FAILURE DUE TO MODIFICAT

Inbound Summary:

ACS apologized and advised a case will be dispatched to a CM for review. I advised that a CM will act as a liaison to investigate and see if NORTH SHORE HONDA knowingly uninstalled the alarm system before certifying the vehicle. I advised that a follow up call will take place within 1 or 2 business days. I offered to provide further assistance but the customer declined. Call concluded.

*** CASE DISPATCH 4/15/2010 11:40:45 AM, tcadle
from WIP default to Queue Honda Team G.

*** CASE ASSIGN 4/15/2010 1:16:07 PM, galbu
N012010-04-1500782 to wmenjiva, WIP

*** CASE RULE ACTION 4/15/2010 1:16:08 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/15/2010 1:24:27 PM, wmenjiva
into WIP 05B and Status of Solving.

*** SUBCASE N012010-04-1500782-1 CREATE 4/16/2010 7:47:03 AM, wmenjiva
Created in WIP Default with Due Date 4/16/2010 7:47:03 AM.

*** CASE CUC LOOKUP 4/16/2010 7:48:05 AM, wmenjiva

CUC CHECK 04/16/2010 07:48:05 AM wmenjiva

The following CUC information was found

[REDACTED] ACTIVE;100000;18116;48000;2009-04-30;2013-04-30;2006-04-30;2008-11-15;2008-11-15;207892;2010-03-29;39595;2008-11-30;2008-11-18

*** CASE VSC LOOKUP 4/16/2010 7:48:05 AM, wmenjiva

VSC CHECK 04/16/2010 07:48:05 AM wmenjiva

The following VSC information was found

GLORIA;SULLIVAN;V003495429;H70;HONDA CERTIFIED 7/100 VSC UPSSELL;ACTIVE;;2008-11-15;2013-04-29;100000;18116;207892;0.00

*** CASE EXTENDED WARRANTY LOOKUP 4/16/2010 7:48:07 AM, wmenjiva

WARRANTY CHECK 04/16/2010 07:48:07 AM wmenjiva

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/16/2010 7:48:18 AM, wmenjiva

CLAIM CHECK 04/16/2010 07:48:17 AM wmenjiva

The following Claim History information was found

0; 2010-03-29; 207200; 666522; 510; 747100 ; FUSE BOX - REPLACE.

*** CASE CAMPAIGN LOOKUP 4/16/2010 7:48:21 AM, wmenjiva

CAMPAIGN CHECK 04/16/2010 07:48:20 AM wmenjiva

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 4/16/2010 8:20:13 AM, wmenjiva, Action Type : Call to Customer

RCM contacted customer at 973-450-5161 ext# 135, and introduced myself as the Honda RCM handling her case, regarding the headlights issue.

I asked customer how long has this issue been going on?

She stated for about 1-1/2 months.

Case History

Case ID : N012010-04-1500782

Case Title : 05B- [REDACTED] - (NORTH SHORE) HEADLIGHT FAILURE DUE TO MODIFICAT

She stated that dealer told her that headlight issue, electrical issue, was due to an after market alarm that had been installed and then removed from vehicle.
I informed customer that this might have been an after market alarm that might have been installed by CUC selling dealer or previous vehicle owner.
I informed customer that I would need to speak with North Shore Honda regarding this matter, and informed customer that North Shore Honda might need to see her vehicle.
I informed customer that I would need time to research same, and would follow up with customer by Monday.
I provided customer with my contact information.
She stated that her vehicle is still at DCH Paramus Honda, and they have placed a part on order.
She asked RCM if she should ask dealer to put a hold on repairs, until she hears from RCM?
I explained to customer that this is a decision she would need to make, depending on her vehicle need.
She stated that she will ask dealer to hold up on repairs, since part is still on order.
She understood.
I thanked customer for her time.

*** COMMIT 4/16/2010 8:21:55 AM, wmenjiva, Action Type :

Made to [REDACTED] due 04/19/2010 08:21:58 AM.

DCS Follow-Up

*** NOTES 4/16/2010 8:25:17 AM, wmenjiva, Action Type : Dealer Communication

ATTN: GM/USED CAR SALES MANAGER/SERVICE MANAGER
4/19/2010

RESOLUTION DUE DATE :

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

Vehicle's headlight are failing due to an after market alarm system.
She purchased vehicle CUC from dealer in 2008.
Vehicle has been diagnosed by another dealer as needing the headlight switch replaced. Dealer has already replaced the relay in the fuse box.
She stated that the dealer concluded that an after market alarm system was installed and then removed. Customer stated it is causing the failure.
She stated that Honda Care has denied assistance, because the failure was caused by a modification.

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

Please look into matter and contact customer.

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

Walter Menjivar
Automobile Customer Service
310-783-7706

*** COMMIT 4/16/2010 8:25:25 AM, wmenjiva, Action Type : N/A

Made to [REDACTED] due 04/19/2010 01:30:00 PM.

(North Shore) Follow up with cust

*** CASE MODIFY 4/16/2010 8:25:47 AM, wmenjiva
into WIP 05B and Status of Solving.

Case History

Case ID : N012010-04-1500782

Case Title : 05B- [REDACTED] (NORTH SHORE) HEADLIGHT FAILURE DUE TO MODIFICAT

*** NOTES 4/19/2010 7:06:20 AM, wmenjiva, Action Type : Call to Dealer

RCM left message for North Shore Honda SM-Carlo asking for a call back to discuss this case.

*** CASE MODIFY 4/19/2010 7:06:29 AM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE FULFILL 4/19/2010 7:55:56 AM, wmenjiva

Fulfilled for [REDACTED] due 04/19/2010 08:21:58 AM.

*** NOTES 4/19/2010 11:59:57 AM, wmenjiva, Action Type : Call to Dealer

RCM left message for North Shore Honda SM-Carlo asking for a call back to discuss this case.

*** CASE MODIFY 4/19/2010 12:00:06 PM, wmenjiva

into WIP 05B and Status of Solving.

*** NOTES 4/19/2010 1:54:44 PM, wmenjiva, Action Type : Call to Dealer

RCM spoke with North Shore Honda SM-Carlo, who informed me that there is no records kept on whether the vehicle had an after market alarm or not, when the dealer took ownership.

No records that show that one was installed and removed by dealer, either.

SM stated that 2 years after being sold CUC, dealer would not be in a position to assist.

*** NOTES 4/19/2010 2:13:25 PM, wmenjiva, Action Type : Call to Customer

RCM contacted customer at 973-450-5161 ext# 135, and introduced myself.

I explained to customer that I had spoken with North Shore Honda, regarding her concern.

I explained to customer that dealer found no records of this vehicle coming in with an after market alarm, and then being removed. Nor do they have records of an after market

alarm being installed and removed by dealer.

I informed customer that this might be an issue of previous owner having installed an after market alarm and removing it prior to trading it into dealer.

I informed customer that dealer stated that customer is welcome to bringing in the vehicle, but there will be a charge to diagnose and repair.

She stated that she will not leave it here.

She stated that she will contact the BBB and report this matter.

She stated that she paid \$1200 for a CUC and almost \$2000 for an extended warranty.

Now she is having to pay over \$1000 for this repair.

She stated that she will never buy another Honda.

I explained to customer that I understood her frustration. However, her concern is not a manufacturer defect.

I explained to customer that after market alarms can be installed and removed by previous vehicle owners prior to reselling or trading in a vehicle. And any trace is not easily detected, even with

the CUC inspection, since it is mainly for the mechanical components in a vehicle, ie. engine, transmission, belts, etc.

She stated that she will report this to BBB.

She became upset and used explicit language.

Customer had no further questions.

*** CASE MODIFY 4/19/2010 2:14:04 PM, wmenjiva

into WIP 05B and Status of Solving.

*** CASE FULFILL 4/19/2010 2:14:10 PM, wmenjiva

Fulfilled for [REDACTED] due 04/19/2010 01:30:00 PM.

Case History

Case ID : N012010-04-1500782

Case Title : 05B- [REDACTED] - (NORTH SHORE) HEADLIGHT FAILURE DUE TO MODIFICAT

*** CASE MODIFY 4/19/2010 2:14:17 PM, wmenjiva
into WIP 05B and Status of Solving.

*** SUBCASE N012010-04-1500782-1 CLOSE 4/19/2010 2:14:20 PM, wmenjiva
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/19/2010 2:14:20 PM, wmenjiva
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-01-0301771	Division : Honda - Auto	Condition : Closed	Open Date : 1/3/2011 8:48:42 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/6/2011 2:44:22 PM
Case Owner : Jessica Smith (Team HC)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Jessica Smith (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 10E (BORMAN)- [REDACTED] HEADLIGHT COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 4
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LAS CRUCES, NM [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 344
 VIN Type / No. : US VIN / 5J6YH28757L [REDACTED]
 Model / Year : ELEMENT / 2007
 Model ID / Product Line : YH2877EW / A
 Miles / Hours : 62,850
 In Service Date : 03/01/2007
 Months In Use : 46
 Engine Number : K24A82620575
 Originating Dealer No. / Name : 206605 / TWIN CITY HONDA
 Selling Dealer No. / Name : 206605 / TWIN CITY HONDA
 Trim : 4WD-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 : 207627 / BORMAN HONDA
 Phone No. : 575-525-4500
 Address : 470 WEST BOUTZ
 City / State / Zip : LAS CRUCES, NM 88005
 Svc District / Sls District : 10E / D10
 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
N012011-01-0301771-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-0301771-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 1/3/2011 9:26:03 AM
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 1/6/2011 2:44:21 PM
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 : Operates as Designed, 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 : N012011-01-0301771

Case Title : 10E (BORMAN)- [REDACTED] HEADLIGHT COMPLAINT

*** CASE CREATE 1/3/2011 8:48:42 AM, jnajee

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

*** NOTES 1/3/2011 8:58:50 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that her headlights don't work at all. Customer stated that this started last night. Customer advised that she hasn't taken her vehicle to the DLR regarding this issue yet. Customer stated that she turned her headlights on and then she got out of the vehicle and the headlights didn't work. Customer stated that she is seeking assistance with the cost of repair. Customer advised that she will take her vehicle to the DLR within the week. Customer stated that she will attempt to get the headlights fixed and seek reimbursement.

Customer is the original owner of the vehicle: yes

Customer has owned 0 Honda vehicle (s) in the past:

Customer regularly services vehicle with Honda dealers: Yes

ACS informed customer that a case was created and dispatched to a case manager on her behalf. ACS informed customer that she will be contacted in 1-2 business days by a case manager. ACS informed customer that no guarantee assistance will be given. ACS provided customer case number. Customer understood. No further assistance required.

*** CASE MODIFY 1/3/2011 8:59:02 AM, jnajee

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2011 8:59:03 AM, jnajee

into WIP default and Status of Solving.

*** CASE DISPATCH 1/3/2011 8:59:09 AM, jnajee

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 1/3/2011 9:03:42 AM, jsmith02

from Queue Honda Team C to WIP default.

*** CASE MODIFY 1/3/2011 9:25:14 AM, jsmith02

into WIP default and Status of Solving.

*** SUBCASE N012011-01-0301771-1 CREATE 1/3/2011 9:26:03 AM, jsmith02

Created in WIP Default with Due Date 1/3/2011 9:26:03 AM.

*** CASE MODIFY 1/3/2011 9:26:10 AM, jsmith02

into WIP default and Status of Solving.

*** NOTES 1/4/2011 9:18:05 AM, jsmith02, Action Type : Note-General

Airbase confirmed:

* Original owner

* Maintenance performed by BORMAN HONDA & TWIN CITY HONDA

* No other Honda products found

* Vehicle is 10months/26K miles out of warranty

Case History

Case ID : N012011-01-0301771

Case Title : 10E (BORMAN) [REDACTED] HEADLIGHT COMPLAINT

*** COMMIT 1/4/2011 9:18:11 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 01/04/2011 05:00:00 PM.

10E (Borman)- Call cust for 24hr call- Headlight GW 1/4

*** COMMIT 1/4/2011 9:19:08 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 01/07/2011 05:19:09 PM.

DCS Follow-Up

*** NOTES 1/4/2011 9:19:53 AM, jsmith02, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/7/2011 9

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

The customer stated her headlights stopped working. She plans to bring the vehicle into your dlr and she's requesting GW.

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

Please contact me once the vehicle has been inspected.

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

Jessica Smith

Automobile Customer Service

*** CASE MODIFY 1/4/2011 9:20:02 AM, jsmith02

into WIP default and Status of Solving.

*** CASE MODIFY 1/4/2011 9:20:08 AM, jsmith02

into WIP default and Status of Solving.

*** NOTES 1/4/2011 12:17:32 PM, jsmith02, Action Type : Call to Customer

I called the customer at 2174180836.

The customer has an appt for tomorrow morning to bring it into Borman Honda. She advised the headlights stopped working 2 nights ago all of a sudden. She's never experienced this problem before. The customer went online and found complaints about the headlights for a Fit recall. She feels her vehicle is having the same symptoms and feels AHM should cover this repair under the recall that affects the Fit.

I apologized and explained I will document her concern. I explained that recalls are VIN specific and there are no recalls on her vehicle related to the headlights. I explained we wouldn't be able to apply a recall that doesn't apply to her vehicle. I advised I can followup w/the dlr tomorrow to obtain the diag and document it in the case notes but there wouldn't be a way for us to just replace parts under a recall that doesn't apply to her car. She understood and declined further assistance from ACS. She understands ACS will be contacting Borman Honda to obtain the diag but will not be following up w/her as she's declined further assistance.

*** CASE FULFILL 1/4/2011 12:18:04 PM, jsmith02

Fulfilled for [REDACTED] due 01/04/2011 05:00:00 PM.

*** CASE MODIFY COMMITMENT 1/4/2011 12:18:11 PM, jsmith02

with [REDACTED] due 01/06/2011 05:19:09 PM.

Case History

Case ID : N012011-01-0301771

Case Title : 10E (BORMAN)-[REDACTED]- HEADLIGHT COMPLAINT

*** NOTES 1/6/2011 1:00:47 PM, jsmith02, Action Type : Call to Dealer

I spoke w/SM-Bob and he was at lunch. He will call me when he returns to the dlr.

*** CASE FULFILL 1/6/2011 1:00:55 PM, jsmith02

Fulfilled for [REDACTED] due 01/06/2011 05:19:09 PM.

*** COMMIT 1/6/2011 1:00:58 PM, jsmith02, Action Type : N/A

Made to [REDACTED] due 01/07/2011 05:00:00 PM.

10E (Borman)- Dlr call back regard headlight 1/7

*** NOTES 1/6/2011 2:44:05 PM, jsmith02, Action Type : Call to Dealer

I spoke with SM-Bob.

Date: 1/5/10

Mileage: 63,000

RO#: 607699

Notes: Headlights do not come on. Headlight bulbs needed to be replaced. He confirmed there were no issues w/the actual vehicle. The headlight bulbs had burned out and needed replacement. It was a maintenance concern.

*** CASE MODIFY 1/6/2011 2:44:20 PM, jsmith02

into WIP 10E- Christian Cruz and Status of Solving.

*** SUBCASE N012011-01-0301771-1 CLOSE 1/6/2011 2:44:21 PM, jsmith02

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/6/2011 2:44:22 PM, jsmith02

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

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Consumer Complaints Pilot

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 UNKN
 Dealer No. :
 Site Phone No. : 777-777-7777
 Contact Name : UNKNOWN UNKNOWN
 Day Phone No. : 999-999-9999
 Evening Phone No. : 999-999-9999
 Cell / Pager No. : 999-999-9999
 Fax No. : 555-555-5555
 Address : XXXXXXXXXX
 City / State / Zip : TORRANCE, NJ 11111
 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

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 HH)	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 : 07H-206600- [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 / Sls 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 / Sls District :	07H / B07
Warranty Labor Rate / Date :	\$91.00 /
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 : ██████████ - 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 HEADLIGH

*** 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 : 07H-206600- [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 : 7H / SOUTHERN MOTORS - [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 :
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 1362
 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 : 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 : 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]	Subcase Close	Product	Operation	737	Wire harness
N012008-11-1000513-2 / [REDACTED]	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 : ██████████ - 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 : ██████████ - 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 / SOUTHERN MOTORS [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 : 7H / SOUTHERN MOTORS - [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

Ms [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, Itafoya
N012008-11-1000513 to bmcDonal, WIP t□eC! ð* □!_7

*** CASE RULE ACTION 11/11/2008 1:52:20 PM, sa

Case History

Case ID : N012008-11-1000513

Case Title : 7H / SOUTHERN MOTORS - [REDACTED] - 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 Ms. [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 : 7H / SOUTHERN MOTORS - [REDACTED] BURNED WIRE HARNESS---REOPEN

NOTES 11/12/2008 10:25:49 McDonald Action Type: Call to Customer

I spoke to Ms [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 912-961-1789 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 : 7H / SOUTHERN MOTORS - [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, bmc donal, 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, bmc donal

into WIP default and Status of Solving.

*** CASE CLOSE 12/8/2008 10:30:31 AM, bmc donal

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] 61 M
 VIN Type / No. : US VIN / 2HKYF186X3E [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

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 : 5B-((NARDY))- [REDACTED] - HEADLIGHT/GOOD WILL REQUEST No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 55
 VIN Type / No. : US VIN / 2HKYF18553F [REDACTED]
 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 : 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 : 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 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
N012005-10-1000156-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

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 : ██████████ - 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 : 5B-((NARDY))- [REDACTED] HEADLIGHT/GOOD WILL REQUEST

*** CASE CREATE 10/10/2005 6:39:14 AM, jblunt1

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

*** CASE CAMPAIGN LOOKUP 10/10/2005 6:39:21 AM, jblunt1

CAMPAIGN CHECK 10/10/2005 06:39:21 AM jblunt1

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, jblunt1

VSC-CUC CHECK 10/10/2005 06:39:22 AM jblunt1

No data found for VIN.

*** CASE MODIFY 10/10/2005 6:39:41 AM, jblunt1

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 6:45:06 AM, jblunt1

into WIP default and Status of Solving.

*** NOTES 10/10/2005 6:49:33 AM, jblunt1, 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, jblunt1

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 6:49:40 AM, jblunt1

into WIP default and Status of Solving.

*** CASE MODIFY 10/10/2005 6:49:40 AM, jblunt1

into WIP default and Status of Solving.

