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INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Field Reports Civic

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1939476	RICKT	09/28/2006	KEITHC	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT INOP INT	REPLACE MPX	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 62,491
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: PST	VIN: 1HGEN264X1L [REDACTED]	Err:
Dir Cont: JOSE GAMINO	Training %:	Year: 2,001	Model: CIVIC NGV
Serv Ph: (310) 815-3888	Extn:	Tran: CVT	Trim: GX SSRS
Serv Mgr: SARKIS TOROSYAN		Doors: 4DR	WD:
Parts Mgr: DANNY PINTO		Fact: EAST LIBERTY	Country: USA
Dir Name: MILLER HONDA-CULVER CITY 9055 WASHINGTON BLVD. CULVER CITY CA 90232		Desc: CIVIC NGV 4DR GX SSRS 4CYL	
Phone: (310) 815-3888	Fax #: (310) 815-3464	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	Engine #:
DPSM: TONY FITENI	Zone/Dist: 01D	Em Type: KA	Trans #:
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>9/28/2006 RICKT</p> <p>1 09/28/06 12:05:39 ISIS:-----></p> <p>2</p> <p>3</p> <p>4</p> <p>5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR</p> <p>6 THIS PROBLEM?-----></p> <p>7 IF YES, REPAIR DESCRIPTION?-----></p> <p>8 09/28/06 12:07:09 RICKT:-----></p> <p>9 TRANSFER</p> <p>10 09/28/06 12:10:23 KEITHC:-----></p> <p>11</p> <p>12</p> <p>13 POSS MPX-----></p> <p>14</p>	<p>HEAD LIGHTS DO NOT COME ON CHECK HEAD LIGHTS WORK</p> <p>BUT WITH LIGHTS ON INTERMITTENT MAKES NOISE</p> <p>INFUSE BOX UNDER DASH RELAYS 12 AND 13 WERE VERY H</p> <p>OT NEED YOUR ADVICE THANK YOU</p> <p>YES</p> <p>HEADLIGHT SWITCH RECALL</p> <p>H/LIGHT INOP</p> <p>UNBLE TO DUP</p> <p>SWITCH WAS REPLACED</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1906372	KENE	08/22/2006	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT HSB PROBLEM	TERMINAL OVERHEATED; REPLACE THE TERMINAL		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 59,746
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 1HGES15591L	Err:
Dir Cont: MARCUS JONES	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (770) 227-5546	Extn:		Tran: 5MT	Trim: LX
Serv Mgr:			Doors: 4DR	WD:
Parts Mgr:			Fact: EAST LIBERTY	Country: USA
Dir Name: HANK AARON HONDA			Desc: CIVIC 4DR LX 4CYL 115.0HP 1.7L	
2425 NORTH EXPRESSWAY			WhtBdy: POWER STEERING, USA	
GRIFFIN GA 30223			Engine #:	Trans #:
Phone: (770) 227-5546	Fax #: (770) 228-8483		Em Type: KA	
DPSM: DAVID CATHCART	Zone/Dist: 07H		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

8/22/2006 KENE

- 1 08/22/06 06:19:34 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 08/22/06 06:20:00 KENE:----->
- 5
- 6 REPLACE THE TERMINAL AS NEC

Information from Dealer

04-015 B/R WIRE NEXT TO THE R/W WIRE HAS BEEN HOT

NO

HEADLIGHT RECALL BRN/RED WIRE HAS BEEN OVERHEATED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2892613	GARYR	09/03/2009	SHAWNW	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT BULB CONN MELTED	CHK A/M BULBS, H/LTS ON STOPPED LONG TIME		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 114,740
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: JHMES26751S	Err:
Dir Cont: EDMOND ACOSTA	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (310) 782-7200	Extn:		Tran: 4AT	Trim: EX
Serv Mgr: DARIN ISHITANI			Doors: 4DR	WD:
Parts Mgr: ULISES GOMEZ			Fact: SUZUKA	Country: JPN
Dir Name: HONDA SERVICE CENTER			Desc: CIVIC 4DR EX 4CYL 127.0 HP 1.7 L	
2280 CRENSHAW BLVD.			WhtBdy: POWER STEERING, SUN ROOF, ABS,	
TORRANCE CA 90501			Engine #: D17A21005820	Trans #: 1061057
Phone: (310) 782-7200	Fax #: 3107826521		Em Type: KL	
DPSM: JONAH ROHDE	Zone/Dist: 01E		RO #: 422575	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

9/3/2009 4:19:51 PM GARYR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 A/M BULBS
- 5 CHK BRAND OF BULB CHK CONN AND CLIP CHK BAT VOL AND GROUND CHK IF CUTOMERS DRIVES WITH H/L ON DURING THE DAY AT VERY SLOW SPEEDS OR STOPPED. THAT WILL HEAT UP H/LTS

Information from Dealer

RIGHT AND LEFT HEADLIGHT CONNECTORS HAVE MELTED.
 YES
 RECALL FOR HEADLIGHT SWITCH
 NO

12/23/2010 11:45:58 AM SHAWNW

- 6
- 7 BULBS OEM?
- 8 CHECK FOR POOR CONN. AT HEADLIGHT... REPLACE CONN OR HARNESS

HEADLIGHT BULB CONN. MELTED
 YES I THINK CAR ISN'T HERE RIGHT NOW
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2754949	DAVIDK	01/12/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT MELTED CONNECTOR	A/M HEAD LIGHTS?; INSPECT. REPLACE HARNESS		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 128,103
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 1HGES165X1L [REDACTED]	Err:
Dir Cont: CANDELARI	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (281) 839-3511	Extn:		Tran: 4AT	Trim: LX
Serv Mgr:			Doors: 4DR	WD:
Parts Mgr:			Fact: EAST LIBERTY	Country: USA
Dir Name: BAYTOWN HONDA 4141 I-10 EAST BAYTOWN TX 77521			Desc: CIVIC 4DR LX 4CYL 115.0 HP 1.7 L	
Phone: (281) 839-3511	Fax #: 2818393535		WhtBdy: POWER STEERING, USA	
DPSM: ERIC PIZZECK	Zone/Dist: 03H		Engine #: D17A11425845	Trans #: BMXA5030039
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 31392	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