*** CASE DISPATCH 10/10/2005 6:49:46 AM, jblunt1

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 : 5B-((NARDY))- [REDACTED] 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 [REDACTED] 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 : 5B-((NARDY))- [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 : 5B-((NARDY))- [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

5FNRL38665B047566 05/Ody owned by Mrs. Andres

*** 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 [REDACTED] 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 : 5B-((NARDY))- [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 : 5B-((NARDY))- [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

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 : ██████████ - LOW BEAMS/COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████ 3
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : BOISE, ID ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6063
 VIN Type / No. : US VIN / 2HKYF18513H ██████████
 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 / 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
N012010-03-1201071-1 / ██████████	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 : XXXXXXXXXX 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 MA)	Method : Mail	Queue :	Days Open : 17
Last Closed By : Ryan Watkins (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : 6K [REDACTED] REPAIR REIMBURSEMENT 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 : CHARLOTTE, NC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 8008
 VIN Type / No. : US VIN / 2HKYF18573H [REDACTED]
 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 / [REDACTED] - 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 : 6K [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 : 6K [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 Mr [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 Mr. Myers 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 : 6K [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 JOHN MYERS 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 : 6K [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 : 6K [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 Mr. [REDACTED] I informed Mr. [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

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 HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/12/2011 8:32:59 AM
Case Owner : Jennell Fort (Team HB)	Method : Dealer Referred	Queue :	Days Open : 0
Last Closed By : Jennell Fort (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : 4E [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] 871
 VIN Type / No. : US VIN / 2HKYF185X3H [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 : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
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 : Documented Concern, Assist Denied, Referred to Dealer, Updated
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

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 SB)	Method : Phone	Queue :	Days Open : 6
Last Closed By : Brian Philbin (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : 3C [REDACTED] HEADLIGHTS/GAS GAUGE NOT	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 : PEARLAND, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 200
 VIN Type / No. : US VIN / 2HKYF18533H [REDACTED]
 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 / Sls 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 / [REDACTED]	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 : 3C RUSSELL & SMITH - [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 acs 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 : 3C RUSSELL & SMITH - [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 " " " "

*** 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 : 3C RUSSELL & SMITH - [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 - RUSSELL & SMITH - 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 Russell & Smith Honda. Customer states the vehicle was repaired and customer loved the service at Russell & Smith 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 Russell & Smith Honda. Customer states the vehicle was repaired and customer loved the service at Russell & Smith 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 : ██████████ REOCCURRING HEADLIGHT ISSUES 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 : ██████████ 536
 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 : 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 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
N012011-01-2500051-1 / ██████████ PRODUCT -	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 : XXXXXXXXXX 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 : ██████████ - REOCCURRING HEADLIGHT ISSUES

*** CASE CREATE 1/25/2011 6:27:00 AM, rrobert2

Contact = ██████████ 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 ██████████

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 : 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] 8107
 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 : 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 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 : N012010-07-2800433	Division : Honda - Auto	Condition : Closed	Open Date : 7/28/2010 9:15:04 AM
Case Originator : Bridgette Samonte (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/28/2010 9:26:16 AM
Case Owner : Bridgette Samonte (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Bridgette Samonte (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - WORKMANSHIP ISSUE	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 : MEMPHIS, TN ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 679
 VIN Type / No. : US VIN / 2HKYF18593H ██████████
 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 : \$88.00 /
 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
N012010-07-2800433-1 / ██████████ - 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 : ██████████ - 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

CARLUS;LAWAL;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 : N012010-10-2504072	Division : Honda - Auto	Condition : Closed	Open Date : 10/25/2010 2:02:18 PM
Case Originator : Ryan Watkins (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/25/2010 2:33:56 PM
Case Owner : Ryan Watkins (Team MA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ryan Watkins (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - HEADLIGHT CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████ 5
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : COLUMBIA, MO ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1315
 VIN Type / No. : US VIN / 2HKYF18503H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1853ENW / A
 Miles / Hours : 102,000
 In Service Date : 12/26/2002
 Months In Use : 94
 Engine Number : J35A42553307
 Originating Dealer No. / Name : 208085 / GREG MAY HONDA
 Selling Dealer No. / Name : 207993 / FRANK KENT 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 : 208534 / FRANK FLETCHER HONDA
 Phone No. : 573-442-3107
 Address : 1717 N. PROVIDENCE RD.
 City / State / Zip : COLUMBIA, MO 65202
 Svc District / Sls District : 08L / F08
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-2504072-1 ██████████ - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-2504072-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 10/25/2010 2:33:39 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 10/25/2010 2:33:48 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied
Component Category : 13 - Visibility
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-10-2504072

Case Title : [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 10/25/2010 2:02:18 PM, rwatkins

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

*** CASE MODIFY 10/25/2010 2:02:37 PM, rwatkins

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 10/25/2010 2:06:31 PM, rwatkins

VSC CHECK 10/25/2010 02:06:31 PM rwatkins

The following VSC information was found

;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 10/25/2010 2:06:31 PM, rwatkins

CUC CHECK 10/25/2010 02:06:31 PM rwatkins

The following CUC information was found

DANIEL;SHIFLEY;EXPIRED;105000;58078;70678;2006-05-05;2009-12-26;2002-12-26;2006-05-05;2006-05-05;207103;2007-05-01;65469;2006-05-31;2006-05-08

*** CASE CAMPAIGN LOOKUP 10/25/2010 2:07:42 PM, rwatkins

CAMPAIGN CHECK 10/25/2010 02:07:42 PM rwatkins

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/31/04; FX;
05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 08/28/08

*** NOTES 10/25/2010 2:19:25 PM, rwatkins, Action Type : Call from Customer

DANIEL SHIFLEY verified contact info. Customer purchased vehicle HCUC.

Customer states that recently he noticed that the low beam headlight will intermittently fail to turn on.

Customer spoke to dlr. Vehicle has not been diagnosed.

SM DAN informed customer that the headlight switch will need to be replaced.

Customer is seeking AH to assist with cost outside warranty or under campaign.

DLR quoted \$130 to repair vehicle.

ACS informed customer that there are no Headlight Campaigns associated with the VIN and that vehicle is beyond the age and mileage point at which AH would be willing to offer assistance with the headlight switch repair cost.

Customer thanked me and required no further assistance. Call end.

*** CASE MODIFY 10/25/2010 2:19:55 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 10/25/2010 2:31:39 PM, rwatkins

into WIP default and Status of Solving.

*** SUBCASE N012010-10-2504072-1 CREATE 10/25/2010 2:33:39 PM, rwatkins

Created in WIP Default with Due Date 10/25/2010 2:33:39 PM.

*** SUBCASE N012010-10-2504072-1 CLOSE 10/25/2010 2:33:48 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/25/2010 2:33:56 PM, rwatkins

Case History

Case ID : N012010-10-2504072

Case Title : [REDACTED] - HEADLIGHT CONCERN

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

Case Details

Case ID : N012010-02-2301489	Division : Honda - Auto	Condition : Closed	Open Date : 2/23/2010 2:27:23 PM
Case Originator : Fran Diaz (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/24/2010 12:00:28 PM
Case Owner : Fernando Rea (Team MA)	Method : Mail	Queue :	Days Open : 1
Last Closed By : Fernando Rea (Team MA)	Point of Origin : Customer	Wipbin :	
Case Title : 10G [REDACTED] 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 :	FORT COLLINS, CO [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 6851
VIN Type / No. :	US VIN / 2HKYF18623H [REDACTED]
Model / Year :	PILOT / 2003
Model ID / Product Line :	YF1863ENW / A
Miles / Hours :	143,294
In Service Date :	01/06/2003
Months In Use :	85
Engine Number :	J35A42556679
Originating Dealer No. / Name :	208132 / GUSTMAN HONDA
Selling Dealer No. / Name :	208222 / BOB LINDSAY HONDA
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
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 :	206960 / MARKLEY HONDA
Phone No. :	970-226-2213
Address :	3401 S. COLLEGE AVENUE
City / State / Zip :	FORT COLLINS, CO 80525
Svc District / Sls District :	10G / A10
Warranty Labor Rate / Date :	\$102.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-02-2301489-1 [REDACTED] P	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-02-2301489-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 2/24/2010 10:57:51 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 2/24/2010 12:00:27 PM
Issue Title : ██████████ - 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 : 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 : N012010-02-2301489

Case Title : 10G [REDACTED] HEADLIGHTS

*** CASE CREATE 2/23/2010 2:27:23 PM, fdiaz

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

*** NOTES 2/23/2010 2:27:24 PM, fdiaz, Action Type :

On 02/22/10 ACS received a 1 page letter from customer with 1 page RO from Houska Automotive. Customer states headlights went out and states there was a SB regarding this.

*** CASE MODIFY 2/23/2010 2:27:53 PM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 2/23/2010 2:27:58 PM, fdiaz

from WIP default to Queue Honda Team C.

*** CASE ASSIGN 2/23/2010 2:29:20 PM, jsmith02

N012010-02-2301489 to frea, WIP

*** CASE RULE ACTION 2/23/2010 2:29:20 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012010-02-2301489-1 CREATE 2/24/2010 10:57:51 AM, frea

Created in WIP Default with Due Date 2/24/2010 10:57:51 AM.

*** NOTES 2/24/2010 11:40:12 AM, frea, Action Type : Letter/Fax

Customer stated in the letter that in November the headlights went dead (year was not stated). The vehicle was taken to her mechanic (IRF) and they advised her that there was a TSB for this issue.

Customer believes this is a defect.

Customer is asking for AHM to cover the repair due to it being a design flaw.

Customer stated that the vehicle is well maintained.

*** CASE EXTENDED WARRANTY LOOKUP 2/24/2010 11:42:05 AM, frea

WARRANTY CHECK 02/24/2010 11:42:05 AM frea

No data found for VIN.

*** CASE MODIFY 2/24/2010 11:42:15 AM, frea

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 2/24/2010 11:42:23 AM, frea

CLAIM HISTORY CHECK 02/24/2010 11:42:23 AM frea

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/24/2010 11:42:36 AM, frea

CAMPAIGN CHECK 02/24/2010 11:42:36 AM frea

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 10/13/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; 11/17/05; FX

*** CASE VSC LOOKUP 2/24/2010 11:42:38 AM, frea

VSC-CUC CHECK 02/24/2010 11:42:37 AM frea

No data found for VIN.

Case History

Case ID : N012010-02-2301489

Case Title : 10G [REDACTED] HEADLIGHTS

*** NOTES 2/24/2010 11:45:26 AM, frea, Action Type : Letter/Fax

We also received a copy of a work order for the headlight repair.

Details:

IRF: Houska Automotive

r/o date: 11/23/2009

mileage: 143294

Description of concern and repair on r/o: no low beam headlights. both quit the same time. checked for cause. vehicle has burnt wiring, located TSB for this problem calling for updated combination switch connector and wiring. need to repair this and recheck.

install headlight repair kit.

Cost: \$316.68

*** NOTES 2/24/2010 11:57:19 AM, frea, Action Type : Call to Customer

RCM called customer # [REDACTED] RCM reached customer.

Pronounced: Dam-schroder.

RCM introduced himself as the RCM assigned to her case.

RCM advised customer that we have received her letter and are responding to her concern with the blown out headlights.

RCM recapped letter.

Customer expectations: For AHM to reimburse for the repair due to this being a design flaw in her opinion.

RCM advised customer this vehicle is not involved in any outstanding recalls or active service campaigns related to the issue that occurred with her vehicle.

RCM advised customer the vehicle is outside of warranty and any repairs at this point would be at the owners expense.

ACS advised customer AHM is constantly researching information and working on improving the quality and performance of its products; it is through that research that AHM has identified recalls, service campaigns and updated repair procedures in the past.

ACS advised customer their information is up to date; if any recall or service campaign is identified in the future with their vehicle they would be notified via mail.

Customer feels that this is a design flaw that Honda should be responsible for and is not satisfied with AHM response.

Customer understands AHM position despite not being in agreement.

*** CASE MODIFY 2/24/2010 11:57:47 AM, frea

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2010 12:00:08 PM, frea

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2010 12:00:25 PM, frea

into WIP default and Status of Solving.

*** SUBCASE N012010-02-2301489-1 CLOSE 2/24/2010 12:00:27 PM, frea

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/24/2010 12:00:28 PM, frea

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

Case Details

Case ID : N012009-04-0700936 Division : Honda - Auto Condition : Closed Open Date : 4/7/2009 12:06:55 PM
 Case Originator : Raymond Anguiano (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/7/2009 12:21:59 PM
 Case Owner : Raymond Anguiano (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Raymond Anguiano (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ HEADLIGHT REIMBURSEMENT REQUEST No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 84
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : LEBANON, OH ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5984
 VIN Type / No. : US VIN / 2HKYF18753H ██████████
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1873ENW / A
 Miles / Hours : 116,752
 In Service Date : 02/19/2003
 Months In Use : 74
 Engine Number : J35A42577082
 Originating Dealer No. / Name : 207067 / MATT CASTRUCCI HONDA
 Selling Dealer No. / Name : 207067 / MATT CASTRUCCI HONDA
 Trim : EX-LNAV
 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-04-0700936-1 ██████████ - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-04-0700936-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Raymond Anguiano	Type 1 : Product	Status : Subcase Close	Open Date : 4/7/2009 12:21:02 PM
Issue Owner : Raymond Anguiano	Type 2 : Operation	Queue :	Close Date : 4/7/2009 12:21:59 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

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 : N012009-04-0700936

Case Title : [REDACTED] - HEADLIGHT REIMBURSEMENT REQUEST

*** CASE CREATE 4/7/2009 12:06:55 PM, ranguian

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

*** CASE MODIFY 4/7/2009 12:07:07 PM, ranguian

into WIP default and Status of Solving.

*** NOTES 4/7/2009 12:20:23 PM, ranguian, Action Type : Call from Customer

The customer is calling AHM because she states that her low beams on her vehicle have both gone out for the 2nd time. The customer states that the first time she experienced the issue was about 2 years ago on October of 2007. The customer states that she has taken the vehicle to MATT CASTRUCCI HONDA and they advised the customer that the cause of the problem the first time was a wire in the headlight switch that had an electrical short. The customer states that the dealership replaced the combination headlight switch and she paid about \$206.

The customer states that the vehicles headlight went out again this past weekend and so she took the vehicle back to MATT CASTRUCCI HONDA and worked with the SA Jim Klowonn today and he advised her that the cause of the problem is the exact same component. The customer states that she paid \$224 for the repair.

The customer is calling AHM in order to report this incident. The customer states that she feels like there is a known problem because the dealership advised her that they installed a new and improved wire on her headlights. The customer also feels like she should be reimbursed for the repair since this is the second time that she has experienced the issue and feels that it is also a known issue.

I then advised the customer that there are no known problems with these vehicles headlights because there are no campaigns that have been issued. I advised the customer that I would document her concern with the vehicles product. I then advised the customer that because her vehicle is outside of the parameters of warranty and is not affected by any headlight campaigns, she would not be eligible for a reimbursement.

The customer then stated that she would like to submit a letter in order to request reimbursement because she feels that this is a special circumstance in which she should be provided reimbursement. I then advised the customer that if she wishes to submit a letter then she may send it to 1919 Torrance Blvd. Torrance, CA 90501-2746. I advised the customer that it is very unlikely that she would be receiving any sort of reimbursement for the repair since she is, and was at the time of the repair, outside of warranty.

The customer then stated that she understands however she would still like to submit the request. The customer then thanked me for my time and then ended the call.

Customer information verified. 5139329300

*** SUBCASE N012009-04-0700936-1 CREATE 4/7/2009 12:21:02 PM, ranguian

Created in WIP Default with Due Date 4/7/2009 12:21:02 PM.

*** CASE MODIFY 4/7/2009 12:21:17 PM, ranguian

into WIP default and Status of Solving.

*** CASE MODIFY 4/7/2009 12:21:54 PM, ranguian

into WIP default and Status of Solving.

*** CASE CLOSE 4/7/2009 12:21:59 PM, ranguian

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

*** SUBCASE N012009-04-0700936-1 CLOSE 4/7/2009 12:21:59 PM, ranguian

Case History

Case ID : N012009-04-0700936

Case Title : [REDACTED] - HEADLIGHT REIMBURSEMENT REQUEST

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-12-1302524	Division : Honda - Auto	Condition : Closed	Open Date : 12/13/2010 12:08:59
Case Originator : Michelina Terzoli (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/13/2010 12:17:54
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 : GILMER, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7867
 VIN Type / No. : US VIN / 2HKYF18653H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 175,000
 In Service Date : 04/22/2003
 Months In Use : 92
 Engine Number : J35A42584144
 Originating Dealer No. / Name : 206603 / RUSSELL & SMITH HONDA
 Selling Dealer No. / Name : 207857 / HONDA OF CLEAR LAKE
 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 :
 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
N012010-12-1302524-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-1302524-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 12/13/2010 12:16:44
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 12/13/2010 12:17:54
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided 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 : N012010-12-1302524

Case Title : [REDACTED] HEADLIGHT CONCERN

*** CASE CREATE 12/13/2010 12:08:59 PM, mterzoli

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

*** CASE MODIFY 12/13/2010 12:11:32 PM, mterzoli

into WIP default and Status of Solving.

*** NOTES 12/13/2010 12:16:13 PM, mterzoli, Action Type : Call from Customer

ACS updated customer info.

Best number [REDACTED]

Customer advised that her headlights are not working properly all the time. Customer advised that she had the headlights replaced 2 years ago and paid for the cost. Customer advised that she is currently at the DLR now and they advised her headlights would need to be replaced again. Customer was made aware of TSB# 07-027 for the Low Beam Headlights not coming on. Customer advised that her headlights should be fixed under this TSB.

ACS apologized to customer for information. ACS advised customer that the TSB is a technical repair guide for our dealerships and do not offer coverage for the stated issue on the bulletin. ACS advised that the only time coverage or extensions of coverage are offered are if there is a Recall, product update or w/e provided and listed on the TSB. ACS advised that at this time the vehicle is well outside the warranty period and beyond the point that AHM would be in a position to offer assistance. Customer understood.

*** SUBCASE N012010-12-1302524-1 CREATE 12/13/2010 12:16:44 PM, mterzoli

Created in WIP Default with Due Date 12/13/2010 12:16:44 PM.

*** CASE MODIFY 12/13/2010 12:17:29 PM, mterzoli

into WIP default and Status of Solving.

*** SUBCASE N012010-12-1302524-1 CLOSE 12/13/2010 12:17:54 PM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/13/2010 12:17:54 PM, mterzoli

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

Case Details

Case ID : N012008-03-1701493 Division : Honda - Auto Condition : Closed Open Date : 3/17/2008 10:13:42 AM
 Case Originator : Vika Bryant (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/24/2008 6:27:51 AM
 Case Owner : Marion Cooley (Team HG) Method : Phone Queue : Days Open : 129
 Last Closed By : Marion Cooley (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 4B -BROWN HONDA [REDACTED] - ELECTRICAL CONNECTOR REPLACE 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 : TOLEDO, OH [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3951
 VIN Type / No. : US VIN / 2HKYF18433H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 126,000
 In Service Date : 03/31/2003
 Months In Use : 60
 Engine Number : J35A42590256
 Originating Dealer No. / Name : 208305 / VICTORY HONDA OF PLYMOUTH
 Selling Dealer No. / Name : 208239 / VICTORY 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 : 206664 / BROWN HONDA
 Phone No. : 419-841-2222
 Address : 6155 W. CENTRAL AVENUE
 City / State / Zip : TOLEDO, OH 43615
 Svc District / Sls District : 04B / F04
 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
N012008-03-1701493-1 [REDACTED]	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012008-03-1701493-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Product	Status : Subcase Close	Open Date : 3/18/2008 7:07:07 AM
Issue Owner : Marion Cooley	Type 2 : Operation	Queue :	Close Date : 3/31/2008 8:20:51 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-03-1701493

Case Title : 4B -BROWN HONDA- [REDACTED] - ELECTRICAL CONNECTOR REPLACEMENT/G

- *** CASE CREATE 3/17/2008 10:13:42 AM, vbryant
Contact = [REDACTED] Priority = N/A, Status = Solving.
- *** CASE EXTENDED WARRANTY LOOKUP 3/17/2008 10:13:44 AM, vbryant
WARRANTY CHECK 03/17/2008 10:13:44 AM vbryant
No data found for VIN.
- *** CASE CLAIMS LOOKUP 3/17/2008 10:13:47 AM, vbryant
CLAIM HISTORY CHECK 03/17/2008 10:13:47 AM vbryant
No data found for VIN.
- *** CASE CAMPAIGN LOOKUP 3/17/2008 10:13:51 AM, vbryant
CAMPAIGN CHECK 03/17/2008 10:13:51 AM vbryant
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/15/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085
- *** CASE VSC LOOKUP 3/17/2008 10:13:52 AM, vbryant
VSC-CUC CHECK 03/17/2008 10:13:52 AM vbryant
No data found for VIN.
- *** CASE MODIFY 3/17/2008 10:13:55 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:18:10 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:19:09 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:19:16 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:19:50 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:21:17 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:34:40 AM, vbryant
into WIP default and Status of Solving.
- *** CASE MODIFY 3/17/2008 10:34:43 AM, vbryant
into WIP default and Status of Solving.
- *** CASE DISPATCH 3/17/2008 10:34:57 AM, vbryant
from WIP default to Queue Honda Team H .
- *** CASE ACCEPT 3/18/2008 6:04:30 AM, mcooley

Case History

Case ID : N012008-03-1701493

Case Title : 4B -BROWN HONDA- [REDACTED] ELECTRICAL CONNECTOR REPLACEMENT/G

from Queue Honda Team H to WIP 03-18-2008.

*** CASE MODIFY 3/18/2008 6:35:32 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** CASE MODIFY 3/18/2008 6:39:21 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** NOTES 3/18/2008 6:39:48 AM, vbryant, Action Type : Call from Customer

Mr [REDACTED] contacted ACS regarding (goodwill) assistance on the repairs to the connectors and wiring in his vehicle. ACS verified customer's contact information.

Customer then stated that the low beams were not working correctly on his vehicle, so he decided to pull the dash apart to try to diagnose the problem. Customer says the light bulb works just fine, however the connectors are charred and look as if they have to be replaced.

Customer says he purchased a \$30 kit from Brown Honda in Toledo to fix the connectors, however he would like to have the dealer fix it for him, to make sure that it is done correctly. Customer says he plans on taking his vehicle to Brown Honda for servicing. Customer would like to know if AHM would be willing to offer him any (goodwill) assistance since he feels that he did not cause this problem. ACS informed customer that there are no guarantees on the outcome to his case, however it will be forwarded to a RCM for further review and consideration. Customer understood and was provided with the case number to reference.

Customer admits that he has not taken his vehicle in for a diagnosis yet. Customer wants to wait until he hears from ACS before he takes the vehicle in. ACS then informed customer that it would best for him to take the vehicle in for a diagnosis, in order for him to receive any sort of (goodwill) consideration. Customer understood, however still insists on waiting to speak with the RCM before he takes his vehicle in for servicing. No further assistance requested at this time. Customer then ended call. Dispatching case to RCM.

*** CASE VSC LOOKUP 3/18/2008 6:44:28 AM, mcooley
VSC-CUC CHECK 03/18/2008 06:44:28 AM mcooley
No data found for VIN.

*** CASE MODIFY 3/18/2008 6:44:31 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** SUBCASE N012008-03-1701493-1 CREATE 3/18/2008 7:07:07 AM, mcooley
Created in WIP Default with Due Date 3/18/2008 7:07:07 AM.

*** CASE MODIFY 3/18/2008 7:08:26 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** CASE MODIFY 3/18/2008 7:08:36 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** NOTES 3/18/2008 7:08:43 AM, mcooley, Action Type : Call to Customer

Called the customer and I introduced myself as the RCM. Address was verified. I was advised that he had noticed that there was an electrical issue and he took the dash apart to try to determine the issue. Customer believes that he found the issue and he did buy the parts for the repair. he stated that he tried to repair the electrical issue and now the head lights are not functioning and he is worried that he may have some safety related issue with the car. Customer stated that he usually gets his service work done at Victory Honda of Monroe. Customer is requesting for AHM to cover the labor cost of the repair. Customer is the original owner of the vehicle and that he would appreciate that a lot. I advised him that at this time I would need to advise him to contact the dealer to find out if they are willing to look at the vehicle to determine what the issue is. I advised him that since he worked on the vehicle, the dealer may refuse to work on the vehicle for liability reasons. I advised him that also in order for AHM to review his case I need to get a diagnostic on the vehicle and

Case History

Case ID : N012008-03-1701493

Case Title : 4B -BROWN HONDA- [REDACTED] ELECTRICAL CONNECTOR REPLACEMENT/G

that there is no guarantee that any assistance will be offered. Customer understood the information provided. I requested for the customer to call me back to provide me with the dealer name and the date he will take the vehicle in.

*** CASE MODIFY 3/18/2008 7:08:56 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** COMMIT 3/18/2008 7:08:59 AM, mcooley, Action Type : N/A
follow up

*** CASE MODIFY 3/18/2008 7:09:11 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** CASE MODIFY 3/18/2008 7:09:37 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** CASE MODIFY 3/18/2008 7:09:42 AM, mcooley
into WIP 03-18-2008 and Status of Solving.

*** CASE CLAIMS LOOKUP 3/27/2008 2:12:36 PM, mcooley
CLAIM HISTORY CHECK 03/27/2008 02:12:36 PM mcooley
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/31/2008 7:14:11 AM, mcooley
CAMPAIGN CHECK 03/31/2008 07:14:11 AM mcooley
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/15/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085

*** CASE CAMPAIGN LOOKUP 3/31/2008 7:14:42 AM, mcooley
CAMPAIGN CHECK 03/31/2008 07:14:42 AM mcooley
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/15/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085

*** CASE MODIFY 3/31/2008 7:14:49 AM, mcooley
into WIP Brown Honda and Status of Solving.

*** CASE CLAIMS LOOKUP 3/31/2008 7:14:52 AM, mcooley
CLAIM HISTORY CHECK 03/31/2008 07:14:52 AM mcooley
No data found for VIN.

*** CASE MODIFY 3/31/2008 7:15:10 AM, mcooley
into WIP Brown Honda and Status of Solving.

*** NOTES 3/31/2008 8:12:09 AM, mcooley, Action Type : Call to Dealer
Called the dealer and spoke to SM Troy Momany and he advised me that the customer did bring the vehicle in on the 03-19-2008 for an update that needed

Case History

Case ID : N012008-03-1701493

Case Title : 4B -BROWN HONDA- [REDACTED] ELECTRICAL CONNECTOR REPLACEMENT/G

to be performed on the vehicle. Customer did not bring any other issues to their attention at that time. Vehicle update was done and the customer did not contact them back for any other issues.

*** CASE MODIFY 3/31/2008 8:13:26 AM, mcooley
into WIP Brown Honda and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/31/2008 8:13:37 AM, mcooley
CAMPAIGN CHECK 03/31/2008 08:13:37 AM mcooley
The following Campaign information was found
03-066; P11; 2003 PILOT SRS SOFTWARE; ; ;
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/15/04; FX;
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085

*** NOTES 3/31/2008 8:20:29 AM, mcooley, Action Type : Call to Customer

Called the customer and I was advised that he had taken the vehicle in for the update on the 03-19-2008 and he had spoken to the SA who had advised him that he would give the request for goodwill to the SM Troy. I advised the customer that the dealer does not have any other write up but the update for his vehicle. I advised him that I would suggest that he speaks to the SM Troy in regards to his vehicle, since per our previous discussion the dealer does need to be aware that he had worked on the vehicle and that this may have caused issues with the wire harness on the vehicle, which may be related to the head light issue. I advised him that at this time that is what he would need to do first. I advised the customer that after that he can re-contact AHM if he needs further assistance. Customer stated that he understands and that he will follow up with the dealer.

*** CASE FULFILL 3/31/2008 8:20:36 AM, mcooley
Fulfilled for [REDACTED] due 03/26/2008 12:00:00 AM.

*** CASE MODIFY 3/31/2008 8:20:39 AM, mcooley
into WIP Brown Honda and Status of Solving.

*** SUBCASE N012008-03-1701493-1 CLOSE 3/31/2008 8:20:51 AM, mcooley
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/31/2008 8:20:53 AM, mcooley
into WIP Brown Honda and Status of Solving.

*** CASE CLOSE 3/31/2008 8:20:55 AM, mcooley
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/23/2008 8:57:01 AM, yraysky
with Condition of Open and Status of Solving.

*** NOTES 7/23/2008 8:57:50 AM, yraysky, Action Type : Letter/Fax
On 7/21/08 ACS received a 2 page letter from customer.

*** CASE DISPATCH 7/23/2008 9:00:05 AM, yraysky
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 7/24/2008 6:06:08 AM, mcooley
from Queue Honda Team H to WIP ** default **.

*** NOTES 7/24/2008 6:25:53 AM, mcooley, Action Type : Letter/Fax
Customer send a letter in regards to his previous concern. Customer stated that he did not go back to Brown or Victory Honda, however that he did have the

Case History

Case ID : N012008-03-1701493

Case Title : 4B -BROWN HONDA- [REDACTED] ELECTRICAL CONNECTOR REPLACEMENT/G

repair done on his vehicle at this time. Customer wanted to let AHM know that he feels that Brown Honda did not address his concerns at the time that he had brought the vehicle in. The customer stated that he is writing the letter to give Honda insight into his experience with the dealer and their unwillingness to assist him with his concern.

*** NOTES 7/24/2008 6:27:45 AM, mcooley, Action Type : Call to Customer

Called the customer and I advised him that AHM did receive his letter in regards to his previous issue. I advised him that his comments have been documented. I asked the customer if there was anything else that he would like to add to his letter. He stated that he pretty much said what he wanted to say, but he thanked for the follow up.

*** CASE MODIFY 7/24/2008 6:27:49 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE CLOSE 7/24/2008 6:27:51 AM, mcooley
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-01-2200931 Division : Honda - Auto Condition : Closed Open Date : 1/22/2009 12:29:37 PM
 Case Originator : Pamela Bongco (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 2/3/2009 8:10:57 AM
 Case Owner : Ron Robbins (Team HF) Method : Mail Queue : Days Open : 12
 Last Closed By : Ron Robbins (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 8D- [REDACTED] PRODUCT CONCERN/LIGHTS WOULD NOT TURN ON 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 : ISLAND LAKE, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 806
 VIN Type / No. : US VIN / 2HKYF18473H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1843EW / A
 Miles / Hours : 82,645
 In Service Date : 08/11/2003
 Months In Use : 65
 Engine Number : J35A42627819
 Originating Dealer No. / Name : 207879 / O'HARE HONDA
 Selling Dealer No. / Name : 207879 / O'HARE HONDA
 Trim : EX
 No. Of Doors : 5
 Transmission Code : 5AT
 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 : 208420 / BRILLIANCE HONDA OF CRYSTAL
 Phone No. : 815-459-6400
 Address : 210 NORTH ROUTE 31
 City / State / Zip : CRYSTAL LAKE, IL 60014
 Svc District / Sls District : 08D / A08
 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
N012009-01-2200931-1 / [REDACTED]	RO Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-01-2200931-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Robbins	Type 1 : Product	Status : Subcase Close	Open Date : 1/23/2009 2:26:29 PM
Issue Owner : Ron Robbins	Type 2 : Operation	Queue :	Close Date : 2/3/2009 8:10:51 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-01-2200931

Case Title : 8D- [REDACTED] - PRODUCT CONCERN/LIGHTS WOULD NOT TURN ON

*** CASE CREATE 1/22/2009 12:29:37 PM, pbongco

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

*** NOTES 1/22/2009 12:29:38 PM, pbongco, Action Type :

On 01/21/09 ACS received a 1-page letter from the customer dated 01/08/09.

Customer states her mom is disappointed that the light on her vehicle would not turn on, which put her and her sisters in danger. The dealership told her mom that it is because the wires had shorted the light switch.

Customer would like to be contacted in regards to this issue.

*** CASE MODIFY 1/22/2009 12:29:57 PM, pbongco

into WIP default and Status of Solving.

*** CASE MODIFY 1/22/2009 12:29:58 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 1/22/2009 12:30:24 PM, pbongco

from WIP default to Queue Honda Team F.

*** CASE ASSIGN 1/22/2009 12:45:16 PM, wparker

N012009-01-2200931 to rrobbins, WIP

*** CASE RULE ACTION 1/22/2009 12:45:16 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012009-01-2200931-1 CREATE 1/23/2009 2:26:29 PM, rrobbins

Created in WIP Default with Due Date 1/23/2009 2:26:29 PM.

*** CASE MODIFY 1/23/2009 2:29:31 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/26/2009 2:21:43 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/26/2009 2:22:00 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/26/2009 2:23:45 PM, rrobbins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/26/2009 2:23:57 PM, rrobbins

into WIP Default and Status of Solving.

*** NOTES 1/26/2009 2:25:19 PM, rrobbins, Action Type : Note-General

Could not locate letter

Tracked customer concern to a '03 Pilot serviced at Brilliance Honda

*** NOTES 1/26/2009 2:28:13 PM, rrobbins, Action Type : Call to Dealer

Liz SA found VIN for me and advised me that the vehicle was in during November for a headline switch and connector repair

She provided the mileage and advised that the customer paid for the repair

She also provided a contact phone #

I thanked her for the info

Case History

Case ID : N012009-01-2200931

Case Title : 8D- [REDACTED] PRODUCT CONCERN/LIGHTS WOULD NOT TURN ON

*** NOTES 1/26/2009 2:29:03 PM, robbins, Action Type : Call to Customer

I called [REDACTED]

Left a voicemail message requesting a call back regarding the letter submitted regarding concerns with a headlight repair need

I provided my phone/ext#

*** COMMIT 1/26/2009 2:29:12 PM, robbins, Action Type : N/A

Customer call back? headlight letter

*** CASE MODIFY 1/26/2009 2:29:34 PM, robbins

into WIP Default and Status of Solving.

*** CASE MODIFY 1/28/2009 7:12:55 AM, robbins

into WIP Dist 8D and Status of Solving.

*** NOTES 1/28/2009 7:13:22 AM, robbins, Action Type : Call from Customer

[REDACTED] called me back and left a voicemail message welcoming a call

*** NOTES 1/28/2009 7:14:11 AM, robbins, Action Type : Call to Customer

I called customer back and left another message welcoming a call at their convenience to discuss their vehicle concerns.

I provided my phone/ext#

*** CASE MODIFY 1/28/2009 7:14:28 AM, robbins

into WIP Dist 8D and Status of Solving.

*** CASE MODIFY 1/28/2009 9:25:06 AM, robbins

into WIP Dist 8D and Status of Solving.

*** NOTES 1/28/2009 9:32:16 AM, robbins, Action Type : Call from Customer

Customer called back

We discussed her concern. Customer states that this repair need was potentially dangers and they wanted to bring it to our attention

I asked customer what she spent on repairs. Customer states that she spent over \$300

I advised that at this time I can not have her reimbursed for this unusual repair, but I would like to offer some sort of compensation for the negative experience.

I offered customer a \$100 service credit letter, valid at any authorized Honda dealership for one year, good towards any parts/service/accessories

Customer thanked me very much and happily accepted

I verified her address and updated our records.

I thanked her again for having us notified of this issue, and welcomed a call back at any time with any other concerns

I stated that I will have this letter mailed out today

Customer thanked me very much

*** NOTES 1/28/2009 9:32:34 AM, robbins, Action Type : Letter/Fax

sent letter to customer

January 28, 2009

[REDACTED]
ISLAND LAKE IL

Case History

Case ID : N012009-01-2200931

Case Title : 8D- [REDACTED] - PRODUCT CONCERN/LIGHTS WOULD NOT TURN ON

Dear Ms. [REDACTED]

Thank you for contacting American Honda Motor Company regarding your 2003 Honda Pilot, VIN 2HKYF18473H [REDACTED]. We appreciate the opportunity to respond to our customer's concerns, and regret the inconveniences you have incurred.

Because of your loyalty, this letter serves as confirmation for a complimentary \$100 (one hundred dollars) credit toward your next service or purchase of any Honda part or accessory. Please present this letter to the Service Manager at any authorized Honda dealership. This offer is non-transferable.

Once again, we apologize for the problems you have had with your vehicle and appreciate your loyalty. Should you have any questions please feel free to call me at 1-800-999-1009, ext. 117727.

Sincerely,

AMERICAN HONDA MOTOR COMPANY, INC.

Ron Robbins
Automobile Customer Service
Case ID: N012009-01-2200931

Offer is valid for one year from the date of this letter.
Authenticity verified by Honda watermark on letterhead paper.

*** CASE FULFILL 1/28/2009 9:32:42 AM, rrobbins
Fulfilled for [REDACTED] due 01/29/2009 12:00:00 AM.

*** COMMIT 1/28/2009 9:32:46 AM, rrobbins, Action Type : N/A
Close

*** CASE MODIFY 1/28/2009 9:32:57 AM, rrobbins
into WIP Dist 8D and Status of Solving.

*** SUBCASE N012009-01-2200931-1 CLOSE 2/3/2009 8:10:51 AM, rrobbins
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/3/2009 8:10:57 AM, rrobbins
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-06-2001396	Division : Honda - Auto	Condition : Closed	Open Date : 6/20/2006 2:25:56 PM
Case Originator : Wayne Zitter (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/20/2006 3:33:06 PM
Case Owner : Wayne Zitter (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Wayne Zitter (Team HF)	Point of Origin : Dealer	Wipbin :	
Case Title : 8C - (PAULY HONDA) - [REDACTED] LOW BEAM INOPERATIVE			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 : KILDEER, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2285
 VIN Type / No. : US VIN / 2HKYF18603H [REDACTED]
 Model / Year : PILOT / 2003
 Model ID / Product Line : YF1863ENW / A
 Miles / Hours : 67,495
 In Service Date : 08/29/2003
 Months In Use : 34
 Engine Number : J35A42634104
 Originating Dealer No. / Name : 206740 / PAULY HONDA
 Selling Dealer No. / Name : 206740 / PAULY HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : SAT
 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 : 206740 / PAULY HONDA
 Phone No. : 847-362-4300
 Address : 1111 S. MILWAUKEE AVE.
 City / State / Zip : LIBERTYVILLE, IL 60048
 Svc District / Sls District : 08C / A08
 Warranty Labor Rate / Date : \$119.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-06-2001396-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-06-2001396-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 6/20/2006 3:17:06 PM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 6/20/2006 3:33:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Assist - AHM 100%
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-06-2001396

Case Title : 8C - (PAULY HONDA) - [REDACTED] - LOW BEAM INOPERATIVE

*** CASE CREATE 6/20/2006 2:25:56 PM, wzitter

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

*** CASE MODIFY 6/20/2006 2:26:16 PM, wzitter

into WIP default and Status of Solving.

*** NOTES 6/20/2006 2:38:11 PM, wzitter, Action Type : Call from Dealer

SA, Tim Ferguson called on the customers behalf of the customer as the customer already stated that they will contact ACS. SA, Tim Ferguson already went to the DPSM, Mike Clark, and DPSM declined assistance, based upon the findings that the lead wire to the low beams were fried, and melted. The dealer indicated the cause of this is that they would have been a higher wattage bulb or after market bulb installed.

*** CASE CLAIMS LOOKUP 6/20/2006 2:48:22 PM, wzitter

CLAIM CHECK 06/20/2006 02:48:22 PM wzitter

The following Claim History information was found

0; 2004-01-17; 206740; 082702; 510; 751504 ; SAFETY IMPROVEMENT CAMPAIGN: PILOT SRS UNIT - INSTALL THE SRS SOFTWARE CD INTO THE TECH CART PC,. S/B#

*** CASE MODIFY 6/20/2006 2:51:11 PM, wzitter

into WIP default and Status of Solving.

*** SUBCASE N012006-06-2001396-1 CREATE 6/20/2006 3:17:06 PM, wzitter

Created in WIP Default with Due Date 6/20/2006 3:17:06 PM.

*** NOTES 6/20/2006 3:19:54 PM, cthomas1, Action Type : Call from Customer

Customer called and wanted to speak with the cm. He says he is not happy with the resolution from his dealer. He says both headlights blew out on his vehicle. The customer stated that he was told the wires were damaged due to excessive heat. Customer stated that Pauly Honda changed the bulb last May and he still has the original bulbs. He says he feels this is a safety defect and AH should pay for this repair.

I apologized to the customer for his frustration. I advised that the vehicle is outside of warranty by years and mileage and he would be responsible for the repairs. I checked for any TSB's/ recalls/ campaigns and found none. The customer then stated that there must be other people affected by this problem. I advised at this time it is not a safety issue that is affecting our customer's.

I advised a RCM has already been consulted regarding his issue and he will receive a call in 1-2 business days. I provided the case number. The customer then asked why does he have to wait for 1-2 days.. and I advised that is the timeframe for a cm to get back with him.

Customer understood and required no further assistance.