1/12/2009 7:35:13 AM DAVIDK

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 CK FOR A/M HEAD LIGHTS. REPLACE W OEM.
REPLACE WITH PARTS FROM HSB

Information from Dealer

CUSTOMER STATES SMELL FROM THE COLUMN AREA. I LOOKED AT THE CAR AND I SEE THAT THE COMBINATION SWITCH AND HARNESS CONNECTOR HAS BEEN OVER HEATED. I LOOKED IN ISIS AND I SEE THERE IS A RECALL ON THIS. I LOOKED IN THE VIN INQUIRY IT SAY THE RECALL HAS BEEN DONE. BUT IT DOESNT LOOK LIKE ITS BEEN DONE. THE RED ANE WHT WIRE HAS NOT BEEN CUT AND REPLACED
NO
HSB 04-015 HAS BEEN DONE PER VIN INQUIRE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2977086	CHRISV	03/04/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHTS INOP, MELTED HARNES	REFER TO YOUR DPSM
		ResIn Source: None Status: N/A Remarks / Requestor:
		Date: Mileage: 126,807 FE Status:

Dealer #: Dir Cont: SCOTT Serv Ph: (219) 922-3100 Serv Mgr: SHAWN HAUGH Parts Mgr: DAVE PROPECK Dir Name: BOSAK HONDA 9800 INDIANAPOLIS BLVD HIGHLAND IN 46322 Phone: (219) 922-3100 DPSM: TIA BATTLE Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: (219) 922-3113 Zone/Dist: 08F Date	VIN: 1HGEM22931L [REDACTED] Year: 2,001 Tran: 4AT Doors: 2DR Fact: EAST LIBERTY Desc: CIVIC 2DR EX 4CYL 127.0 HP 1.7 L WhtBdy: POWER STEERING, SUN ROOF, ABS, Engine #: D17A21440665 Em Type: KA RO #: 127893 Case Type: Technical W.O. #:
		Err: Model: CIVIC Trim: EX WD: Country: USA Trans #: BMXA5087483

Tech Line Suggests

- 3/4/2010 11:50:16 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 REFER TO YOUR DPSM FOR A DASH HARNESS

Information from Dealer

HEADLIGHTS INOP PERFORMED RECALL ON HEADLIGHT SWITCH AND FOUND HARNESS WAS BURNT

[MODEL: CIVIC][YEAR: 2001][PUBID:][SUBJECT:][KEYWORD: HEADLIGHTS]

THERE ARE 4 WIRES MELTED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2942412	DAVEM	12/16/2009	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT & DASH LIGHTS GO OUT	COMBO SW OR SW GROUND?; INSPECT	
		Resin Source: None	Date:
		Status: N/A	Mileage: 109,759
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 1HGES16521L [REDACTED]	Err:
Dir Cont: BARRY	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (804) 672-1111	Extn:		Tran: 4AT	Trim: LX
Serv Mgr: ANN DALE			Doors: 4DR	WD:
Parts Mgr: GARLAND BLAIR			Fact: EAST LIBERTY	Country: USA
Dir Name: WEST BROAD HONDA			Desc: CIVIC 4DR LX 4CYL 115.0 HP 1.7 L	
7014 WEST BROAD STREET			WhtBdy: POWER STEERING, USA	
RICHMOND VA 23294			Engine #: D17A11427077	Trans #: BMXA5032208
Phone: (804) 672-1111	Fax #: 8046723337		Em Type: KA	
DPSM: GARTH FRANCIS	Zone/Dist: 06C		RO #: 580994	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

12/16/2009 12:02:55 PM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 VRFY?
- 6 A/M?
- 7 THE ONLY THING I SEE IN COMMON IS THE COMBO SW AND THE GRND FOR IT

Information from Dealer

HEADLIGHTS AND DASH LIGHT GO OUT INT.

[MODEL: CIVIC][YEAR: 2001][PUBID:][SUBJECT: WIRING SYSTEM][KEYWORD:]

THE CUST STATES THAT AFTER WE RPLCD THE COMBO SW, THE HD LIGHTS HAVE STOPPED TURNING OFF AND POSS THE TAILS LIGHST TOO, BUT THEY SAY THE GAUGE GO DEAD INTERM STILL

NEVER
NONE
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2519881	RUDYG	12/26/2007	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	H/LITE SWITCH GETS HOT	SWITCH?; REPL SWITCH AND HARNESS	
		Resin Source: None	Date:
		Status: N/A	Mileage: 133,996
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 1HGES16221L [REDACTED]	Err:
Dir Cont: BRIAN GAGNE	Training %:	Year: 2,001	Model: CIVIC
Serv Ph: (603) 742-1676	Extn:	Tran: 4AT	Trim: DX
Serv Mgr: NEIL KELLEHER		Doors: 4DR	WD:
Parts Mgr: RICHARD STARKEY		Fact: EAST LIBERTY	Country: USA
Dir Name: DOVER HONDA 5 DOVER POINT ROAD DOVER NH 03820		Desc: CIVIC 4DR DX 4CYL 115.0 HP 1.7 L	
		WhtBdy: POWER STEERING, USA	
Phone: (603) 742-1676	Fax #: (603) 742-1247	Engine #: D17A11433035	Trans #: BMXA5038481
DPSM: JOHN SYTULEK	Zone/Dist: 09H	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 289581	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/26/2007 11:19:41 AM	RUDYG
1 ORIGINAL COMPLAINT	HEAD LIGHT SWITCH FAILURE, SWITCH IS GETTING HOT
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	REPLACED SWITCH
4 DONE HSB 04-015?	YES, BUT SWITCH KEEPS GOING BAD. SWITCH GETS HOT
5 NO AFTERMARKET BULBS IN HEADLIGHTS?	NO
6 CHECKED CONNECTIONS?	YES. ALL SEEM OK
7 REPL SWITCH AGAIN AND HARNESS WITH 16P CONNECTOR FOR HEADLIGHT SWITCH	OK
8 LET DPSM KNOW WHAT WE ARE DOING. WE NEED GET THESE PARTS OFF THE CAR IF SWITCH IS OVERHEATING	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2664642	JOHNB	08/06/2008	TOMP	4