*** CASE CAMPAIGN LOOKUP 6/20/2006 3:20:57 PM, wzitter

CAMPAIGN CHECK 06/20/2006 03:20:57 PM wzitter

The following Campaign information was found

03-066; P11; 2003 PILOT SRS SOFTWARE; ; JX
04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-12-30; FX
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ;

*** CASE CLAIMS LOOKUP 6/20/2006 3:21:17 PM, wzitter

CLAIM CHECK 06/20/2006 03:21:17 PM wzitter

Case History

Case ID : N012006-06-2001396

Case Title : 8C - (PAULY HONDA) - [REDACTED] LOW BEAM INOPERATIVE

The following Claim History information was found

0; 2004-01-17; 206740; 082702; 510; 751504 ; SAFETY IMPROVEMENT CAMPAIGN: PILOT SRS UNIT - INSTALL THE SRS SOFTWARE CD INTO THE TECH CART PC,. S/B#

*** NOTES 6/20/2006 3:30:38 PM, wzitter, Action Type : Call from Customer

Asked SA, Tim Ferguson about the customer how is the service history. Customer is a semi decent service customer. Customer states that he has done 30K, 60K, and many oil changes. After further review of the case, it appears that the dealer has changed out the bulbs at 26K and 30K. Dealer cannot state if the bulbs were after market or not. Dealer could not say for sure whether this is a manufacture defect or not. In the interest of customer satisfaction I went ahead and covered the repairs as a one time G/W gesture.

*** NOTES 6/20/2006 3:32:19 PM, wzitter, Action Type : Call from Customer

The cause of the issue was a melted subharness.

*** CASE MODIFY 6/20/2006 3:32:56 PM, wzitter
into WIP default and Status of Solving.

*** SUBCASE N012006-06-2001396-1 CLOSE 6/20/2006 3:33:05 PM, wzitter
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/20/2006 3:33:06 PM, wzitter
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 6/20/2006 3:35:56 PM, cthomas1, Action Type : Call from Customer

Customer called and stated he is very unhappy with the dealership at this time. He stated both of his head lights have burned out and he is being told this is due to heat damage caused by the incorrect wattage. Customer stated that Pauly Honda is the dealership that changed the bulb to begin with and he has the bulb in his possession. Customer stated he feels this is a safety issue and AH should pay for the repair.

I apologized to the customer for his frustration. I explained the vehicle is outside of the warranty by mileage and years. I advised he would be responsible for the repair of the vehicle. I checked for any TSB's/recalls/campaigns and found nothing related to this repair. The customer stated there must be other customer's affected by this same problem. I again advised that AH has no safety recall affecting other customer's at this time. I advised that a case manager has already been involved and will be contacting him in 1-2 business days. The customer was upset that he has to wait 1-2 days for a call and I explained that this is policy AH has set forth to receive a call back. I provided the customer with the case number. Customer understood and the call ended.

Case Details

Case ID : N012006-05-1701747 Division : Honda - Auto Condition : Closed Open Date : 5/17/2006 3:12:10 PM
 Case Originator : Brian Mackett (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2006 8:47:29 AM
 Case Owner : Kysha Sullivan (Team HC) Method : Dealer Referred Queue : Days Open : 2
 Last Closed By : Kysha Sullivan (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ((PEARSON))6H [REDACTED] ELECTRICAL PROBLEM No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 492
 VIN Type / No. : US VIN / 2HKYF18484H [REDACTED]
 Model / Year : PILOT / 2004
 Model ID / Product Line : YF1844EW / A
 Miles / Hours : 55,000
 In Service Date : 09/04/2003
 Months In Use : 32
 Engine Number : J35A43501852
 Originating Dealer No. / Name : 206776 / V.I.P. HONDA
 Selling Dealer No. / Name : 206776 / V.I.P. HONDA
 Trim : EX
 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 : 207158 / PEARSON HONDA
 Phone No. : 804-745-0300
 Address : 7450 MIDLOTHIAN PIKE
 City / State / Zip : RICHMOND, VA 23225
 Svc District / Sls District : 06C / C06
 Warranty Labor Rate / Date : \$94.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206776	V.I.P. 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
N012006-05-1701747-1 / [REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012006-05-1701747-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2006 1:23:59 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 5/19/2006 8:47:28 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-05-1701747

Case Title : ((PEARSON))6H [REDACTED] ELECTRICAL PROBLEM

*** CASE CREATE 5/17/2006 3:12:10 PM, bmackett

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

*** CASE MODIFY 5/17/2006 3:12:28 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:12:34 PM, bmackett

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/17/2006 3:12:35 PM, bmackett

WARRANTY CHECK 05/17/2006 03:12:35 PM bmackett

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/17/2006 3:12:40 PM, bmackett

CLAIM CHECK 05/17/2006 03:12:40 PM bmackett

The following Claim History information was found

0; 2004-07-27; 206776; 175096; 510; 222107 ; SAFETY RECALL: AUTOMATIC TRANSMISSION SECOND GEAR INSPECTION

- VEHICLES WITH MORE THAN 15,000 MILES: INSPEC

*** CASE VSC LOOKUP 5/17/2006 3:12:42 PM, bmackett

VSC-CUC CHECK 05/17/2006 03:12:42 PM bmackett

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/17/2006 3:12:42 PM, bmackett

CAMPAIGN CHECK 05/17/2006 03:12:42 PM bmackett

The following Campaign information was found

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-07-27; FX

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

*** CASE MODIFY 5/17/2006 3:12:53 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:13:18 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:16:17 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:16:31 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:16:54 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:17:06 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:20:23 PM, bmackett

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:21:02 PM, bmackett

Case History

Case ID : N012006-05-1701747

Case Title : ((PEARSON))6H - [REDACTED] - ELECTRICAL PROBLEM

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2006 3:21:09 PM, bmackett

into WIP default and Status of Solving.

*** NOTES 5/17/2006 3:22:26 PM, bmackett, Action Type : Call from Customer

The customer called ACS because both of her headlights went out at the same time, and they were replaced. Customer said 6 months later, a headlight burned out. The dealer also told her a brake light was out and said something was burnt in the brake light assembly. Customer said they do not have loaner vehicles. Customer said the diagnostic fee is \$83. Customer said Susie at VIP Honda told her to call ACS. Customer said this is her third Honda. Customer said she needs a loaner car. Customer will get a diagnostic within 2 days. The customer feels it is unreasonable for this to happen, and requests the assistance of AHM in paying for the repairs. I advised the customer that in the interest of customer satisfaction, a case manager would contact the provided phone numbers within 1-2 business days, and that assistance is on a case-by-case basis because the vehicle is outside the warranty parameters. I provided the customer with the case number. The customer was satisfied.

*** CASE MODIFY 5/17/2006 3:22:27 PM, bmackett

into WIP default and Status of Solving.

*** CASE DISPATCH 5/17/2006 3:22:37 PM, bmackett

from WIP default to Queue Honda Team A.

*** CASE ACCEPT 5/18/2006 6:38:20 AM, ksulliva

from Queue Honda Team A to WIP default.

*** SUBCASE N012006-05-1701747-1 CREATE 5/18/2006 1:23:59 PM, ksulliva

Created in WIP Default with Due Date 5/18/2006 1:23:59 PM.

*** CASE MODIFY 5/18/2006 1:24:52 PM, ksulliva

into WIP default and Status of Solving.

*** COMMIT 5/18/2006 1:24:53 PM, ksulliva, Action Type : N/A

Made to [REDACTED] due 05/21/2006 01:24:55 PM.

call cust/call dir

*** NOTES 5/18/2006 1:28:35 PM, ksulliva, Action Type : Dealer Communication

ATTN: Johnny RESOLUTION DUE DATE : 5/21/2006

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

Customer has contacted our office because of an electrical problem with vehicle. Customer states that the headlights were replaced 6 months ago and would like assistance with this 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.

Kysha Sullivan
Automobile Customer Service
Ext.#118122

*** CASE MODIFY COMMITMENT 5/18/2006 1:28:59 PM, ksulliva

with LOUISE CHANDLER due 05/19/2006 01:24:55 PM.

Case History

Case ID : N012006-05-1701747

Case Title : ((PEARSON))6H - [REDACTED] ELECTRICAL PROBLEM

*** CASE MODIFY 5/18/2006 1:44:16 PM, ksulliva
into WIP 6H and Status of Solving.

*** NOTES 5/19/2006 8:46:52 AM, ksulliva, Action Type : Call from Customer

Received call from customer and was advised that she is taking her vehicle to the dlr because of a potential electrical problem on 5/24. Customer states that her headlight and brake light were replaced and she is concerned that it could be something else wrong with her vehicle. I advised customer that after she takes vehicle to the dlr for diagnosis to contact our office. I advised customer that case will be closed until she has vehicle diagnosed. Customer thanked me and ended call. Closing case.

*** SUBCASE N012006-05-1701747-1 CLOSE 5/19/2006 8:47:28 AM, ksulliva

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2006 8:47:29 AM, ksulliva

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

*** NOTES 6/1/2006 12:08:10 PM, ksulliva, Action Type : Inbound DCS

CUSTOMER DROPPED VEHICLE WITH US AND WE PERFORMED ELECTRICAL SYSTEM CHECK AND FOUND NO PROBLEMS.CUSTOMER WAS USING AFTERMARKET BULBS.

*** COMMIT 6/1/2006 12:08:10 PM, ksulliva, Action Type : External Commitment

Inbound DCS received from Dealer # 207158

*** CASE FULFILL 6/5/2006 7:35:10 AM, ksulliva

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

Case Details

Case ID : N012010-09-0800328 Division : Honda - Auto Condition : Closed Open Date : 9/8/2010 8:23:28 AM
 Case Originator : Fenton Hulse (Team HD) Sub Division : Customer Relations Status : Closed Close Date : 9/8/2010 8:30:15 AM
 Case Owner : Fenton Hulse (Team HD) Method : Phone Queue : Days Open : 0
 Last Closed By : Fenton Hulse (Team HD) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - HEADLIGHT WIRING HARNESS FAILURE/ ASSISTANCE 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 : NASHVILLE, TN ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 2920
 VIN Type / No. : US VIN / 2HKYF18574H ██████████
 Model / Year : PILOT / 2004
 Model ID / Product Line : YF1854ENW / A
 Miles / Hours : 147,789
 In Service Date : 10/28/2003
 Months In Use : 83
 Engine Number : J35A43518596
 Originating Dealer No. / Name : 208206 / BRANNON HONDA
 Selling Dealer No. / Name : 207586 / HONDA OF DECATUR
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208307 / CREST HONDA
 Phone No. : 615-256-5656
 Address : 2215 ROSA L PARKS BLVD
 City / State / Zip : NASHVILLE, TN 37228
 Svc District / Sls District : 07A / A07
 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
N012010-09-0800328-1 ██████████	PROD Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012010-09-0800328-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 9/8/2010 8:29:57 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 9/8/2010 8:30:14 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-0800328

Case Title : [REDACTED] HEADLIGHT WIRING HARNESS FAILURE/ ASSISTANCE

*** CASE CREATE 9/8/2010 8:23:28 AM, fhulse

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

*** CASE EXTENDED WARRANTY LOOKUP 9/8/2010 8:23:31 AM, fhulse

WARRANTY CHECK 09/08/2010 08:23:31 AM fhulse

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/8/2010 8:23:33 AM, fhulse

CLAIM HISTORY CHECK 09/08/2010 08:23:33 AM fhulse

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/8/2010 8:23:38 AM, fhulse

CAMPAIGN CHECK 09/08/2010 08:23:38 AM fhulse

The following Campaign information was found

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/27/04; FX;

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

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 9/8/2010 8:23:39 AM, fhulse

VSC-CUC CHECK 09/08/2010 08:23:39 AM fhulse

No data found for VIN.

*** NOTES 9/8/2010 8:29:31 AM, fhulse, Action Type : Call from Customer

Verified customer information.

phn: [REDACTED]

Mr. [REDACTED] called in regarding his headlight switch. He stated that his low beams have been working intermittently. He stated that earlier today he saw smoke coming from under the steering column harness. He did disassemble the steering column and found that the headlight switch wiring harness had melted. He stated that this is a defect in the vehicle and is seeking assistance towards the repair. Crest Honda has already denied assistance.

ACS advised Mr. [REDACTED] that his vehicle is currently out of warranty. ACS advised him that given the age and mileage on the vehicle, AHM is not in a position to offer assistance towards the repair. Mr. Taylor stated that he will not purchase another Honda. Case closed.

*** SUBCASE N012010-09-0800328-1 CREATE 9/8/2010 8:29:57 AM, fhulse

Created in WIP Default with Due Date 9/8/2010 8:29:57 AM.

*** CASE MODIFY 9/8/2010 8:30:09 AM, fhulse

into WIP default and Status of Solving.

*** SUBCASE N012010-09-0800328-1 CLOSE 9/8/2010 8:30:14 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/8/2010 8:30:15 AM, fhulse

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

Case Details

Case ID : N012011-04-0501549	Division : Honda - Auto	Condition : Closed	Open Date : 4/5/2011 4:24:58 PM
Case Originator : Jennifer Pearson (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/5/2011 4:36:09 PM
Case Owner : Jennifer Pearson (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennifer Pearson (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - HEADLIGHT OUT / PRODUCT SPECIFICATIONS	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 :	LONDON, ON [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 40
VIN Type / No. :	US VIN / 2HKYF18554H [REDACTED]
Model / Year :	PILOT / 2004
Model ID / Product Line :	YF1854ENW / A
Miles / Hours :	80,000
In Service Date :	03/13/2004
Months In Use :	85
Engine Number :	J35A43557618
Originating Dealer No. / Name :	207067 / MATT CASTRUCCI HONDA
Selling Dealer No. / Name :	207067 / MATT CASTRUCCI HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
N012011-04-0501549-[REDACTED] PRO	Subcase Close	Product	Operation	712	Headlights
N012011-04-0501549-[REDACTED] PRO	Subcase Close	Product	Specifications		

Issue Details

Issue ID : N012011-04-0501549-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2011 4:34:45 PM
Issue Owner : Jennifer Pearson	Type 2 : Operation	Queue :	Close Date : 4/5/2011 4:36:08 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 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 : N012011-04-0501549-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2011 4:35:34 PM
Issue Owner : Jennifer Pearson	Type 2 : Specifications	Queue :	Close Date : 4/5/2011 4:36:08 PM
Issue Title : ██████████ - PRODUCT - SPECIFICATIONS			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-04-0501549

Case Title : [REDACTED] - HEADLIGHT OUT / PRODUCT SPECIFICATIONS

*** CASE CREATE 4/5/2011 4:24:58 PM, jpearson

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

*** NOTES 4/5/2011 4:34:27 PM, jpearson, Action Type : Call from Customer

I verified the customer's contact information.

The customer's best contact number is: 519-473-9504

The customer called ACS and stated that they purchased the vehicle second hand and their headlights are not coming, but the panel lights are on. She stated that she would like to know if there are any recalls on the vehicle in regards to the matter. She stated that she would also like to know if the vehicle is 4 wheel drive.

ACS stated that there are no open recalls in regards to her vehicle and there were no past recalls regarding the headlights. I stated that 4 wheel drive does not come standard, but I would be unable to determine if it was purchased as an extra on the vehicle. I stated that it does have variable torque management on the vehicle to handle better than a 2 wheel drive vehicle if there is any slippage on the road, but it would not be equivalent to 4 wheel drive.

*** SUBCASE N012011-04-0501549-1 CREATE 4/5/2011 4:34:45 PM, jpearson

Created in WIP Default with Due Date 4/5/2011 4:34:45 PM.

*** CASE MODIFY 4/5/2011 4:34:53 PM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-04-0501549-2 CREATE 4/5/2011 4:35:34 PM, jpearson

Created in WIP Default with Due Date 4/5/2011 4:35:34 PM.

*** CASE MODIFY 4/5/2011 4:35:51 PM, jpearson

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2011 4:36:02 PM, jpearson

into WIP default and Status of Solving.

*** SUBCASE N012011-04-0501549-2 CLOSE 4/5/2011 4:36:08 PM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012011-04-0501549-1 CLOSE 4/5/2011 4:36:08 PM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2011 4:36:09 PM, jpearson

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

Case Details

Case ID : N012007-12-1702277 Division : Honda - Auto Condition : Closed Open Date : 12/17/2007 11:53:24
 Case Originator : Tracey Green (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/22/2008 8:31:16 AM
 Case Owner : Jeff McCaughan (Team HG) Method : Phone Queue : Days Open : 67
 Last Closed By : Jeff McCaughan (Team HG) Point of Origin : Customer Wipbin :
 Case Title : (SO. SHORE HONDA)5A [REDACTED] INTERMITTENT ELECT 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 : FLORAL PARK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18514H [REDACTED]
 Model / Year : PILOT / 2004
 Model ID / Product Line : YF1854ENW / A
 Miles / Hours : 60,000
 In Service Date : 03/10/2004
 Months In Use : 45
 Engine Number : J35A43564410
 Originating Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Selling Dealer No. / Name : 207455 / SOUTH SHORE 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 : 207455 / SOUTH SHORE HONDA
 Phone No. : 516-285-8036
 Address : 704 WEST MERRICK ROAD
 City / State / Zip : VALLEY STREAM, NY 11580
 Svc District / Sls District : 05A / A05
 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 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
N012007-12-1702277-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012007-12-1702277-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-12-1702277-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 12/17/2007 12:47:10
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/22/2008 8:06:31 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Wiring/Connec 7122
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Operates as Designed, Sent Literature
 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 : N012007-12-1702277-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 2/7/2008 8:02:01 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 2/22/2008 8:31:13 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern, Assist - Dealer100%
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-12-1702277

Case Title : (SO. SHORE HONDA)5A- [REDACTED] INTERMITTENT ELECTIRCAL

*** CASE CREATE 12/17/2007 11:53:24 AM, tgreen

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

*** CASE MODIFY 12/17/2007 11:53:58 AM, tgreen

into WIP default and Status of Solving.

*** CASE MODIFY 12/17/2007 11:56:38 AM, tgreen

into WIP default and Status of Solving.

*** NOTES 12/17/2007 12:12:28 PM, tgreen, Action Type : Call from Customer

vehicle last at dlr was 12/10/07 picked up vehicle on 12/15/07

regarding- VTM-4WD system

4- repair attempts- with headlight.

S/A: unknown

repair cost: 630.00

Customer called AH stating she has been having concerns with the electrical system since vehicle was within the warranty. Customer says the headlights went out several times (4) Customer says just recently the VTM-4WD light came on and the dlr kept vehicle for a few days and at that time the headlight was fixed. Customer says she paid the electrical repair however the headlights are back on and the dlr has no idea what is causing to come on light this so much. Customer is asking AH for assistance with getting the dlr to locate what is causing the headlight to continue to come on.

I informed her that I have documented her concern and will forward the case to a RCM who will review her request. I informed her that there is no guarantee that AHM will be able to assist her. I informed her that the RCM will contact her within 1-2 business days.

*** CASE MODIFY 12/17/2007 12:12:36 PM, tgreen

into WIP default and Status of Solving.

*** CASE MODIFY 12/17/2007 12:12:40 PM, tgreen

into WIP default and Status of Solving.

*** CASE MODIFY 12/17/2007 12:12:40 PM, tgreen

into WIP default and Status of Solving.

*** CASE DISPATCH 12/17/2007 12:12:44 PM, tgreen

from WIP default to Queue Honda Team G.

*** CASE YANKED 12/17/2007 12:40:14 PM, jmccaugh

Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 12/17/2007 12:41:06 PM, jmccaugh

into WIP default and Status of Solving.

*** SUBCASE N012007-12-1702277-1 CREATE 12/17/2007 12:47:10 PM, jmccaugh

Created in WIP Default with Due Date 12/17/2007 12:47:10 PM.

*** COMMIT 12/17/2007 12:47:54 PM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 12/17/2007 12:48:38 PM, jmccaugh, Action Type : Call to Dealer

I sent a detailed e-mail to the Service Mgr. Sam, and the DPSM John P. I requested a call back ASAP.

Case History

Case ID : N012007-12-1702277

Case Title : (SO. SHORE HONDA)5A- [REDACTED] INTERMITTENT ELECTIRCAL

*** CASE MODIFY 12/17/2007 12:49:14 PM, jmccaugh
into WIP default and Status of Solving.

*** NOTES 12/18/2007 10:50:55 AM, jmccaugh, Action Type : Call to Dealer
I called the Service Mgr. Sam and he informed me that the customer's vehicle has been checked out. No defects found with the electrical system. They did find some after market bulbs.

*** NOTES 12/18/2007 10:53:15 AM, jmccaugh, Action Type : Call to Customer
I called the customer @ the day time phone # and left a detailed VM. I requested a call back ASAP.

*** CASE FULFILL 12/18/2007 10:53:21 AM, jmccaugh
Fulfilled for [REDACTED] due 12/18/2007 12:00:00 AM.

*** COMMIT 12/18/2007 10:53:22 AM, jmccaugh, Action Type : N/A
Call the customer.

*** CASE MODIFY 1/4/2008 10:44:40 AM, jmccaugh
into WIP District 5A and Status of Solving.

*** NOTES 1/4/2008 1:45:39 PM, jmccaugh, Action Type : Call to Customer
I called the customer @ the day time phone # and left a detailed VM. I requested a call back ASAP.

*** CASE FULFILL 1/10/2008 7:59:21 AM, jmccaugh
Fulfilled for [REDACTED] due 12/20/2007 12:00:00 AM.

*** NOTES 1/10/2008 8:02:00 AM, jmccaugh, Action Type : Call to Customer
I called the customer @ the day time phone # and spoke to the customer's daughter Sarah. I introduced myself as the Regional Case Mgr. and she informed me that her parents are not available. I provided my name, phone #, ext. and requested a call back.

*** COMMIT 1/10/2008 8:02:45 AM, jmccaugh, Action Type : N/A
Call the customer.

*** CASE FULFILL 1/14/2008 7:34:50 AM, jmccaugh
Fulfilled for [REDACTED] due 01/15/2008 12:00:00 AM.

*** NOTES 1/14/2008 7:38:54 AM, jmccaugh, Action Type : Letter/Fax
I mailed the customer and a 10 day, call me, letter.

*** COMMIT 1/14/2008 7:38:57 AM, jmccaugh, Action Type : N/A
Close case if no response to the 10 day letter.

*** CASE MODIFY 1/14/2008 7:40:37 AM, jmccaugh
into WIP WIPbin 2 and Status of Solving.

*** CASE RULE ACTION 1/14/2008 11:53:24 AM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE FULFILL 1/22/2008 8:06:07 AM, jmccaugh
Fulfilled for [REDACTED] due 01/21/2008 12:00:00 AM.

*** SUBCASE N012007-12-1702277-1 CLOSE 1/22/2008 8:06:31 AM, jmccaugh
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012007-12-1702277

Case Title : (SO. SHORE HONDA)5A [REDACTED] - INTERMITTENT ELECTIRCAL

*** CASE CLOSE 1/22/2008 8:06:33 AM, jmccaugh

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

*** CASE REOPEN 2/7/2008 7:44:29 AM, jmccaugh

with Condition of Open and Status of Solving.

*** NOTES 2/7/2008 7:47:47 AM, jmccaugh, Action Type : Call from Customer

Customer had called and left 3 VMs. He requested to be called back @ [REDACTED]. No VIN or case # provided to me on the VM.

*** NOTES 2/7/2008 7:58:47 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ [REDACTED] and introduced myself as the Regional Case Mgr. He was very, very negative towards me. I informed him that this call may be monitored or recorded for quality purposes. I requested he provide me the VIN or the case #. He told me had left the case # each time he called. The customer said he does not like the fact I did not call him back sooner. I informed him I have tried to call him several times in the past and never received a call back. This is what had generated the letter I mailed to him. Customer continued to be very negative. I apologized he is having an intermittent problem with his 2004 Honda. I informed him of my conversation with the Service Mgr. Sam @ So. Shore Honda. The customer said he has been to the dlr 6 times and this is well before the vehicle was no longer under the new car warranty, and they never could find the problem. I asked if there is after market bulbs on his Honda? He said no, the dlr. now has agreed that this is not a problem caused by after market bulbs. I informed him I would call the Service Mgr. Sam to discuss the diagnosis and then I would have to call him back. The customer told me that he does not like the way I am handling this case and wants the phone # to my supervisor. I informed him I could not provide him this #, however, I would be happy to review his case with my supervisor. Customer became extremely angry and asked if I am refusing to give him my supervisor's phone #? I said I do not have a number to my supervisor to give him @ this time, however, I would be willing to review this case with her. The customer told me that he is documenting this, and can not believe how I am treating him. I apologized he feels this way, and informed him I am documenting our conversation. The customer told me that he doubted this. He asked how we can proceed since the dlr. can not seem to find the problem with the electrical system? I informed him that we have factory trained techs. @ the dlr. If they are not able to repair the vehicle, they have access to AHM's tech support. The customer continued to be argumentative and negative towards me. I informed him I would call him back once I have spoken to the Service Mgr. Sam @ So. Shore Honda. The customer hung up on me.

*** NOTES 2/7/2008 7:59:29 AM, jmccaugh, Action Type : Note-General

I updated the data base with the customer contact # (917) 853-0808.

*** COMMIT 2/7/2008 8:00:12 AM, jmccaugh, Action Type : N/A

Call the Service Mgr. Sam.

*** SUBCASE N012007-12-1702277-2 CREATE 2/7/2008 8:02:01 AM, jmccaugh

Created in WIP Default with Due Date 2/7/2008 8:02:01 AM.

*** NOTES 2/7/2008 8:03:16 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and was informed he is out sick today. I requested to speak to the Asst. SM Deo.

*** CASE MODIFY 2/7/2008 8:08:53 AM, jmccaugh

into WIP District 5A and Status of Solving.

*** NOTES 2/7/2008 8:15:48 AM, jmccaugh, Action Type : Call to Dealer

The ASM Deo informed me that the customer was last seen on 12/29/08. They found the problem to be the after market bulbs he was using on the vehicle. No other problems found with the electrical system.

*** CASE FULFILL 2/7/2008 8:19:57 AM, jmccaugh

Fulfilled for [REDACTED] due 02/08/2008 12:00:00 AM.

*** COMMIT 2/7/2008 8:19:58 AM, jmccaugh, Action Type : N/A

Case History

Case ID : N012007-12-1702277

Case Title : (SO. SHORE HONDA)5A- [REDACTED] INTERMITTENT ELECTIRCAL

Call the customer.

*** NOTES 2/7/2008 8:20:31 AM, jmccaugh, Action Type : Escalation

I reviewed the case with my supervisor Amanda H.

*** NOTES 2/7/2008 11:42:25 AM, jmccaugh, Action Type : Call from Customer

Mr. [REDACTED] called back and left a VM. He informed me that we were disconnected. He provided the case # very pronounced, because I had mentioned this would have helped me look up his case when we spoke earlier. In a very negative tone, he informed me that he would like technical expertise from AHM to resolve the electrical short problem he feels the vehicle has been experiencing. He made it clear that this has been an on going problem since the period when the vehicle was still under the new car warranty coverage.

*** NOTES 2/8/2008 1:37:55 PM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and was informed he is out sick today. I spoke to the Asst. SM Deo and he informed me that the customer has not been back. No open RO, no appt. in the data base.

*** NOTES 2/8/2008 1:43:39 PM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and left a detailed VM. I informed him I have received his VM. I informed him that our expertise is with our factory trained techs. @ the Honda dealership. If they need any technical assistance from AHM they will call our Tech Support. I requested he speak to the Service Mgr. Sam @ So. Shore Honda if he is still experiencing any problems with his Honda. I requested he call me back if I could be of any further assistance.

*** CASE FULFILL 2/8/2008 1:43:44 PM, jmccaugh

Fulfilled for [REDACTED] due 02/11/2008 12:00:00 AM.

*** COMMIT 2/8/2008 1:43:45 PM, jmccaugh, Action Type : N/A

Call the customer.

*** CASE MODIFY 2/8/2008 1:46:30 PM, jmccaugh

into WIP District 5A and Status of Solving.

*** NOTES 2/11/2008 10:00:01 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that the customer's problem is with the dlr. not AHM. Sam informed me that the Parts Mgr., that is no longer employed by So. Shore Honda, gave the Service Mgr. Sam bulbs that he told him were OEM. As it turned out they were not OEM and the customer feels the Service Mgr. lied to him. Sam informed me that the other issues the customer had with the check engine light and the VTM are not related to the bulbs. The customer does not believe the Service Mgr. and feels that they are related. The SM is willing to help the customer by replacing the bulbs with new OEM bulbs. The customer refuses to come back to So. Shore Honda.

*** NOTES 2/11/2008 10:10:21 AM, jmccaugh, Action Type : Call to Customer

I called the customer and updated him on the conversation I had with the Service Mgr. Sam. He said he would call the Service Dept. and schedule an appt. He thanked me for the call, however, he still feels that vehicle is experiencing a electrical short somewhere. I informed him this concern will be addressed with the factory trained techs and I will be happy to speak to the Service Mgr. Sam once the vehicle is @ the dealership. He thanked me for the call.

*** CASE FULFILL 2/11/2008 10:10:30 AM, jmccaugh

Fulfilled for [REDACTED] due 02/13/2008 12:00:00 AM.

*** COMMIT 2/11/2008 10:10:32 AM, jmccaugh, Action Type : N/A

Call the Service Mgr.

*** NOTES 2/11/2008 10:11:11 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and informed him of the conversation I had with the customer. He will keep me updated.

Case History

Case ID : N012007-12-1702277

Case Title : (SO. SHORE HONDA)5A [REDACTED] INTERMITTENT ELECTIRCAL

*** NOTES 2/15/2008 11:00:05 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that the customer has not come in. They ordered the new OEM bulbs and have received them. He said they will call the customer and try to get them here on Saturday. I requested he keep me updated.

*** CASE FULFILL 2/15/2008 11:00:12 AM, jmccaugh

Fulfilled for [REDACTED] due 02/15/2008 12:00:00 AM.

*** COMMIT 2/15/2008 11:00:14 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 2/22/2008 8:25:33 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that the customer came in last Saturday, and Sam had the new Honda bulbs installed (no charge to the customer). Vehicle checked out fine. Customer feels this will not resolve his concern, and Sam requested he come back if there is any further problems.

*** NOTES 2/22/2008 8:30:40 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone # and informed him of my conversation with the Service Mgr. Sam @ So. Shore Honda. Mr. Tracey stated that he appreciated what the dlr. has done to replace the bulbs, however, he still feels this is not going to resolve his concerns. I informed him I have documented his issues with this problem, and encouraged him to work with the dlr. if any further problems present themselves. He said he would do this. I asked if there is anything else I could assist him with today? He said no. I thanked him for calling AHM, verified his mailing address, and encouraged him to call back.

*** CASE FULFILL 2/22/2008 8:30:56 AM, jmccaugh

Fulfilled for [REDACTED] due 02/20/2008 12:00:00 AM.

*** SUBCASE N012007-12-1702277-2 CLOSE 2/22/2008 8:31:13 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2008 8:31:16 AM, jmccaugh

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

Case Details

Case ID : N012009-05-0400932	Division : Honda - Auto	Condition : Closed	Open Date : 5/4/2009 11:10:27 AM
Case Originator : Karl Lehtinen (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/18/2009 4:32:20 PM
Case Owner : Oneita Evans (Team HB)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Oneita Evans (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : XXXXXXXXXX HEAD LIGHTS INOPERATIVE		No. of Attachments : 0	

Site / Contact Info :

Site Name :	XXXXXXXXXX
Dealer No. :	XXXXXXXXXX
Site Phone No. :	XXXXXXXXXX
Contact Name :	XXXXXXXXXX
Day Phone No. :	XXXXXXXXXX
Evening Phone No. :	XXXXXXXXXX
Cell / Pager No. :	XXXXXXXXXX
Fax No. :	XXXXXXXXXX
Address :	XXXXXXXXXX
City / State / Zip :	MEMPHIS, TN XXXXXX
E Mail :	XXXXXXXXXX
Svc District / SIs District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	PILOT / 2005
Model ID / Product Line :	/
Miles / Hours :	147,000
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 :	
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
N012009-05-0400932-1 / XXXXXXXXXX	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-05-0400932-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Karl Lehtinen	Type 1 : Product	Status : Subcase Close	Open Date : 5/4/2009 11:15:14 AM
Issue Owner : Karl Lehtinen	Type 2 : Operation	Queue :	Close Date : 5/4/2009 3:54:34 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 : 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 : N012009-05-0400932

Case Title : [REDACTED] HEAD LIGHTS INOPERATIVE

*** CASE CREATE 5/4/2009 11:10:27 AM, klehtine

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

*** CASE MODIFY 5/4/2009 11:13:33 AM, klehtine

into WIP default and Status of Solving.

*** SUBCASE N012009-05-0400932-1 CREATE 5/4/2009 11:15:14 AM, klehtine

Created in WIP Default with Due Date 5/4/2009 11:15:14 AM.

*** CASE MODIFY 5/4/2009 11:15:49 AM, klehtine

into WIP default and Status of Solving.

*** NOTES 5/4/2009 11:20:29 AM, klehtine, Action Type : Call from Customer

NO VIN

Updated Customer Information

BEST PHONE [REDACTED]

Situation: Both customer's headlights went out at the same time.

Request: Customer wants to know what is going on with her vehicle that the headlights are going out.

Probing Questions: Customer has had vehicle diagnosed at dealer, but does not have the paperwork with her at this time, and believes it is an electrical problem.

Customer states the high beams are working, but not the lows, which both went out at the same time. Customer has not had the problem fixed yet.

Inbound Summary:

I advised customer I am not a technician and cannot diagnose her vehicle over the phone.

I advised customer that we rely on our technicians to diagnose vehicles.

I advised customer to work with her dealer to get a better explanation for why her headlights are going out.

I advised customer my database showed no common problems with headlights for her vehicle, or recalls/updates.

I advised customer that if the dealership is stating the miles of the vehicle are the reason for the wiring to fail, then that is the diagnosis of the vehicle, and I'm not sure what else she wants.

I documented customer concern, customer states she will call back at 3 PM.

I advised customer no one here will be able to diagnose her headlights.

No further assistance required at this time.

*** CASE MODIFY 5/4/2009 11:20:31 AM, klehtine

into WIP default and Status of Solving.

*** SUBCASE N012009-05-0400932-1 CLOSE 5/4/2009 3:54:34 PM, klehtine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/4/2009 3:54:34 PM, klehtine

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

*** CASE REOPEN 5/18/2009 4:14:20 PM, oevans

with Condition of Open and Status of Solving.

Case History

Case ID : N012009-05-0400932

Case Title : [REDACTED] HEAD LIGHTS INOPERATIVE

*** NOTES 5/18/2009 4:32:09 PM, oevans, Action Type : Call from Customer

Customer called and stated that she wanted to know what would have caused the problem with her headlights. I apologized and told her that we are not trained techs and would not be able to answer that question. Customer stated that she went to the dealer and they told her that it was due to wear and tear. Customer stated that she owned several Hondas and never had this happen before. I apologized again and the call ended.

*** CASE CLOSE 5/18/2009 4:32:20 PM, oevans

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

Case Details

Case ID : N012009-05-1801673	Division : Honda - Auto	Condition : Closed	Open Date : 5/18/2009 3:49:09 PM
Case Originator : Octavio Montano (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/18/2009 3:57:42 PM
Case Owner : Octavio Montano (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Octavio Montano (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] REPAIRMENT OF HEADLIGHTS	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 143,000
 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 :
 Phone No. :
 Address :
 City / State / Zip :
 Svc District / Sls District : /
 Warranty Labor Rate / Date : /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-1801673-1 / [REDACTED]	PRODU Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-05-1801673-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Octavio Montano	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2009 3:57:21 PM
Issue Owner : Octavio Montano	Type 2 : Operation	Queue :	Close Date : 5/18/2009 3:57:39 PM
Issue Title : ██████████ - 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, 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 : N012009-05-1801673

Case Title : [REDACTED] REPAIRMENT OF HEADLIGHTS

*** CASE CREATE 5/18/2009 3:49:09 PM, omontano

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

*** NOTES 5/18/2009 3:56:50 PM, omontano, Action Type : Call from Customer

Enter customer's information.

Situation: Headlights are not working.

Request: Goodwill assistance.

Probing question: Customer smell something electrical burned a couple of weeks ago. Customer had a Honda dealership diagnose the vehicle. They couldn't detect any problems with the front headlights. A couple of weeks later, the customer took the vehicle back to the Honda dealership. SA informed the customer that is going to cost over \$240 to repair the front headlights. SA informed the customer is consider wear and tear or switch kit (something electrical with the wires) that cause the headlights to be repair.

Inbound summary: ACS explained to the customer that headlights are not cover under warranty. ACS placed the customer on hold. Customer disconnected the call.

*** SUBCASE N012009-05-1801673-1 CREATE 5/18/2009 3:57:21 PM, omontano

Created in WIP Default with Due Date 5/18/2009 3:57:21 PM.

*** SUBCASE N012009-05-1801673-1 CLOSE 5/18/2009 3:57:39 PM, omontano

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/18/2009 3:57:42 PM, omontano

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

Case Details

Case ID : N012010-07-2900147	Division : Honda - Auto	Condition : Closed	Open Date : 7/29/2010 7:05:51 AM
Case Originator : Cristine Perez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/29/2010 7:22:37 AM
Case Owner : Cristine Perez (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristine Perez (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - LOW BEAM HEAD LIGHTS	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 132,000
 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 : 207455 / SOUTH SHORE HONDA
 Phone No. : 516-285-8036
 Address : 704 WEST MERRICK ROAD
 City / State / Zip : VALLEY STREAM, NY 11580
 Svc District / Sls District : 05A / A05
 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 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
N012010-07-2900147-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-07-2900147-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2010 7:20:25 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 7/29/2010 7:20:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Wiring/Connec 7122
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 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 : N012010-07-2900147

Case Title : [REDACTED] LOW BEAM HEAD LIGHTS

*** CASE CREATE 7/29/2010 7:05:51 AM, cperez

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

*** CASE MODIFY 7/29/2010 7:16:42 AM, cperez

into WIP default and Status of Solving.

*** CASE MODIFY 7/29/2010 7:16:51 AM, cperez

into WIP default and Status of Solving.

*** NOTES 7/29/2010 7:18:48 AM, cperez, Action Type : Call from Customer

Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss headlight switch

Probing Questions: Customer states he keeps replacing his low beam head lights 3 in six months, and states that they would just stop working. Customer states he has replaced the light switch 3 times, and is concerned that the dealer cannot pin point the issue or if it is a shortage the vehicle is experiencing. Customer states that he took his vehicle to an IRF to have his tires replaced and states that a tech broke his tire pressure switch on one of the tires, and then removed them all with the owners permission, now leaving the TPMS light on permanently. Customer states he has been going to South Shore Honda for diagnosis. Customer states he just purchased the switch an installed it himself at work, and states he did it twice, and states it works but then it would fail 2-3 months later.

AHM

Inbound Summary: ACS documented his concern and advised him that ACS will send a DCS to the dealer on his behalf about this concern. ACS advised him it will take a 24 hr time frame for a call back, and advised him if he dose not receive a call back with in the time frame to contact the dealer to verify the DCS was sent and discuss the situation, no further assistance was needed.

*** SUBCASE N012010-07-2900147-1 CREATE 7/29/2010 7:20:25 AM, cperez

Created in WIP Default with Due Date 7/29/2010 7:20:25 AM.

*** SUBCASE N012010-07-2900147-1 CLOSE 7/29/2010 7:20:35 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** NOTES 7/29/2010 7:21:38 AM, cperez, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s):Mr. Brown has replaced his head light switch 3 times already with in the last 6 months. He is requesting information on the switch he has been into your dealer for this issue, and is requesting a call back @ 9176768752 to discuss the matter.

Thank you for your attention to this matter.