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIT SW BURNS CUST FINGERS	TECH CLAIMS 148 DEG F;CHK CONNECTOR;COMPARE;CB		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 142,279
		Remarks / Requestor:		FE Status:

Dealer #:		TZ:	EST	VIN: 1HGES16561L [REDACTED]	Err:
Dir Cont:	CHRIS HICKMAN	Training %:		Year:	2,001
Serv Ph:	(740) 354-3255	Extn:		Tran:	4AT
Serv Mgr:	ANDY SCHMIDT			Doors:	4DR
Parts Mgr:	DANIEL GOODMAN			Fact:	EAST LIBERTY
Dir Name:	GLOCKNER HONDA			Desc:	CIVIC 4DR LX 4CYL 115.0 HP 1.7 L
	2867 U.S. ROUTE 23			WhtBdy:	POWER STEERING, USA
	PORTSMOUTH		OH 45662	Engine #:	D17A11434864
Phone:	(740) 354-3255	Fax #:	7403534639	Trans #:	BMXA5040632
DPSM:	DAVID STELTER	Zone/Dist:	04K	Em Type:	KA
Previous Dealer/Contact		Date		RO #:	121668
				Case Type:	Technical
				W.O. #:	

Tech Line Suggests

Information from Dealer

8/6/2008 11:49:51 AM JOHN B

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4
- 5 SO WAS THIS THE REASON YOU PERFORMED THE PRIOR HSB-04-015 SAFETY RECALL, OR WAS THERE ACTUAL DAMAGE TO THE COMBO SW HOUSING, CONNECTOR, AND WIRE
- 6 SO TWICE SAFETY RECALL SW, WIRE, AND CONNECTOR WAS REPLACED?
- 7 SO HOW DID YOU MEASURE THE HEADLIGHT SW
- 8 WHAT WAS YOUR TEST CRITERIA
- 9 BUT NO OTHER OPERATIONAL ISSUES WITH HEADLIGHTS AT THIS TIME
- 10 DOES VEHICLE HAVE ANY AFTERMARKET HEADLIGHT OR TAILLIGHT BLUBS, FOG LIGHTS, OR ELECTRICAL DEVICES ATTACHED, OR OPERATED BY THE HEADLIGHT SW CIRCUIT
- 11 SO HEADLIGHT BLUBS ARE OEM, NOT AFTERMARKET REPLACEMENTS
- 12 PLEASE REMOVE THE SWITCH AND INSPECT THE CONNECTOR AND THE WIRE THAT WAS WITHIN THE RECALL HSB; PLEASE TAKE A READING WITH A DIFFERENT TEMP MEASURING DEVICE; PLEASE TAKE TEMP OF SW WHEN STATIC AFTER PARKED AND VEHICLE IS AMBIENT; THEN TAKE TEMP PER YOUR TEST CRITERIA; THEN COMPARE THE SAME TEMPS WITH A KG CAR; CB WITH FINDINGS
- 13 PENDING TO PAULI FOR PENDING TO LEGAL
- 14 PENDING TO S.M.E.: RICHARDK

HEADLIGHT SWITCH IS GETTING HOT. THIS VEHICLE HAS ALREADY HAD S/B 04-015 DONE 2 TIMES WITH IR THERMOMETER THE BACK OF THE SWITCH IS GETTING 148 DEGREES.

YES

S/B 04-015

HEADLIGHT SW IS BURNING CUSTOMERS HAND; WE HAVE PERFORMED THE HSB-04-015 TWICE AND CAR BACK FOR BURNING CUSTOMERS FINGERS

WELL I BELIEVE THE FIRST TIME WAS FOR THE MELTED WIRE, BUT CANNOT TELL YOU IF THE 2ND TIME IT WAS FOR THAT OR NOT

YES

WITH A INFRARED THERMOMETER

HEADLIGHTS ON FOR 20 MIN IN LOW BEAM MODE

NONE.

NONE, ALL OEM

I WILL DOUBLE CHK

8/6/2008 1:12:49 PM PAULI

- 15 FRWD>PRO
- 16 207217 RO Date: 2005-10-18 Claim Number: 096295
- 17 (HEADLIGHTS INOP SEE CUSTOMERS NOTE. INSTALLED NEW COMBINATION SWITCH
- 18 207217 RO Date: 2006-08-10 Claim Number: 102475
- 19 (INSTALLED NEW IGNITION ELECTRICAL SWITCH 1 TIME HONDA GOODWILL

R&R

35012-S5A-307 (SET, COMBI SW SERVIC)

R&R

35012-S5A-307 (SET, COMBI SW SERVIC)

8/14/2008 9:38:22 AM TOMP

- 20
- 21
- 22
- 23 NEW SWITCH?
- 24 CHECK TEMP AT RED/WHT WIRE AT CONNECTION?
- 25 MEASURE THE TEMPERATURE WITH SAME THERMOMETER USED FOR OTHER TESTS.
- 26 DO VOLT DROP TEST ACROSS SWITCH?

CHRIS

SUBJECT CAR H/L SWITCH GETS TO 135.6F AFTER 20 MIN OF HEADLIGHTS ON SET TO LOW BEAM.

KG CAR STAYS @ 76.2F AFTER 20 MINUTES.

YES; SAME WITH NEW SWITCH.

FEELS NORMAL TO TOUCH.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2798438	KENE	03/31/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution												
P 7310	HEADLIGHTS INOP	HARNES; HAVE DPSM EVALUATE												
		<table style="width: 100%;"> <tr> <td>Resln Source:</td> <td>None</td> <td>Date:</td> <td></td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage:</td> <td>78,815</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> <td></td> </tr> </table>	Resln Source:	None	Date:		Status:	N/A	Mileage:	78,815	Remarks / Requestor:		FE Status:	
Resln Source:	None	Date:												
Status:	N/A	Mileage:	78,815											
Remarks / Requestor:		FE Status:												

Dealer #: Dir Cont: AUSTIN CASTO Serv Ph: (410) 553-8580 Serv Mgr: BOB BURKHARDT Parts Mgr: BRIAN HAGERTY Dir Name: BROWNS HONDA CITY HONDA & CLARK LEASING 7160 RITCHIE HIGHWAY GLEN BURNIE MD 21061 Phone: (410) 553-8580 Fax #: 4105538654 DPSM: BILL Zone/Dist: 06F Previous Dealer/Contact Date	TZ: EST Training %: Extn:	VIN: 1HGES16291L [REDACTED] Err: Year: 2,001 Model: CIVIC Tran: 4AT Trim: DX Doors: 4DR WD: Fact: EAST LIBERTY Country: USA Desc: CIVIC 4DR DX 4CYL 115.0 HP 1.7 L WhtBdy: POWER STEERING, USA Engine #: D17A11451238 Trans #: BMXA5059112 Em Type: KA RO #: 369694 Case Type: Technical W.O. #:
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Tech Line Suggests

Information from Dealer

3/31/2009 12:01:15 PM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 HAVE DPSM EVALUATE

BOTH HEADLIGHTS ARE OUT AND THE COMBINATION SWITCH RED/WHT WIRE IS MELTED. BUT THE SERVICE BULLETIN #728103 HAS ALREADY BEEN DONE.
 YES
 SERVICE BULLETIN #728103 (REPLACED COMBINATION SWITCH AND THE RED/WHT WIRE IN THE HEADLIGHT HARNESS)

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2219435	STEVEN	12/08/2006	STEVEN	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAMS INOP	SWITCH?; SWAP KG, CHK RED/WHT WIRE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 83,869
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 1HGEM21951L	Err:
Dir Cont: GARCIA JOSE	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (239) 433-8383	Extn:		Tran: 5MT	Trim: EX
Serv Mgr: CLAUDE BABINEAU			Doors: 2DR	WD:
Parts Mgr: BECCA KROEGER			Fact: EAST LIBERTY	Country: USA
Dir Name: HONDA OF FT. MYERS 14020 S. TAMIAMI TRAIL FORT MYERS FL 33912			Desc: CIVIC 2DR EX 4CYL 127.0 HP 1.7 L	
			WhtBdy: POWER STEERING, SUN ROOF, ABS,	
			Engine #: D17A21477281	Trans #: SLW 1084218
Phone: (239) 433-8383	Fax #: (239) 433-8392		Em Type: KA	
DPSM: ERIN BAILEY	Zone/Dist: 07J		RO #: 52363	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

12/8/2006 1:15:50 PM	STEVEN
1	CUSTOMER STATES THAT LOW BEAMS DO NOT WORK AND SOMETIMES HEADLIGHT TURN OFF WHEN DRIVING
2 DID THIS CAR HAVE 04-015 DONE	NO
3 SHOWS TI DID	OH OK IT DID
4 MEASURE VOLTAGE FROM PIN 6 TO PIN 12 WITH SWITCH IN LOW BEAM POSITION	12.2 VOLTS
5 SWAP KG SWITCH. MAKE SURE BULLETIN WAS DONE CORRECTLY ON RED/WHT WIRE	OK

Information from Dealer

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2386546	CHRISV	07/02/2007	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHTS PULSE	ALT; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 129,226
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	MST	VIN: 1HGES26741L [REDACTED]	Err:
Dir Cont: VERN COGGLE	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (801) 268-5599	Extn:		Tran: 4AT	Trim: EX
Serv Mgr: ELIZABETH CHRISTENSEN			Doors: 4DR	WD:
Parts Mgr: SHAWN CONRAD			Fact: EAST LIBERTY	Country: USA
Dir Name: LARRY H. MILLER HONDA			Desc: CIVIC 4DR EX 4CYL 127.0 HP 1.7 L	
4646 SO. STATE STREET			WhtBdy: POWER STEERING, SUN ROOF, ABS,	
MURRAY UT 84107			Engine #: D17A21528024	Trans #: BMXA5236411
Phone: (801) 268-5599	Fax #: (801) 268-5557		Em Type: KA	
DPSM: KELLY GOODWIN	Zone/Dist: 10F		RO #: 61664	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

7/2/2007 9:35:34 AM CHRISV

1

Information from Dealer

ALL LIGHTS WILL FADE IN AND OUT. HEAD LIGHTS, DOMELIGHTS, ETC. CUSTOMER STATES THAT BATTERY LIGHT B LINKS SOMETIMES. I HAVE NOT SEEN THE BATTERY LIGHTBLINK YET. CUSTOMER REPLACED BATTERY AND ALTERNA TOR HOPING THIS WOULD FIX THE PROBLEM. THE PROBLEMSTILL PERSISTS. PARTS USED WERE AFTER MARKET. TH E BATTERY TESTED GOOD, THE CHARGING SYSTEM INDICATOR LIGHT WORKS PROPERLY. DID THE ALTERNATOR AND REGULATOR CIRCUIT TEST. DURING STEP 4 THE VOLTAGE TESTED AT 15.18 VOLTS. SAYS REPLACED VOLTAGE REGULAT
 YES
 15.18