Cristine Perez

Automobile Customer Service

*** CASE CLOSE 7/29/2010 7:22:37 AM, cperez

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

Case Details

Case ID : N012010-12-0301358	Division : Honda - Auto	Condition : Closed	Open Date : 12/3/2010 3:15:50 PM
Case Originator : Jessica Ward (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/3/2010 3:26:11 PM
Case Owner : Jessica Ward (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jessica Ward (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] LOW BEAM OUT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 177
 VIN Type / No. : US VIN / 5FNYP18515B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 100,269
 In Service Date : 11/20/2004
 Months In Use : 73
 Engine Number : J35A61402124
 Originating Dealer No. / Name : 207288 / BOB BARBOUR HONDA
 Selling Dealer No. / Name : 206981 / BURLINGTON HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-0301358-1 [REDACTED] PRODU	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-0301358-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2010 3:25:46 PM
Issue Owner : Jessica Ward	Type 2 : Operation	Queue :	Close Date : 12/3/2010 3:26:10 PM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-12-0301358

Case Title : [REDACTED] - LOW BEAM OUT

*** CASE CREATE 12/3/2010 3:15:50 PM, jward

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

*** NOTES 12/3/2010 3:24:46 PM, jward, Action Type : Call from Customer

Added contact information.

Best contact number: [REDACTED]

Customer called stating the low beam stopped working in the vehicle. Customer informed he found SB 07-027 Low Beam Headlights Intermittently Do Not Come On online and took vehicle to Honda dealer for repair. Customer informed the repair was directly related to the SB. Customer states he is aware the SB is not associated with his vehicle, but he would like reimbursement for the repair, for the reason that AHM was aware of the issue.

ACS informed due to yr/mileage of vehicle, AHM will not assist with repair, for the reason that the vehicle is too far out of warranty. Customer informed he is disappointed. Customer required no further assistance.

*** CASE MODIFY 12/3/2010 3:24:54 PM, jward

into WIP default and Status of Solving.

*** SUBCASE N012010-12-0301358-1 CREATE 12/3/2010 3:25:46 PM, jward

Created in WIP Default with Due Date 12/3/2010 3:25:46 PM.

*** SUBCASE N012010-12-0301358-1 CLOSE 12/3/2010 3:26:10 PM, jward

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/3/2010 3:26:11 PM, jward

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

Case Details

Case ID : N012009-05-2200754	Division : Honda - Auto	Condition : Closed	Open Date : 5/22/2009 11:32:09 AM
Case Originator : Riano Sugito (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/7/2009 4:59:44 PM
Case Owner : Justin Mack (Team AB)	Method : Phone	Queue :	Days Open : 138
Last Closed By : Justin Mack (Team AB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] ELECTRICAL ISSUE/HEADLIGHT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 2597
 VIN Type / No. : US VIN / 5FNYP18525B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 140,000
 In Service Date : 07/27/2005
 Months In Use : 46
 Engine Number : J35A61451030
 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 : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208487 / VICTORY HONDA OF JACKSON
 Phone No. : 731-668-3800
 Address : 1408 HIGHWAY 45 BYPASS
 City / State / Zip : JACKSON, TN 38305
 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 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-05-2200754-1 / [REDACTED]	Subcase Close	PRODU	Product	712	Headlights

Issue Details

Issue ID : N012009-05-2200754-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Product	Status : Subcase Close	Open Date : 5/22/2009 12:03:36 PM
Issue Owner : Riano Sugito	Type 2 : Operation	Queue :	Close Date : 5/22/2009 12:03:44 PM
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 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 : N012009-05-2200754

Case Title : [REDACTED] ELECTRICAL ISSUE/HEADLIGHT

*** CASE CREATE 5/22/2009 11:32:09 AM, rsugito

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

*** CASE MODIFY 5/22/2009 11:39:33 AM, rsugito

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/22/2009 11:39:35 AM, rsugito

WARRANTY CHECK 05/22/2009 11:39:35 AM rsugito

No data found for VIN.

*** CASE VSC LOOKUP 5/22/2009 11:39:37 AM, rsugito

VSC-CUC CHECK 05/22/2009 11:39:37 AM rsugito

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/22/2009 11:39:41 AM, rsugito

CAMPAIGN CHECK 05/22/2009 11:39:40 AM rsugito

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 5/22/2009 11:43:24 AM, rsugito

CAMPAIGN CHECK 05/22/2009 11:43:23 AM rsugito

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/22/2009 11:45:57 AM, rsugito

VSC-CUC CHECK 05/22/2009 11:45:57 AM rsugito

No data found for VIN.

*** NOTES 5/22/2009 12:02:30 PM, rsugito, Action Type : Call from Customer

Verified customer information

Customer called in regarding her issue with the headlight

Customer stated that both headlight blew out, customer stated that she smells electrical burn at the time

Customer stated that the low beam has no longer work but the High beam still working.

Customer has taken the vehicle to VICTORY HONDA OF JACKSON for the inspection and was advised that one of the electrical parts in the headlight has burned out.

Customer stated that she been having issue with the electrical issue/ dashboard light and headlight issue since she purchase the vehicle

Customer stated that she was quoted \$244 to have this electrical issue repairs/ key-connector hardness

Customer is requesting for assistance from AHM

First Honda? NO

Original owner of the vehicle? YES

Service at Honda dealership? YES

I advised the customer due to the mileage and the year of the vehicle, that the vehicle is out of the warranty parameter, AHM would not be able to provide any assistance.

Customer understood and ended the call.

*** CASE MODIFY 5/22/2009 12:02:44 PM, rsugito

into WIP default and Status of Solving.

Case History

Case ID : N012009-05-2200754

Case Title : [REDACTED] ELECTRICAL ISSUE/HEADLIGHT

*** SUBCASE N012009-05-2200754-1 CREATE 5/22/2009 12:03:36 PM, rsugito
Created in WIP Default with Due Date 5/22/2009 12:03:36 PM.

*** SUBCASE N012009-05-2200754-1 CLOSE 5/22/2009 12:03:44 PM, rsugito
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/22/2009 12:03:46 PM, rsugito
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 5/22/2009 12:03:51 PM, rsugito

CLAIM CHECK 05/22/2009 12:03:51 PM rsugito
The following Claim History information was found

0; 2006-04-12; 208323; 011229; 510; 114150 ; THERMOSTAT AND/OR GASKET AND/OR HOUSING - REPLACE.

*** CASE MODIFY 5/22/2009 12:03:52 PM, rsugito
into WIP default and Status of Solving.

*** CASE CLOSE 5/22/2009 12:03:55 PM, rsugito
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/7/2009 3:37:57 PM, jmack
with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/7/2009 3:38:40 PM, jmack

CAMPAIGN CHECK 10/07/2009 03:38:39 PM jmack
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 10/7/2009 3:38:44 PM, jmack

CLAIM CHECK 10/07/2009 03:38:44 PM jmack
The following Claim History information was found

0; 2006-11-25; 206856; 197548; 510; 716100 ; INSTRUMENT LIGHT BULB, ONE OR ALL - REPLACE.

*** CASE VSC LOOKUP 10/7/2009 3:38:47 PM, jmack

VSC-CUC CHECK 10/07/2009 03:38:47 PM jmack
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/7/2009 3:38:50 PM, jmack

WARRANTY CHECK 10/07/2009 03:38:50 PM jmack
No data found for VIN.

*** NOTES 10/7/2009 4:16:17 PM, jmack, Action Type : Call from Customer

-- The customer states that the plug is damaged and the whole harness has to be replaced and the customer states the car has had multiple electrical problems.
Request-- The customer is requesting that AHM cover the \$400 cost of the repair for this concern because it is only just a plug and not the whole harness.

Probing questions-- The customer had concerns with her dome light and dash lights in the past and believes that all the wiring in the vehicle is bad which is why the connector has failed.

The customer wants Honda to pay for the cost of the repair or give her a connector not the whole harness.

Case History

Case ID : N012009-05-2200754

Case Title : [REDACTED] ELECTRICAL ISSUE/HEADLIGHT

Conclusion-- ACS informed the customer that due to the age and mileage no assistance can be provided for the cost of the repair.
ACS informed the customer that since the connector is not available separate from the harness then the harness will have to be replaced as an assembly.
The customer understood but thinks that Honda should produce the connector by itself.

*** CASE MODIFY 10/7/2009 4:16:56 PM, jmack
into WIP default and Status of Solving.

*** NOTES 10/7/2009 4:35:42 PM, cchowI, Action Type : Escalation
ESCALATION

Spoke to customer regarding her wire harness repair and advised that AHM is unable to assist with the repair at this time. Customer states that she does not know why we do not offer just the connector for the repair of her vehicle. ACS apologized for the inconvenience however, we simply do not offer that part in piecemeal. AHM only offers the entire wire harness assembly. Customer was not happy with that and asked that I document this feedback. ACS advised that we would. Call ended.

*** CASE CLOSE 10/7/2009 4:59:44 PM, jmack
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-05-1701503 Division : Honda - Auto Condition : Closed Open Date : 5/17/2010 10:08:23 AM
 Case Originator : Michelle Ross (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 6/29/2010 11:19:09 AM
 Case Owner : Gus Songg (Team HF) Method : Phone Queue : Days Open : 43
 Last Closed By : Gus Songg (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 8B [REDACTED] DE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 04
 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 : MARQUETTE, MI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 604
 VIN Type / No. : US VIN / 5FNYF18575B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 70,000
 In Service Date : 07/30/2005
 Months In Use : 58
 Engine Number : J35A61454838
 Originating Dealer No. / Name : 208200 / LAFONTAINE HONDA
 Selling Dealer No. / Name : 208200 / LAFONTAINE HONDA
 Trim : EX-L
 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 : 207940 / RIVERSIDE HONDA
 Phone No. : 906-228-8570
 Address : 2025 U.S. 41 WEST
 City / State / Zip : MARQUETTE, MI 49855
 Svc District / Sls District : 08B / D08
 Warranty Labor Rate / Date : \$74.00 /
 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
N012010-05-1701503-1 [REDACTED]	PROD Subcase Close	Product	Fit/Finish/Quality	712	Headlights
N012010-05-1701503-2 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-05-1701503-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelle Ross	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2010 10:17:06 AM
Issue Owner : Michelle Ross	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 5/17/2010 10:17:25 AM
Issue Title : [REDACTED] PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-05-1701503-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gus Songg	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2010 2:28:13 PM
Issue Owner : Gus Songg	Type 2 : Operation	Queue :	Close Date : 6/29/2010 11:19:09 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 - Dealer100%
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 : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS ND

*** CASE CREATE 5/17/2010 10:08:23 AM, mross1

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

*** CASE EXTENDED WARRANTY LOOKUP 5/17/2010 10:12:01 AM, mross1

WARRANTY CHECK 05/17/2010 10:12:01 AM mross1

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/17/2010 10:12:05 AM, mross1

CLAIM HISTORY CHECK 05/17/2010 10:12:05 AM mross1

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/17/2010 10:12:11 AM, mross1

CAMPAIGN CHECK 05/17/2010 10:12:11 AM mross1

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/17/2010 10:12:12 AM, mross1

VSC-CUC CHECK 05/17/2010 10:12:12 AM mross1

No data found for VIN.

*** CASE MODIFY 5/17/2010 10:16:41 AM, mross1

into WIP default and Status of Solving.

*** SUBCASE N012010-05-1701503-1 CREATE 5/17/2010 10:17:06 AM, mross1

Created in WIP Default with Due Date 5/17/2010 10:17:06 AM.

*** SUBCASE N012010-05-1701503-1 CLOSE 5/17/2010 10:17:25 AM, mross1

Status = Solving, Resolution Code = Instruction Given

*** CASE VSC LOOKUP 5/17/2010 10:17:34 AM, mross1

VSC-CUC CHECK 05/17/2010 10:17:34 AM mross1

No data found for VIN.

*** CASE MODIFY 5/17/2010 10:26:22 AM, mross1

into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2010 10:27:46 AM, mross1

into WIP default and Status of Solving.

*** NOTES 5/17/2010 10:33:06 AM, mross1, Action Type : Call from Customer

Best contact# [REDACTED]

Updated contact information [REDACTED]

Customer states that both headlights went out while driving. Customer states that he went and brought new headlights and they did not work. He states that he checked the relay and fuses and there was not a problem. Customer states that wiring harness has melted. Customer went online and found that there was a recall on the 2001 Civic for this same problem. Customer states that he would like to have complaint documented. Customer has not taken vehicle to Honda dlr for inspection. Customer states that he will take vehicle into Riverside Honda for diagnosis this week.

Customer is asking for AHM to assist with repair.

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS ND

Customer states that he is the original owner of vehicle.

Customer state that he has owned previous Honda vehicles and most of his family owns Honda vehicles.

Inbound Summary: ACS advised customer that recalls are VIN specific and there is no current campaigns on vehicle related to his concern. ACS advised customer if he is seeking assistance, the vehicle must be inspected at a Honda dealership. ACS advised customer that since he will be taking vehicle into Riverside Honda for diagnosis 1 will forward case to RCM for review. Customer understood there were no guarantees of assistance being provided. The customer was advised that it may take 1-2 business days before being contacted by the CM. The customer was given their case number and has no further questions. Case dispatched.

*** NOTES 5/17/2010 10:33:20 AM, mross1, Action Type : Call from Customer

ACS has coded in error

*** CASE MODIFY 5/17/2010 10:33:21 AM, mross1
into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2010 10:33:24 AM, mross1
into WIP default and Status of Solving.

*** CASE MODIFY 5/17/2010 10:33:25 AM, mross1
into WIP default and Status of Solving.

*** CASE DISPATCH 5/17/2010 10:33:37 AM, mross1
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 5/17/2010 12:39:41 PM, gsongg
from Queue Honda Team F to WIP DEFAULT.

*** SUBCASE N012010-05-1701503-2 CREATE 5/17/2010 2:28:13 PM, gsongg
Created in WIP Default with Due Date 5/17/2010 2:28:13 PM.

*** CASE EXTENDED WARRANTY LOOKUP 5/17/2010 2:28:37 PM, gsongg
WARRANTY CHECK 05/17/2010 02:28:37 PM gsongg
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/17/2010 2:28:40 PM, gsongg
CLAIM HISTORY CHECK 05/17/2010 02:28:40 PM gsongg
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/17/2010 2:28:44 PM, gsongg
CAMPAIGN CHECK 05/17/2010 02:28:44 PM gsongg
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/17/2010 2:28:45 PM, gsongg
VSC-CUC CHECK 05/17/2010 02:28:45 PM gsongg
No data found for VIN.

*** COMMIT 5/17/2010 2:30:02 PM, gsongg, Action Type :

Made to [REDACTED] due 05/18/2010 02:30:11 PM.

Call Customer

*** NOTES 5/17/2010 2:30:14 PM, gsongg, Action Type : Call to Customer

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS ND

Best contact# [REDACTED]

Left message, advised the customer that their concern with the vehicle is currently under review. Provided case manager contact information, and case number, requested call back to case manager. Explained to customer to have the vehicle diagnosed by a Honda dealership.

Customer advised that there are no guarantees of assistance, and assistance is at the discretion of AHM, any assistance also comes with a 30 day window of opportunity.

Advised customer call back on 18MAY2010

*** CASE MODIFY 5/17/2010 2:30:19 PM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 5/18/2010 8:29:58 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/18/2010 8:53:35 AM, gsongg
CAMPAIGN CHECK 05/18/2010 08:53:35 AM gsongg
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 5/18/2010 8:58:22 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE VSC LOOKUP 5/18/2010 8:59:37 AM, gsongg
VSC-CUC CHECK 05/18/2010 08:59:37 AM gsongg
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/18/2010 8:59:41 AM, gsongg
CAMPAIGN CHECK 05/18/2010 08:59:41 AM gsongg
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 5/18/2010 8:59:43 AM, gsongg
CLAIM HISTORY CHECK 05/18/2010 08:59:42 AM gsongg
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/18/2010 8:59:45 AM, gsongg
WARRANTY CHECK 05/18/2010 08:59:45 AM gsongg
No data found for VIN.

*** COMMIT 5/18/2010 9:05:04 AM, gsongg, Action Type :
Made to [REDACTED] due 05/20/2010 09:06:41 AM.
Call Customer

*** NOTES 5/18/2010 9:06:47 AM, gsongg, Action Type : Call to Customer

Best contact# [REDACTED]

Ms [REDACTED] explained the vehicle is being operated, this with out the use of the low beams, he is also the registered owner and operator.

Vehicle has not been diagnosed, customer stated that he does not get along with the nearby dealership; the next closest dealership is 300 miles away.

Advised customer tat he vehicle must have a diagnosis for the case manager to be able to move forward with the review.

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS ND

Customer explained that the dealership has been contacted twice, the dealership has not called customer.

Customer explained he has diagnosed the vehicle fault to be under campaign id number 04V086000, (passenger vehicle low beam to overheat and fail with out warning, 440 thousand potentially affected vehicles).

Apologized to customer for the inconvenience, told customer that the first step in the matter is to have the vehicle diagnosed to confirm the source of the fault, explained that due to age and mileage the vehicle is past the manufactures warranty, advised the customer this means AHM is not obligated to assist. Customer was advised offers of assistance have a 30 day window of opportunity, and assistance is at the discretion of AHM.

Customer explained that if he ends up having an issue with this he will tell his family and friends of the outcome.

Explained that diagnosis is the next step in this matter advised CB 20MAY2010

*** CASE MODIFY 5/18/2010 9:07:04 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 5/18/2010 9:07:07 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 5/18/2010 9:07:10 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 5/18/2010 9:07:17 AM, gsongg
Fulfilled for [REDACTED] due 05/18/2010 02:30:11 PM.

*** COMMIT 5/18/2010 9:07:59 AM, gsongg, Action Type :
Made to [REDACTED] due 05/21/2010 09:08:02 AM.

DCS Follow-Up

*** NOTES 5/18/2010 9:10:02 AM, gsongg, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 5/21/2010

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

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Customer explained that the low beam head lamps do not work, customer has not had the vehicle diagnosed, referred customer to your dealership for a diagnosis.
Please call or transmit a iN response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Gus Songg

Automobile Customer Service

[REDACTED] direct#)

gus_songg@ahm.honda.com (note: my e-mail & direct# is for dealer use only)

*** CASE MODIFY 5/18/2010 9:10:09 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 5/18/2010 9:10:17 AM, gsongg
into WIP DEFAULT and Status of Solving.

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA [REDACTED] HEADLIGHTS/WIRING HARNESS ND

*** COMMIT 5/20/2010 2:20:36 PM, gsongg, Action Type : N/A

Made to [REDACTED] ue 05/26/2010 02:22:50 PM.
diagnosis

*** NOTES 5/20/2010 2:22:53 PM, gsongg, Action Type : Call to Customer

[REDACTED]
left message for the customer, requested diagnosis information and advised that this is the next step in the matter, requested a call back advised case manager will CB26MAY2010*** CASE MODIFY 5/20/2010 2:23:07 PM, gsongg
into WIP 8B Wayne nicklas and Status of Solving.*** CASE FULFILL 5/20/2010 2:23:13 PM, gsongg
Fulfilled for [REDACTED] ue 05/20/2010 09:06:41 AM.*** CASE FULFILL 5/20/2010 2:23:19 PM, gsongg
Fulfilled for [REDACTED] ue 05/21/2010 09:08:02 AM.*** CASE MODIFY 5/20/2010 2:23:23 PM, gsongg
into WIP 8B Wayne nicklas and Status of Solving.*** CASE EXTENDED WARRANTY LOOKUP 5/27/2010 1:57:44 PM, gsongg
WARRANTY CHECK 05/27/2010 01:57:44 PM gsongg
No data found for VIN.*** CASE CLAIMS LOOKUP 5/27/2010 1:57:46 PM, gsongg
CLAIM HISTORY CHECK 05/27/2010 01:57:46 PM gsongg
No data found for VIN.*** CASE CAMPAIGN LOOKUP 5/27/2010 1:57:50 PM, gsongg
CAMPAIGN CHECK 05/27/2010 01:57:50 PM gsongg
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;*** CASE VSC LOOKUP 5/27/2010 1:57:51 PM, gsongg
VSC-CUC CHECK 05/27/2010 01:57:51 PM gsongg
No data found for VIN.*** NOTES 5/27/2010 1:58:40 PM, gsongg, Action Type : Call to Customer
9062500453,
Spoke with customer requested diagnosis information customer advised he has not had time to do it and has no time to talk, requested when the vehicle may be customer hung up the phone call.
CB03Jun2010,*** CASE MODIFY 5/27/2010 1:59:19 PM, gsongg
into WIP 8B Wayne nicklas and Status of Solving.*** CASE MODIFY COMMITMENT 5/27/2010 1:59:34 PM, gsongg
with [REDACTED] ue 06/03/2010 02:22:50 PM.