- 2 CAN YOU DUP
- 3 WHATS THE ALT CHARGING AT
- 4 THAT SEEMS PRETY HIGH, REPLACE THE ALT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2744480	TERRYP	12/20/2008	TERRYP	2

Code	Original Complaint	Probable Cause/Solution												
P 7310	LOW BEAMS INOP INTERMITTENTLY	12/20: REPAIRED LOOSE BUTT CONNECTOR CONNECTION												
		<table style="width: 100%;"> <tr> <td>Resln Source:</td> <td>None</td> <td>Date:</td> <td></td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage:</td> <td>83,561</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> <td></td> </tr> </table>	Resln Source:	None	Date:		Status:	N/A	Mileage:	83,561	Remarks / Requestor:		FE Status:	
Resln Source:	None	Date:												
Status:	N/A	Mileage:	83,561											
Remarks / Requestor:		FE Status:												

Dealer #: Dir Cont: MIKE CAEZZA Serv Ph: (585) 334-0880 Serv Mgr: WILLIAM BUECHEL Parts Mgr: STEPHEN ZAMBITO Dir Name: JOHN HOLTZ HONDA 3925 W. HENRIETTA ROAD ROCHESTER NY 14623 Phone: (585) 334-0880 Fax #: 5853347843 DPSM: MALCOLM HOFF Zone/Dist: 09A Previous Dealer/Contact Date	TZ: EST Training %: Extn: 3009	VIN: 1HGEM21981L [REDACTED] Err: Year: 2,001 Model: CIVIC Tran: 5MT Trim: EX Doors: 2DR WD: Fact: EAST LIBERTY Country: USA Desc: CIVIC 2DR EX 4CYL 127.0 HP 1.7 L WhtBdy: POWER STEERING, SUN ROOF, ABS, Engine #: D17A21500599 Trans #: SLW 1102680 Em Type: KA RO #: 752700 Case Type: Technical W.O. #:
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Suggests

Information from Dealer

12/20/2008 11:26:44 AM TERRYP	
1 ORIGINAL COMPLAINT	CUSTOMER STATES HEADLIGHTS GO OUT INTERMITLY. THEYDID COME BACK ON FOR A WHILE THEN BACK OFF CHANGE D BOTH BULBS. NOT THE PROBLEM.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 HSB-04-015?	YES,ALREADY REPLACED THE COMBO SW & HARNESS HAS BEEN REPAIRED PER THE TSB.
4 WHAT DO YOU HAVE @ 6 OF THE COMBO SW WITH THE HEADLIGHTS TURNED ON?	12V
5 FIND THE OPEN IN THE RED/WHT WIRE BETWEEN C1 OF THE MICU & TERM 6 OF THE COMBO SW.	OK
12/20/2008 12:50:44 PM TERRYP	
6	JUST C/B TO LET YOU KNOW I FOUND THE PROBLEM,THE BUTT CONNECTOR CONNECTION WAS LOOSE.I REPAIRED IT & IT WORKS FINE NOW.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2236184	KENE	12/28/2006	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT LOW BEAM INOP	SPICE FOR RECALL; GROPUND RED/WHT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 367,747
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 1HGEM22931L [REDACTED]	Err:
Dir Cont: WHITAKER	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (603) 668-5700	Extn:		Tran: 4AT	Trim: EX
Serv Mgr: ROBERT WRIGHT			Doors: 2DR	WD:
Parts Mgr: RICHARD ST. JEAN			Fact: EAST LIBERTY	Country: USA
Dir Name: AUTOFAIR HONDA 200 KELLER STREET MANCHESTER NH 03103			Desc: CIVIC 2DR EX 4CYL 127.0 HP 1.7 L	
Phone: (603) 668-5700	Fax #: (603) 625-0888		WhtBdy: POWER STEERING, SUN ROOF, ABS,	
DPSM: JOHN SYTULEK	Zone/Dist: 09H		Engine #: D17A21550406	Trans #: BMXA5275710
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 712259	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 12/28/2006 7:16:37 AM KENE
- 1
 - 2 RED/WHT MELTED
 - 3 WHY
 - 4 GROUND RED/WHT AT HEADLIGHT BULB AND BOTH SHOULD COME ON. IF SO GROUND C1 AT U/DASH F/BOX TO ISOLATE

Information from Dealer

LOW BEAM HEADLIGHTS INOP TRIED KNOWN GOOD SWITCH AND BULBS NO, THINK ITS A MPX THE HIGH BEEMS WORK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2706621	KENE	10/16/2008	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS FLICKER	NORMAL ELD; SEE HSN-00/12A		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 88,125
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 2HGES15231H [REDACTED]	Err:
Dir Cont: ERIC HUM	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (626) 570-8657	Extn:		Tran: 5MT	Trim: DX
Serv Mgr: JIM SELLHEIM			Doors: 4DR	WD:
Parts Mgr: TERESA DIMASCIO			Fact: ALLISTON	Country: CAN
Dir Name: GOUDY HONDA			Desc: CIVIC 4DR DX 4CYL 115.0 HP 1.7 L	
1400 W. MAIN STREET			WhtBdy: POWER STEERING, USA	
ALHAMBRA	CA 91801		Engine #: D17A11502276	Trans #: SLW 1067265
Phone: (626) 570-8657	Fax #: 6264576301		Em Type: KL	
DPSM: TONY FITENI	Zone/Dist: 01D		RO #: 696571	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 10/16/2008 12:10:58 PM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 NORMAL, SEE HSN-00/12

Information from Dealer

LIGHTS FLICKER WHEN DRIVING AT NIGHT.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2488217	CHRISV	11/08/2007	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	OPEN?; CK V		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 6,001
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 2HGES26741H	Err:
Dir Cont: ELPIDIO	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (626) 359-8291	Extn:		Tran: 4AT	Trim: EX SSRS
Serv Mgr: KARL SANDER			Doors: 4DR	WD:
Parts Mgr: ROGER WEISS			Fact: ALLISTON	Country: CAN
Dir Name: SIERRA HONDA			Desc: CIVIC 4DR EX SIDE SRS 4CYL 127.0	
1450 SO. SHAMROCK AVE.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
MONROVIA CA 91016			Engine #: D17A21463318	Trans #: BMXA5123927
Phone: (626) 359-8291	Fax #: (626) 932-5668		Em Type: KL	
DPSM: TONY FITENI	Zone/Dist: 01D		RO #: 923666	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

11/8/2007 9:39:43 AM	CHRISV	
1 ORIGINAL COMPLAINT		LOW BEAMS ARE INOP, HIGH BEAMS OK
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 CK V AT PIN 6		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3143567	CHRISV	04/26/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT HARNESS BURNED	HARNESS; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 105,760
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 2HGES16511H	Err:
Dir Cont: BLAINE LEE	Training %:		Year: 2,001	Model: CIVIC
Serv Ph: (954) 346-1003	Extn:		Tran: 4AT	Trim: LX
Serv Mgr: DALE KENNON			Doors: 4DR	WD:
Parts Mgr:			Fact: ALLISTON	Country: CAN
Dir Name: CORAL SPRINGS HONDA 9400 W. ATLANTIC BLVD. CORAL SPRINGS FL 33071			Desc: CIVIC 4DR LX 4CYL 115.0 HP 1.7 L	
Phone: (954) 346-1003	Fax #: (954) 753-5572		WhtBdy: POWER STEERING, USA	
DPSM: DALE MEEKS	Zone/Dist: 07M		Engine #: D17A11552535	Trans #: BMXA5182261
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 145487	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 4/26/2011 9:52:27 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 OK. SO YOU REPLACE THE SWITCH AND INSTALL THE PIGTAIL HARNESS.
 - 8 THERE IS NOWHERE TO PIGTAIL?
 - 9 THEN YOU WILL NEED TO REPLACE THE HARNESS.
 - 10 NEED TO CONTACT THE REP AND SEE WHAT THEY WANT TO DO.

Information from Dealer

PERFORM HEADLIGHT HARNESS RECALL FOUND WIRE BRUN UP
 [MODEL: CIVIC][YEAR: 2001][PUBID: 0][SUBJECT:][KEYWORD: RECALL]

THE CAR CAME IN FOR THE SWITCH REPLACEMENT, BUT THE WIRE IS BURNED UP.
 BUT THEY ARE BURNED UP.

NO, IT IS NO GOOD.
 WHO PAYS FOR THAT?
 OK. THANKS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2442209	KEITHC	09/10/2007	KEITHC	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT PROB	USE KIT FROM HSB 04-015	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 71,989
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: SHHEP33562U [REDACTED]	Err:
Dir Cont: ROBERT	Training %:		Year: 2,002	Model: CIVIC HB
Serv Ph: (408) 445-4422	Extn:		Tran: 5MT	Trim: SI
Serv Mgr: SEAN MIGUEL			Doors: 3DR	WD:
Parts Mgr: JOHN POSTON			Fact: SWINDON	Country: ENG
Dir Name: CAPITOL HONDA			Desc: CIVIC HB 3DR SI 4CYL 160.0 HP 2.0 L	
745 W. CAPITOL EXPWAY.			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
SAN JOSE CA 95136			Engine #: K20A31704810	Trans #:
Phone: (408) 445-4422	Fax #: (408) 445-4420		Em Type: KA	
DPSM: KIMBERLY TOWER	Zone/Dist: 12F		RO #: 146068	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

9/10/2007 12:38:42 PM KEITHC

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 USE KIT FROM HSB 04-015

Information from Dealer

LOW BEAM HEADLIGHTS IN-OP. FOUND RED/WHT WIER AND CONNECTOR AT COMBO SWITCH BURNED. JUST LIKE S/ 04-015. IS THERE A RECALL ON THIS BODY ALSO? OR A KIT TO FIX IT?
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1892109	CHRISV	08/04/2006	PAULI	3

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAM INOP	8/15: RECEIVED HEADLIGHT COMBI SWITCH	
		ResIn Source: Spoke w/ Dealer	Date:
		Status: P RCVD	Mileage: 76,576
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: PST	VIN: SHHEP33592U [REDACTED]	Err:
Dir Cont: THEODORE	Training %:	Year: 2,002	Model: CIVIC HB
Serv Ph: (805) 544-9500	Extn:	Tran: 5MT	Trim: SI
Serv Mgr: TOM DIAZ		Doors: 3DR	WD:
Parts Mgr: FRANK MORENO		Fact: SWINDON	Country: ENG
Dir Name: SUNSET HONDA 12250 LOS OSOS VALLEY SAN LUIS OBISPO CA 93405		Desc: CIVIC HB 3DR SI 4CYL 160.0HP 2.0L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #:	Trans #:
Phone: (805) 544-9500	Fax #: (805) 544-2832	Em Type: KA	
DPSM: MICHELLE HATCH	Zone/Dist: 01A	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