*** CASE MODIFY 5/27/2010 1:59:39 PM, gsongg

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA [REDACTED] HEADLIGHTS/WIRING HARNESS ND

into WIP 8B Wayne nicklas and Status of Solving.

*** COMMIT 6/3/2010 3:15:01 PM, gsongg, Action Type :

Made to [REDACTED] due 06/04/2010 03:15:55 PM.

Send Letter

*** NOTES 6/3/2010 3:15:59 PM, gsongg, Action Type : Call to Customer

9062500453,

left message for the customer, requested diagnosis information and advised that next contact will be by mail

*** CASE FULFILL 6/3/2010 3:16:09 PM, gsongg

Fulfilled for [REDACTED] due 06/03/2010 02:22:50 PM.

*** CASE MODIFY 6/3/2010 3:16:15 PM, gsongg

into WIP 8B Wayne nicklas and Status of Solving.

*** NOTES 6/7/2010 1:48:56 PM, gsongg, Action Type : Letter/Fax

10 day letter sent, vehicle not diagnosed

*** CASE FULFILL 6/7/2010 1:49:06 PM, gsongg

Fulfilled for GEORGE IWANSKI due 06/04/2010 03:15:55 PM.

*** COMMIT 6/7/2010 1:49:08 PM, gsongg, Action Type : N/A

1/2 10 day

*** COMMIT 6/7/2010 1:49:33 PM, gsongg, Action Type : N/A

call cust-follow up

*** CASE RULE ACTION 6/14/2010 9:08:23 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 6/15/2010 9:02:26 AM, gsongg, Action Type : Note-General

NO customer contact, no diagnosis information.

*** CASE FULFILL 6/15/2010 9:02:43 AM, gsongg

Fulfilled for [REDACTED] due 06/14/2010 01:49:12 PM.

*** NOTES 6/21/2010 10:48:10 AM, gsongg, Action Type : Call to Customer

9062500453, spoke with customer regarding vehicle repairs, requested diagnosis of the vehicle.

Customer explained that the dealership was going to call the case manager; customer was not provided any prices.

Explained to customer that the vehicle needs to be diagnosed, this diagnosis would provide cost of repairs and what possible parts may need to be replaced.

Customer explained that RIVERSIDE HONDA did diagnose the vehicle and that Dan at the dealership explained that he would contact the case manager regarding the vehicle repairs.

Customer was not provided a cost of repairs, no written information.

Dan advised he would deal with good will then get back to the customer.

Customer explained that with out goodwill he will not do the repairs.

Explained to customer at any time a vehicle is diagnosed for any repair there would be a price established for the repair.

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS ND

*** CASE MODIFY 6/21/2010 10:53:27 AM, gsongg
into WIP 8B Wayne nicklas and Status of Solving.

*** NOTES 6/21/2010 1:35:46 PM, gsongg, Action Type : Call to Dealer
Left message for Dan at the dealership, requested call back.

*** CASE MODIFY COMMITMENT 6/21/2010 1:36:18 PM, gsongg
with [REDACTED] due 06/23/2010 12:00:00 AM.

*** CASE MODIFY 6/21/2010 1:36:23 PM, gsongg
into WIP 8B Wayne nicklas and Status of Solving.

*** CASE YANKED 6/24/2010 2:04:39 PM, jmario
Yanked by jmario into WIPbin default.

*** CASE MODIFY COMMITMENT 6/24/2010 2:05:57 PM, jmario
with [REDACTED] due 06/25/2010 12:00:00 AM.

*** CASE MODIFY 6/24/2010 2:06:03 PM, jmario
into WIP default and Status of Solving.

*** CASE ASSIGN 6/24/2010 2:06:12 PM, jmario
N012010-05-1701503 to gsongg, WIP -01 0

*** CASE RULE ACTION 6/24/2010 2:06:13 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 6/24/2010 2:15:30 PM, mkim
Yanked by mkim into WIPbin DEFAULT.

*** CASE MODIFY COMMITMENT 6/24/2010 2:24:07 PM, mkim
with [REDACTED] due 06/28/2010 12:00:00 AM.

*** NOTES 6/24/2010 2:24:18 PM, mkim, Action Type : Call to Dealer
I called Riverside Honda to speak to SM-Dan.
SM said customer came in today and the problem was nothing related to the recalls we had on the Civics. SM said it just needed to have the back pin reconnected so they took care of it and customer was not charged for anything.

*** CASE MODIFY 6/24/2010 2:24:28 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/24/2010 2:24:29 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 6/24/2010 2:24:36 PM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE ASSIGN 6/24/2010 2:24:44 PM, mkim
N012010-05-1701503 to gsongg, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 6/24/2010 2:24:45 PM, sa
Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N012010-05-1701503

Case Title : 8B RIVERSIDE HONDA) [REDACTED] HEADLIGHTS/WIRING HARNESS ND

*** NOTES 6/29/2010 10:22:44 AM, gsongg, Action Type : Call from Customer

Customer explained that the vehicle has been fixed at no cost to him, he explained the vehicle operates correctly and that the dealership resolved the matter on the first visit.

Advised customer case would be closed at this time.

*** SUBCASE N012010-05-1701503-2 CLOSE 6/29/2010 11:19:09 AM, gsongg

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/29/2010 11:19:09 AM, gsongg

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

Case Details

Case ID : N012004-11-1800303	Division : Honda - Auto	Condition : Closed	Open Date : 11/18/2004 7:24:00 AM
Case Originator : Ted Barber (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/18/2004 7:35:07 AM
Case Owner : Ted Barber (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Ted Barber (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] PRODUCT COMPLAINT / HEADLIGHT FLICKER	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 53 C
 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 : WALNUT CREEK, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 72
 VIN Type / No. : US VIN / 2HKYF18715H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 2,000
 In Service Date : 10/12/2004
 Months In Use : 1
 Engine Number : J35A61605103
 Originating Dealer No. / Name : 207254 / DUBLIN HONDA
 Selling Dealer No. / Name : 207442 / WALNUT CREEK HONDA
 Trim : EX-LNAV
 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 : 207442 / WALNUT CREEK HONDA
 Phone No. : 925-934-0530
 Address : 1707 NORTH MAIN STREET
 City / State / Zip : WALNUT CREEK, CA 94596
 Svc District / Sls District : 12D / A12
 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
N012004-11-1800303-1 [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-11-1800303-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ted Barber	Type 1 : Product	Status : Subcase Close	Open Date : 11/18/2004 7:34:41 AM
Issue Owner : Ted Barber	Type 2 : Operation	Queue :	Close Date : 11/18/2004 7:35:06 AM
Issue Title : [REDACTED] - PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-11-1800303

Case Title : ██████████ - PRODUCT COMPLAINT / HEADLIGHT FLICKER

*** CASE CREATE 11/18/2004 7:24:00 AM, tbarber

Contact = ██████████ Priority = N/A, Status = Solving.

*** NOTES 11/18/2004 7:31:37 AM, tbarber, Action Type : Call from Customer

Customer called ACS stating that the headlights on his vehicle flicker all the time in all driving conditions. He states that he took the vehicle to Honda of Walnut Creek (207442) on 11/16/04 and SA McCarty informed him that they performed a charging system/electrical systems diagnosis... no abnormal system operation found at this time.

I advised the customer it appears the dealer had attempted to diagnose this issue and their testing did not reveal any abnormalities. I also advised the customer that he can take his vehicle to any authorized Honda dealer to his this issue diagnosed again or further if he wished to do so.

Customer was very displeased with this answer and abruptly terminated the call. Case closed.

*** NOTES 11/18/2004 7:31:48 AM, tbarber, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called ACS stating that the headlights on his vehicle flicker all the time in all driving conditions. He states that he took the vehicle to Honda of Walnut Creek (207442) on 11/16/04 and SA McCarty informed him that they performed a charging system/electrical systems diagnosis... no abnormal system operation found at this time.

I advised the customer it appears the dealer had attempted to diagnose this issue and their testing did not reveal any abnormalities. I also advised the customer that he can take his vehicle to any authorized Honda dealer to his this issue diagnosed again or further if he wished to do so.

Customer was very displeased with this answer and abruptly terminated the call. Case closed.

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

Thank you for your attention to this matter.

Ted Barber
Automobile Customer Service

*** SUBCASE N012004-11-1800303-1 CREATE 11/18/2004 7:34:41 AM, tbarber

Created in WIP Default with Due Date 11/18/2004 7:34:41 AM.

*** CASE MODIFY 11/18/2004 7:35:02 AM, tbarber

into WIP default and Status of Solving.

*** SUBCASE N012004-11-1800303-1 CLOSE 11/18/2004 7:35:06 AM, tbarber

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/18/2004 7:35:07 AM, tbarber

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

Case Details

Case ID : N012008-03-1900640 Division : Honda - Auto Condition : Closed Open Date : 3/19/2008 10:44:25 AM
 Case Originator : Zakiya Grady (Team CC) Sub Division : Customer Relations Status : Closed Close Date : 3/19/2008 10:59:25 AM
 Case Owner : Zakiya Grady (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Zakiya Grady (Team CC) Point of Origin : Customer Wipbin :
 Case Title : 10B [REDACTED] HEADLIGHT CONCERN/DEALER 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 : CHANDLER, OK [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 401
 VIN Type / No. : US VIN / 5FNYF18746B [REDACTED]
 Model / Year : PILOT / 2006
 Model ID / Product Line : YF1876JNW / A
 Miles / Hours : 35,000
 In Service Date : 07/31/2006
 Months In Use : 20
 Engine Number : J35A91530137
 Originating Dealer No. / Name : 208036 / BOB HOWARD HONDA
 Selling Dealer No. / Name : 208036 / BOB HOWARD HONDA
 Trim : 4WDEXLN
 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 : 208036 / BOB HOWARD HONDA
 Phone No. : 405-753-8700
 Address : 13201 N. KELLEY AVE.
 City / State / Zip : OKLAHOMA CITY, OK 73131
 Svc District / SIs District : 10B / B10
 Warranty Labor Rate / Date : \$94.00 /
 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
N012008-03-1900640-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012008-03-1900640-2 [REDACTED]	Subcase Close	Service - Dealer	No Code		

Issue Details

Issue ID : N012008-03-1900640-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Zakiya Grady	Type 1 : Product	Status : Subcase Close	Open Date : 3/19/2008 10:58:28 AM
Issue Owner : Zakiya Grady	Type 2 : Operation	Queue :	Close Date : 3/19/2008 10:59:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Hot
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 : N012008-03-1900640-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Zakiya Grady	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/19/2008 10:59:06 AM
Issue Owner : Zakiya Grady	Type 2 : No Code	Queue :	Close Date : 3/19/2008 10:59:24 AM
Issue Title : [REDACTED] - SERVICE - DEALER - NO CODE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-03-1900640

Case Title : 10B [REDACTED] HEADLIGHT CONCERN/DEALER COMPLAINT

*** CASE CREATE 3/19/2008 10:44:25 AM, zgrady

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

*** CASE MODIFY 3/19/2008 10:44:31 AM, zgrady

into WIP Default and Status of Solving.

*** CASE MODIFY 3/19/2008 10:44:51 AM, zgrady

into WIP Default and Status of Solving.

*** NOTES 3/19/2008 10:55:12 AM, zgrady, Action Type : Call from Customer

The customer contacted AHM stating that the headlights need to be replaced because they burned out, and the SM of Bob Howard Honda, Steve, told the customer the repair would be \$50 and is not covered under warranty because the headlights are wear and tear items. The customer stated that he was not satisfied that the SM is charging him for the repair. I checked the warranty booklet and explained that the warranty does not cover the normal wear or deterioration of any part on the vehicle. I explained that this information can be found on page 13. I explained that I can send the case over for review; however a diagnosis is needed. The customer stated that he called the dealership and was told the repair would not be covered. I explained that an actual diagnosis is needed. The customer asked that I send the dealership a message stating that he is not satisfied. The customer declined a case review and stated that he is not going to Bob Howard Honda again and wanted me to let them know he is not satisfied. I explained that I would send the dealership a message regarding this concern. The customer thanked me and the call ended

The customer's name, address, and phone number have been verified 4052580508

*** CASE MODIFY 3/19/2008 10:55:24 AM, zgrady

into WIP Default and Status of Solving.

*** CASE MODIFY 3/19/2008 10:55:29 AM, zgrady

into WIP Default and Status of Solving.

*** NOTES 3/19/2008 10:56:12 AM, zgrady, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Dennis Canant contacted our office regarding the following issue(s):

Contacted AHM regarding the headlight concern and it not being covered under warranty.

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

Thank you for your attention to this matter.

Zakiya Grady

Automobile Customer Service

*** CASE MODIFY 3/19/2008 10:56:15 AM, zgrady

into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/19/2008 10:57:48 AM, zgrady

WARRANTY CHECK 03/19/2008 10:57:48 AM zgrady

No data found for VIN.

Case History

Case ID : N012008-03-1900640

Case Title : 10B- [REDACTED] HEADLIGHT CONCERN/DEALER COMPLAINT

*** CASE CLAIMS LOOKUP 3/19/2008 10:57:52 AM, zgrady

CLAIM CHECK 03/19/2008 10:57:52 AM zgrady

The following Claim History information was found

0; 2008-01-03; 208036; 689391; 510; 1161D3 ; IMMOBILIZER & TRANSMITTER KEY - REPLACE AND RE-CUT.

*** CASE CAMPAIGN LOOKUP 3/19/2008 10:57:55 AM, zgrady

CAMPAIGN CHECK 03/19/2008 10:57:55 AM zgrady

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 3/19/2008 10:57:56 AM, zgrady

VSC-CUC CHECK 03/19/2008 10:57:56 AM zgrady

No data found for VIN.

*** CASE MODIFY 3/19/2008 10:58:07 AM, zgrady

into WIP Default and Status of Solving.

*** SUBCASE N012008-03-1900640-1 CREATE 3/19/2008 10:58:28 AM, zgrady

Created in WIP Default with Due Date 3/19/2008 10:58:28 AM.

*** SUBCASE N012008-03-1900640-2 CREATE 3/19/2008 10:59:06 AM, zgrady

Created in WIP Default with Due Date 3/19/2008 10:59:06 AM.

*** SUBCASE N012008-03-1900640-2 CLOSE 3/19/2008 10:59:24 AM, zgrady

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012008-03-1900640-1 CLOSE 3/19/2008 10:59:24 AM, zgrady

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/19/2008 10:59:25 AM, zgrady

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

Case Details

Case ID : N012010-04-0500102	Division : Honda - Auto	Condition : Closed	Open Date : 4/5/2010 6:29:53 AM
Case Originator : Cristine Perez (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/5/2010 6:40:17 AM
Case Owner : Cristine Perez (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristine Perez (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] HEADLIGHT ISSUES		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 : AMITY, PA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 688
 VIN Type / No. : US VIN / 2HKYF18446H [REDACTED]
 Model / Year : PILOT / 2006
 Model ID / Product Line : YF1846EW / A
 Miles / Hours : 41,400
 In Service Date : 12/23/2005
 Months In Use : 52
 Engine Number : J35A91317485
 Originating Dealer No. / Name : 207399 / MAHWAH HONDA
 Selling Dealer No. / Name : 207399 / MAHWAH HONDA
 Trim : 4WD EX
 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 : 207399 / MAHWAH HONDA
 Phone No. : 201-529-5700
 Address : 99 FRANKLIN TURNPIKE
 City / State / Zip : MAHWAH, NJ 07430
 Svc District / Sls District : 05E / F05
 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
N012010-04-0500102-1 [REDACTED] - PROD	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-04-0500102-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/5/2010 6:39:05 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 4/5/2010 6:39:17 AM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-04-0500102

Case Title : ██████████ HEADLIGHT ISSUES

*** CASE CREATE 4/5/2010 6:29:53 AM, cperez

Contact = ██████████ priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/5/2010 6:30:39 AM, cperez

WARRANTY CHECK 04/05/2010 06:30:38 AM cperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/5/2010 6:30:42 AM, cperez

CLAIM HISTORY CHECK 04/05/2010 06:30:42 AM cperez

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/5/2010 6:30:46 AM, cperez

CAMPAIGN CHECK 04/05/2010 06:30:46 AM cperez

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 4/5/2010 6:31:37 AM, cperez

VSC CHECK 04/05/2010 06:31:37 AM cperez

The following VSC information was found
;;;;;;;0;0;;0.0

*** CASE CUC LOOKUP 4/5/2010 6:31:38 AM, cperez

CUC CHECK 04/05/2010 06:31:37 AM cperez

The following CUC information was found
LARRY;STAGGERS;ACTIVE;100000;32747;48000;2009-11-12;2012-12-23;;2009-11-12;2009-11-12;207640;;0;2009-11-30;2009-11-13

*** CASE MODIFY 4/5/2010 6:31:44 AM, cperez

into WIP default and Status of Solving.

*** NOTES 4/5/2010 6:38:23 AM, cperez, Action Type : Call from Customer

Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss

Probing Questions: Customer states his light on high or low beam, the lights will flicker on him, and states it has been happening for over a month. Customer called a Honda dealer and was told it may not be covered under warranty and is now calling for his coverage on his vehicle.

AHM

Inbound Summary: ACS documented his concern and informed him that he has Honda Care 800-999-5901 on the vehicle, ACS suggests he call Honda care to verify and see if that specific component would be covered under it. Customer thanked ACS and no further assistance was needed.

*** SUBCASE N012010-04-0500102-1 CREATE 4/5/2010 6:39:05 AM, cperez

Created in WIP Default with Due Date 4/5/2010 6:39:05 AM.

*** SUBCASE N012010-04-0500102-1 CLOSE 4/5/2010 6:39:17 AM, cperez

Case History

Case ID : N012010-04-0500102

Case Title : [REDACTED] HEADLIGHT ISSUES

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/5/2010 6:40:17 AM, cperez

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

Case Details

Case ID : N012011-01-2100545	Division : Honda - Auto	Condition : Closed	Open Date : 1/21/2011 10:12:41 AM
Case Originator : Noell Jessie (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/21/2011 10:15:17 AM
Case Owner : Noell Jessie (Team HA)	Method : Dealer Referred	Queue :	Days Open : 0
Last Closed By : Noell Jessie (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 102
 VIN Type / No. : US VIN / 5FNYP18497B [REDACTED]
 Model / Year : PILOT / 2007
 Model ID / Product Line : YF1847EW / A
 Miles / Hours : 25,000
 In Service Date : 07/21/2007
 Months In Use : 42
 Engine Number : J35A92531257
 Originating Dealer No. / Name : 207994 / HONDA OF DANBURY
 Selling Dealer No. / Name : 207994 / HONDA OF DANBURY
 Trim : 4WD EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N012011-01-2100545-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-2100545-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 1/21/2011 10:14:50 AM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 1/21/2011 10:15:16 AM
Issue Title : XXXXXXXXXX - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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 : N012011-01-2100545

Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT

*** CASE CREATE 1/21/2011 10:12:41 AM, njessie

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

*** SUBCASE N012011-01-2100545-1 CREATE 1/21/2011 10:14:50 AM, njessie

Created in WIP Default with Due Date 1/21/2011 10:14:50 AM.

*** NOTES 1/21/2011 10:14:59 AM, njessie, Action Type : Call from Customer

Updated customer contact info.

Best contact # [REDACTED]

Customer states that last week he noticed that his low beam headlights went out for about 3 days. Customer states that they started working on its own. Customer states that since they started working again he didn't take the vehicle in to the dlr. Customer states that he called the dlr and they informed him that he can bring the vehicle in to be inspected or contact AHM to let them know. Customer didn't know who he was speaking to. Customer states that he is just calling to let us know that this happened.

ACS informed the customer that his concerns were documented. ACS informed the customer that there are no recalls on his vehicle.

Customer understood and needed no further assistance.

*** SUBCASE N012011-01-2100545-1 CLOSE 1/21/2011 10:15:16 AM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/21/2011 10:15:17 AM, njessie

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

Case Details

Case ID : N012009-06-3000066 Division : Honda - Auto Condition : Closed Open Date : 6/30/2009 6:35:29 AM
 Case Originator : Amanda Rodriguez (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/30/2009 6:42:54 AM
 Case Owner : Amanda Rodriguez (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Amanda Rodriguez (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] LOW BEAM HEAD LIGHT IS OUT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 14
 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] FANORAMA, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 114
 VIN Type / No. : US VIN / 5FNYP285X7B [REDACTED]
 Model / Year : PILOT / 2007
 Model ID / Product Line : YF285JNW / A
 Miles / Hours : 31,628
 In Service Date : 03/03/2007
 Months In Use : 27
 Engine Number : J35Z12029522
 Originating Dealer No. / Name : 207816 / GILLMAN HONDA OF FORT BEND
 Selling Dealer No. / Name : 207530 / STREATER-SMITH HONDA
 Trim : 2WD EXL
 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 : 207530 / STREATER-SMITH HONDA
 Phone No. : 936-760-2446
 Address : 311 INTERSTATE45 SOUTH
 City / State / Zip : CONROE, TX 77301
 Svc District / Sls District : 03C / C03
 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
N012009-06-3000066-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights
N012009-06-3000066-2 / [REDACTED]	Subcase Close	Warranty	Coverage		

Issue Details

Issue ID : N012009-06-3000066-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Rodriguez	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2009 6:39:51 AM
Issue Owner : Amanda Rodriguez	Type 2 : Operation	Queue :	Close Date : 6/30/2009 6:40:09 AM
Issue Title : XXXXXXXXXX	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern, Referred to Dealer
 Component Category : I2 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-06-3000066-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Amanda Rodriguez	Type 1 : Warranty	Status : Subcase Close	Open Date : 6/30/2009 6:40:44 AM
Issue Owner : Amanda Rodriguez	Type 2 : Coverage	Queue :	Close Date : 6/30/2009 6:40:54 AM
Issue Title : XXXXXXXXXX	WARRANTY - COVERAGE		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-06-3000066

Case Title : [REDACTED] - LOW BEAM HEAD LIGHT IS OUT

*** CASE CREATE 6/30/2009 6:35:29 AM, arodriqu
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 6/30/2009 6:36:27 AM, arodriqu
into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2009 6:36:46 AM, arodriqu
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/30/2009 6:36:55 AM, arodriqu
WARRANTY CHECK 06/30/2009 06:36:55 AM arodriqu
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/30/2009 6:36:59 AM, arodriqu
CLAIM CHECK 06/30/2009 06:36:59 AM arodriqu
The following Claim History information was found
0; 2007-02-12; 207816; T52284; 510; 000093 ; TRANSPORTATION SUBLET

*** CASE CAMPAIGN LOOKUP 6/30/2009 6:37:01 AM, arodriqu
CAMPAIGN CHECK 06/30/2009 06:37:01 AM arodriqu
No data found for VIN

*** CASE VSC LOOKUP 6/30/2009 6:37:04 AM, arodriqu
VSC-CUC CHECK 06/30/2009 06:37:03 AM arodriqu
No data found for VIN.

*** CASE MODIFY 6/30/2009 6:37:07 AM, arodriqu
into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2009 6:38:06 AM, arodriqu
into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2009 6:38:46 AM, arodriqu
into WIP default and Status of Solving.

*** CASE MODIFY 6/30/2009 6:38:58 AM, arodriqu
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 6/30/2009 6:39:06 AM, arodriqu
WARRANTY CHECK 06/30/2009 06:39:05 AM arodriqu
No data found for VIN.

*** CASE CLAIMS LOOKUP 6/30/2009 6:39:11 AM, arodriqu
CLAIM CHECK 06/30/2009 06:39:11 AM arodriqu
The following Claim History information was found
0; 2007-02-12; 207816; T52284; 510; 000093 ; TRANSPORTATION SUBLET

*** CASE CAMPAIGN LOOKUP 6/30/2009 6:39:12 AM, arodriqu
CAMPAIGN CHECK 06/30/2009 06:39:12 AM arodriqu
No data found for VIN

Case History

Case ID : N012009-06-3000066

Case Title : [REDACTED] - LOW BEAM HEAD LIGHT IS OUT

*** CASE VSC LOOKUP 6/30/2009 6:39:19 AM, arodriqu
VSC-CUC CHECK 06/30/2009 06:39:19 AM arodriqu
No data found for VIN.

*** SUBCASE N012009-06-3000066-1 CREATE 6/30/2009 6:39:51 AM, arodriqu
Created in WIP Default with Due Date 6/30/2009 6:39:51 AM.

*** SUBCASE N012009-06-3000066-1 CLOSE 6/30/2009 6:40:09 AM, arodriqu
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-06-3000066-2 CREATE 6/30/2009 6:40:44 AM, arodriqu
Created in WIP Default with Due Date 6/30/2009 6:40:44 AM.

*** SUBCASE N012009-06-3000066-2 CLOSE 6/30/2009 6:40:54 AM, arodriqu
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/30/2009 6:40:57 AM, arodriqu
into WIP default and Status of Solving.

*** NOTES 6/30/2009 6:42:51 AM, arodriqu, Action Type : Call from Customer
Verified customer contact information.
Situation: Customer stated the low beam headlight is not operating.
Request: Customer would like to know if the warranty will cover this issue.
Customer has not had the issue inspected by anyone at this point.
Inbound summary: ACS explained the warranty will cover the repair if it is a result of a manufacture defect. Customer understood and had no further questions
call ended.

*** CASE CLOSE 6/30/2009 6:42:54 AM, arodriqu
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-12-0701021 Division : Honda - Auto Condition : Closed Open Date : 12/7/2007 2:03:59 PM
 Case Originator : Pamela Bongco (Team SA) Sub Division : Customer Relations Status : Closed Close Date : 2/14/2008 9:51:26 AM
 Case Owner : Darrell Harville (Team SB) Method : Fax Queue : Days Open : 69
 Last Closed By : Darrell Harville (Team SB) Point of Origin : Customer Wipbin :
 Case Title : 7J [REDACTED] WARRANTY INQUIRY/HEADLIGHTS OUT/REIMBU No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 15
 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 / Sls District : /

Product Info :

Unit Owner : [REDACTED] 3915
 VIN Type / No. : US VIN / 5FNYP28407B [REDACTED]
 Model / Year : PILOT / 2007
 Model ID / Product Line : YF2847EW / A
 Miles / Hours : 6,541
 In Service Date : 08/07/2007
 Months In Use : 4
 Engine Number : J35Z12040460
 Originating Dealer No. / Name : 206600 / DUVAL HONDA
 Selling Dealer No. / Name : 206600 / DUVAL HONDA
 Trim : 2WD EX
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N012007-12-0701021-1 [REDACTED]	P Subcase Close	Product	Operation	712	Headlights
N012007-12-0701021-2 [REDACTED]	P Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-12-0701021-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Darrell Harville	Type 1 : Product	Status : Subcase Close	Open Date : 12/13/2007 7:51:02 AM
Issue Owner : Darrell Harville	Type 2 : Operation	Queue :	Close Date : 1/15/2008 2:16:35 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc : Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-12-0701021-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Darrell Harville	Type 1 : Product	Status : Subcase Close	Open Date : 2/5/2008 2:02:03 PM
Issue Owner : Darrell Harville	Type 2 : Operation	Queue :	Close Date : 2/14/2008 9:51:26 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712 / Headlights
Condition Code Desc Headlight Out 7121
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : 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
33101-S9V-A11	HEADLIGHT UNIT, R.	Not Applicable
33151-S9V-A11	HEADLIGHT UNIT, L.	Not Applicable

Check Req Info :

Check Requisition No. : 1634	Payee Name : [REDACTED]
Primary Amount : \$150.99	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : JACKSONVILLE, FL [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$150.99	Contention Code : 03220
Approved By : kroyster	Defect Code : 03214
Approval Date : 2/7/2008	Category : Regular
Status : PROCESSED	Failed Part # : 33101-S9V-A11
Check No. : 1716605	
Check Date : 2/8/2008	

Case History

Case ID : N012007-12-0701021

Case Title : 7J- [REDACTED] WARRANTY INQUIRY/HEADLIGHTS OUT/REIMBURSEME

*** CASE CREATE 12/7/2007 2:03:59 PM, pbongco

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

*** NOTES 12/7/2007 2:03:59 PM, pbongco, Action Type :

*** NOTES 12/07/2007 09:11:22 eashley Action Type: Call from Customer

The customer called to say that she is having a problem with her headlights and it is not working on both sides (passenger/driver). She called Ottawa Honda today in Canada and spoke with Bryan (S/A) and she explained to him what happened to the vehicle and that she was from the U.S. and he informed her that they do not service her vehicle and there is no warranty coverage for her vehicle.

She took her vehicle to a Honda dealership in Canada in St. Lawrence today (613-745-9000, 1110 St. Lawrence Blvd., Ottawa, Canada) and was informed by name unknown but a female S/A that she will have to pay for her services because her vehicle is a U.S. vehicle and wanted to charge her \$55 just to look at the vehicle. They also refused to service her vehicle for reasons of no warranty coverage.

The customer has owned one Honda vehicle. The vehicle is in her possession and is drivable.

The customer mentioned to me that she lives in the U.S. and has a U.S. permanent residence, but is in Canada temporarily (not work related) because of family and will be there until about February of 2007 and plan to return back to the U.S. I informed her that the case will be sent to a CM for review and there is no guarantees of assistance but the CM will contact her. I gave her the case number as a reference. She had no other inquiries when asked. I thanked her for calling AHM and ended the call.

The customer's name, address, and contact information has been verified.

*** WARRANTY CHECK 12/07/2007 09:12:07 AM eashley

No data found for VIN.

*** CLAIM HISTORY CHECK 12/07/2007 09:12:10 AM eashley

No data found for VIN.

*** CAMPAIGN CHECK 12/07/2007 09:12:13 AM eashley

No data found For VIN

*** VSC-CUC CHECK 12/07/2007 09:12:16 AM eashley

No data found for VIN.

*** NOTES 12/07/2007 09:14:35 eashley Action Type: Call from Customer

The customer is seeking assistance from AHM to have her vehicle serviced at a dealership (headlights are out) in Canada as she is only there temporarily (family) and plan to return to the U.S. in February of 2007.

*** NOTES 12/07/2007 09:15:16 eashley Action Type: Note-General

The customer is seeking assistance for headlights (driver and passenger side).
Dispatching to NO3 Honda Queue.

*** NOTES 12/07/2007 09:22:14 eashley Action Type: Note-General

Case History

Case ID : N012007-12-0701021

Case Title : 7J [REDACTED] WARRANTY INQUIRY/HEADLIGHTS OUT/REIMBURSEME

Correction: The customer mentioned to me that she lives in the U.S. and has a U.S. permanent residence, but is in Canada temporarily (not work related) because of family and will be there until about February of 2008 and plan to return back to the U.S.

*** SUBCASE N032007-12-0700282-1 12/7/2007 12:20:45 PM eashley

*** NOTES 12/07/2007 12:23:42 cchao Action Type: Note-General

The case should have been saved as an N01. In the interest of customer satisfaction the case will be dispatched to the N03 Honda queue.

*** CASE MODIFY 12/7/2007 2:04:17 PM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 12/7/2007 2:04:32 PM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 12/7/2007 2:04:33 PM, pbongco
into WIP default and Status of Solving.

*** CASE MODIFY 12/7/2007 2:04:33 PM, pbongco
into WIP default and Status of Solving.

*** CASE DISPATCH 12/7/2007 2:04:37 PM, pbongco
from WIP default to Queue Honda Team E.

*** CASE RULE ACTION 12/8/2007 2:04:37 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 12/9/2007 2:04:37 PM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE ASSIGN 12/10/2007 6:09:27 AM, kogawa
N012007-12-0701021 to dharvil1, WIP [REDACTED]eC! aXp

*** CASE RULE ACTION 12/10/2007 6:09:28 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 12/13/2007 7:47:37 AM, dharvil1, Action Type : Note-General
SEE PREVIOUS CASE FILE# N032007-12-0700282.

*** CASE MODIFY 12/13/2007 7:47:51 AM, dharvil1
into WIP default and Status of Solving.

*** SUBCASE N012007-12-0701021-1 CREATE 12/13/2007 7:51:02 AM, dharvil1
Created in WIP Default with Due Date 12/13/2007 7:51:02 AM.

*** CASE MODIFY 12/13/2007 7:51:04 AM, dharvil1
into WIP default and Status of Solving.

*** NOTES 12/13/2007 1:15:24 PM, dharvil1, Action Type : Call from Customer

Spoke with the customer to request faxing (310-783-7890) a copy of the RO, with proof of payment, to be reviewed for possible reimbursement. The customer was informed that if the completed repairs would have been performed under US Honda warranty guide lines that they will be given a 100% reimbursement for costs of the completed repairs. The customer was informed that they will be notified by the case manager upon receipt of the support documents and the process for reimbursement will take 7-10 business days.

Case History

Case ID : N012007-12-0701021

Case Title : 7J [REDACTED] WARRANTY INQUIRY/HEADLIGHTS OUT/REIMBURSEME

*** COMMIT 12/13/2007 1:15:29 PM, dharvill, Action Type : N/A

Review RO/process chk req

*** CASE MODIFY 12/13/2007 1:15:46 PM, dharvill
into WIP default and Status of Solving.*** CASE MODIFY 12/13/2007 1:28:57 PM, dharvill
into WIP default and Status of Solving.*** CASE MODIFY 12/13/2007 1:28:59 PM, dharvill
into WIP default and Status of Solving.

*** NOTES 12/21/2007 12:49:52 PM, dharvill, Action Type : Call to Customer

Left a message for the customer to request faxing (310-783-7890) a copy of the RO, with proof of payment, to be reviewed for possible reimbursement. The customer was informed that if the completed repairs would have been performed under US Honda warranty guide lines that they will be given a 100% for parts/labor costs of the completed repairs. The customer was informed that they will be notified by the case manager upon receipt of the support documents and the process for reimbursement will take 7-10 business days.

*** CASE FULFILL 12/21/2007 12:49:56 PM, dharvill
Fulfilled for [REDACTED] on 12/20/2007 12:00:00 AM.

*** COMMIT 12/21/2007 12:49:58 PM, dharvill, Action Type : N/A

Review RO proof of payment/chk req

*** CASE MODIFY 12/21/2007 12:50:14 PM, dharvill
into WIP District 7J and Status of Solving.*** CASE RULE ACTION 1/4/2008 2:03:59 PM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 1/15/2008 2:16:28 PM, dharvill, Action Type : Call to Customer

Left a message for the customer to let them know that the current case file is being closed until the RO with proof of payment is received to process their request for reimbursement for any repairs performed at a Canadian Honda dealership, if the repairs would have been performed at a U.S Honda dealership under warranty guide lines. The customer was also informed that the case file will be re-opened to process the reimbursement request. Close file!

*** CASE MODIFY 1/15/2008 2:16:33 PM, dharvill
into WIP District 7J and Status of Solving.*** SUBCASE N012007-12-0701021-1 CLOSE 1/15/2008 2:16:35 PM, dharvill
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 1/15/2008 2:16:35 PM, dharvill
Status = Closed, Resolution Code = Instruction Given, State = Open*** CASE REOPEN 2/5/2008 8:32:35 AM, jjimenez
with Condition of Open and Status of Solving.*** NOTES 2/5/2008 8:36:58 AM, jjimenez, Action Type : Call from Customer
Customers information was verified. 9045369453

Customer was calling to be provided with an alternate fax number so that he can submit his repair invoice and proof of payment. Customer stated that fax number

Case History

Case ID : N012007-12-0701021

Case Title : 7J [REDACTED] WARRANTY INQUIRY/HEADLIGHTS OUT/REIMBURSEME

he had was not working. Customer was provided with fax number [REDACTED] Customer had [REDACTED] and he was informed he can try that fax number and the area code should be (310). Customer understood and had no further questions and was thanked for calling American Honda.

*** CASE CLOSE 2/5/2008 8:37:06 AM, jjimenez

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

*** CASE REOPEN 2/5/2008 9:32:07 AM, tbarnett

with Condition of Open and Status of Solving.

*** NOTES 2/5/2008 9:32:19 AM, tbarnett, Action Type : Letter/Fax

On 2/4/08 ACS received a 4-page fax from customer.

*** CASE MODIFY 2/5/2008 9:32:26 AM, tbarnett

into WIP default and Status of Solving.

*** CASE MODIFY 2/5/2008 9:32:44 AM, tbarnett

into WIP default and Status of Solving.

*** CASE DISPATCH 2/5/2008 9:32:50 AM, tbarnett

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 2/5/2008 12:14:48 PM, kogawa

N012007-12-0701021 to dharvill, WIP

*** CASE RULE ACTION 2/5/2008 12:14:48 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/5/2008 2:01:36 PM, dharvill

into WIP default and Status of Solving.

*** SUBCASE N012007-12-0701021-2 CREATE 2/5/2008 2:02:03 PM, dharvill

Created in WIP Default with Due Date 2/5/2008 2:02:03 PM.

*** CASE MODIFY 2/5/2008 2:06:51 PM, dharvill

into WIP default and Status of Solving.

*** NOTES 2/5/2008 2:12:07 PM, dharvill, Action Type : Call to Customer

Confirm the correct address on file.

The customer is being offering reimbursement by AHM for the headlight repair costs (\$150.99) as a one time goodwill gesture in the interest of customer satisfaction. The customer had the repairs performed while in Canada and they would have been performed under warranty if completed by a U.S. Honda dealership. The customer was very happy with the offer of reimbursement and that AHM stands behind their products.

*** SUBCASE N012007-12-0701021-2 DISPATCH 2/5/2008 2:15:29 PM, dharvill

from WIP default to Queue CkReq - Muhammad.

*** COMMIT 2/5/2008 2:15:39 PM, dharvill, Action Type : N/A

Confirm chk miald/CLOSE FILE!

*** CASE MODIFY 2/5/2008 2:16:13 PM, dharvill

into WIP default and Status of Solving.

*** CASE MODIFY 2/5/2008 2:16:39 PM, dharvill

Case History

Case ID : N012007-12-0701021 Case Title : 7J [REDACTED] - WARRANTY INQUIRY/HEADLIGHTS OUT/REIMBURSEME
into WIP default and Status of Solving.
*** SUBCASE N012007-12-0701021-2 RULE ACTION 2/6/2008 2:15:29 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired
*** SUBCASE N012007-12-0701021-2 2/7/2008 12:50:07 PM, kroyster, Action Type :
Check Requisition for 150.99 \$ submitted
Check Requisition for 150.99 \$ submitted by kroyster
*** SUBCASE N012007-12-0701021-2 RETURN 2/7/2008 12:50:11 PM, kroyster
from Queue CkReq - Muhammad to WIP Subcases.
*** SUBCASE N012007-12-0701021-2 NOTES 2/8/2008 4:05:50 PM, krivas, Action Type : Call from Customer
Check mailed
*** SUBCASE N012007-12-0701021-2 COMMIT 2/11/2008 8:02:58 AM, dharvill, Action Type : External Commitment
Check processed for check_req_no = 1634 on 2008-02-08-00.00.000000
*** CASE MODIFY 2/14/2008 9:51:23 AM, dharvill
into WIP WIPbin2 and Status of Solving.
*** SUBCASE N012007-12-0701021-2 CLOSE 2/14/2008 9:51:26 AM, dharvill
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 2/14/2008 9:51:26 AM, dharvill
Status = Closed, Resolution Code = Instruction Given, State = Open