8/15/2006 CHRISV

- 1 08/04/06 14:10:23 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 08/04/06 14:10:33 CHRISV:----->
- 5 YES
- 6 08/07/06 09:08:31 JOHNK:----->
- 7 PLEASE CALL-IN THE PARTS.----->
- 8 08/07/06 09:25:33PAULI:----->
- 9
- 10
- 11
- 12 08/07/06 10:51:38PAULI:----->
- 13
- 14
- 15 08/15/06 09:57:17 GREGN:----->
- 16 RECIEVED HEADLIGHT COMBI SW, GAVE PART TO JOHNK.
- 17 A/B# 8565 3506 2457----->
- 18 PENDED TO PAULI AND JOHNK----->

Information from Dealer

LOW BEAM HEADLAMPS INOP

NO

THE CONN IS BURNT AT THE SW. CAN I USE 04-015

Hi Paul, please call-in this 2002 Civic headlight (combi) switch and harness connector. Thanks.

WILL P/U FOR JK

FAXED SHIP REQUEST

DAVE,PRTS

CUST PAY, IF CUST DOES NOT WANT IT, I WILL SEND IT TO YOU.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2798805	TOMP	04/01/2009	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT BULBS FAILED 14X	VIBRATION OR BULB QUALITY;REPAIR AS NEEDED		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 109,661
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 1HGEM22953L	Err:
Dir Cont: MATTHEW ATRAS	Training %:		Year: 2,003	Model: CIVIC
Serv Ph: (215) 657-7050	Extn:		Tran: 4AT	Trim: EX
Serv Mgr: CHRIS OYER			Doors: 2DR	WD:
Parts Mgr: DONNY WATKINS			Fact: EAST LIBERTY	Country: USA
Dir Name: MARTY SUSSMAN HONDA			Desc: CIVIC 2DR EX 4CYL 127.0 HP 1.7 L	
1543 EASTON ROAD			WhtBdy: POWER STEERING, SUN ROOF, ABS,	
ROSLYN PA 19001			Engine #: D17A23528028	Trans #: BMXA7256985
Phone: (215) 657-7050	Fax #: 2158308799		Em Type: KA	
DPSM: TURK MCFADDEN	Zone/Dist: 05H		RO #: 476589	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 4/1/2009 6:52:26 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 HOW CAN I HELP?
 - 5 ARE ANY OTHER BULBS FAILING AT THE SAME TIME?
 - 6 THEN THE PROBLEM IS VIBRATION OR LOW QUALITY HEADLIGHT BULBS

Information from Dealer

CUSTOMER STATES THEY REPLACED HEADLIGHT BULBS 14 TIMES. CHECK CHARGING SYSTEM OUTPUT 14.5 VOLTS. UNDER LOAD. ??????? ALTERNATOR.

NO

MATTHEW

WHAT ARE YOUR THOUGHTS?

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2297801	KEITHC	03/15/2007	KEITHC	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT PROB	POSS MPX, REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 52,706
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: SHHEP33563U [REDACTED]	Err:
Dir Cont: KAISER MARK	Training %:	Year: 2,003	Model: CIVIC HB
Serv Ph: (716) 824-6300	Extn:	Tran: 5MT	Trim: SI
Serv Mgr: JASON KOELEMAYER		Doors: 3DR	WD:
Parts Mgr: ERIC KUZNICKI		Fact: SWINDON	Country: ENG
Dir Name: RAY LAKS HONDA 100 ORCHARD PARK ROAD WEST SENECA NY 14224		Desc: CIVIC HB 3DR SI 4CYL 160.0 HP 2.0 L	
Phone: (716) 824-6300	Fax #: (716) 826-0069	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	Engine #: K20A32707851	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 89680	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/15/2007 6:11:16 AM KEITHC

1

2 HARNESS O/HEATED

3 REPLACE MPX

Information from Dealer

HEADLIGHTS INOP, PREVIOUSLY REPLACED SWITCH A FEW DAYS AGO, QUIT AGAIN

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2647087	GARYR	07/09/2008	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INTERMIT INOP	CHK C1, P6, DIMMER SW		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 55,398	
		Remarks / Requestor:	FE Status:	

Dealer #:	TZ: EST	VIN: 2HGES16523H	Err:
Dir Cont: JOHN MCCARTHY	Training %:	Year: 2,003	Model: CIVIC
Serv Ph: (973) 822-1602	Extn:	Tran: 4AT	Trim: LX
Serv Mgr: DANIEL BERNSTEIN		Doors: 4DR	WD:
Parts Mgr: MICHAEL SCHLUMER		Fact: ALLISTON	Country: CAN
Dir Name: MADISON HONDA 280 MAIN STREET MADISON NJ 07940		Desc: CIVIC 4DR LX 4CYL 115.0 HP 1.7 L	
Phone: (973) 822-1602	Fax #: 9738222003	WhtBdy: POWER STEERING, USA	
DPSM: MATHEW HATCH	Zone/Dist: 05D	Engine #: D17A13507933	Trans #: BMXA7134920
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 62894	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>7/9/2008 1:14:11 PM GARYR</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 CHK U/D CONN "C" AND "F" CHK COMBO SW CONN 6 RED/WHT CHK DIMMER SW</p>	<p>CUSTOMER STAITS LOW BEAMS NOT WORKING ONLY HIGH BEAMS. ALL LIGHTS WORKINK AT THIS TIME</p> <p>NO</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1878173	KEITHC	07/20/2006	KEITHC	1

Code **Original Complaint**
P 7310 LOW BEAMS INOP

Probable Cause/Solution
USE KIT TO REPAIR

Resln Source: None
Status: N/A

Date:
Mileage: 91,582

Remarks / Requestor:

FE Status:

Dealer #:	TZ:	EST	VIN: 2HGES16593H	Err:
Dlr Cont: GRANT MEUNIER	Training %:		Year: 2,003	Model: CIVIC
Serv Ph: (203) 929-1484	Extn:		Tran: 4AT	Trim: LX
Serv Mgr: JOHN HAUCK			Doors: 4DR	WD:
Parts Mgr: CHRISTOPHER ALLEN			Fact: ALLISTON	Country: CAN
Dlr Name: CURTISS RYAN HONDA 333 BRIDGEPORT AVENUE SHELTON CT 06484			Desc: CIVIC 4DR LX 4CYL 115.0HP 1.7L	
			WhtBdy: POWER STEERING, USA	
			Engine #:	Trans #:
Phone: (203) 929-1484	Fax #: (203) 929-6153		Em Type: KA	
DPSM: RENA BAEZA	Zone/Dist: 05F		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 7/20/2006 KEITHC
- 1 07/20/06 12:19:32 ISIS:----->
 - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 3 THIS PROBLEM?----->
 - 4 07/20/06 12:20:56 KEITHC:----->
 - 5 USE KIT TO REPAIR----->

Information from Dealer

NO LOW BEAM HIGH BEAM OK

NO

SAME PROBLEM AS 01 CIVIC.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2814778	JAMESH	05/04/2009	JAMESH	1

Code	Original Complaint	Probable Cause/Solution												
P 7310	HEADLIGHTS BURT OUT	MAKE SURE LIGHT ASSEMBLIES ARE NOT LOOSE AND CONTA												
		<table style="width: 100%;"> <tr> <td>ResIn Source:</td> <td>None</td> <td>Date:</td> <td></td> </tr> <tr> <td>Status:</td> <td>N/A</td> <td>Mileage:</td> <td>80,374</td> </tr> <tr> <td>Remarks / Requestor:</td> <td></td> <td>FE Status:</td> <td></td> </tr> </table>	ResIn Source:	None	Date:		Status:	N/A	Mileage:	80,374	Remarks / Requestor:		FE Status:	
ResIn Source:	None	Date:												
Status:	N/A	Mileage:	80,374											
Remarks / Requestor:		FE Status:												

Dealer #: Dir Cont: BLAIR CLARK Serv Ph: (816) 251-8700 Serv Mgr: DAVID RODGERS Parts Mgr: SCOTT HUBBARD Dir Name: LEE'S SUMMIT HONDA 401 NE COLBERN RD. LEES SUMMIT MO 64086 Phone: (816) 251-8700 Fax #: 8162518778 DPSM: MICHAEL WEHMEIR Zone/Dist: 08K Previous Dealer/Contact Date	TZ: CST Training %: Extn:	VIN: 1HGEM21944L [REDACTED] Err: Year: 2,004 Model: CIVIC Tran: 5MT Trim: EX Doors: 2DR WD: Fact: EAST LIBERTY Country: USA Desc: CIVIC 2DR EX 4CYL 127.0 HP 1.7 L WhtBdy: POWER STEERING, SUN ROOF, ABS, Engine #: D17A24434925 Trans #: SLW 1387817 Em Type: KA RO #: 674633 Case Type: Technical W.O. #:
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Tech Line Suggests

Information from Dealer

5/4/2009 12:28:00 PM JAMESH 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 PREVIOUS REPAIR DESCRIPTION 4 A/M BULB? 5 MAKE SURE LIGHT ASSEMBLIES ARE NOT LOOSE AND CONTACTING FENDER	CUSTOMER COMPLAINS OF BOTH FRONT HEADLAMP BULBS BURNING OUT PREMATURELY. TWO WEEKS TO SIX MONTHS BEFORE NEEDING REPLACEMENT. YES REPLACE BULBS YES
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2720887	RUDYG	11/10/2008	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS FLICKER	CAN'T DUPLICATE?; V DROP BATT NEG AND POS CONNECT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 74,220
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: PST	VIN: 2HGES16624H	Err:
Dir Cont: JOSE GUERRA	Training %:	Year: 2,004	Model: CIVIC
Serv Ph: (661) 834-6632	Extn:	Tran: 4AT	Trim: LX SSRS
Serv Mgr: STEVEN STEELE		Doors: 4DR	WD:
Parts Mgr: DEBORAH HALLUM		Fact: ALLISTON	Country: CAN
Dir Name: BARBER HONDA 4500 WIBLE ROAD BAKERSFIELD CA 93313		Desc: CIVIC 4DR LX SSRS 4CYL 115.0 HP 1.7	
Phone: (661) 834-6632	Fax #: 6613984947	WhtBdy: POWER STEERING, AIR BAG, USA	
DPSM: MICHELLE HATCH	Zone/Dist: 01A	Engine #: D17A14600041	Trans #: BMXA8839496
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 347059	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/10/2008 3:00:26 PM	RUDYG
1 ORIGINAL COMPLAINT	CUST STATES THE HEADLIGHTS ARE FLICKERING, THE RADIO WILL SHUT DOWN AND TURN BACK WHILE DRIVING AT THE SAME TIME THE BATTERY LIGHT WILL COME ON.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 STOCK ALTERNATOR?	YES, I DID BATT AND ALT TESTS. EVERYTHING TESTS GOOD. CUST HAS AFTERMARKET HID LIGHTS
4 CAN YOU DUPLICATE THIS PROBLEM?	NO
5 DOES CUST SAY GAUGES GO OUT WHEN RADIO QUILTS?	DIDN'T SAY
6 QUIZ CUST ABOUT THIS. IF GAUGES WENT BLANK TOO.	OK
7 START WITH BASIC CHECKS. V DROP ALT TERMINAL TO BATT POSITIVE AND ENG BLOCK TO BATT NEG TERMINAL	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2926438	CHRISV	11/12/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHTS FLICKERING	ALT; SWAP/REPLACE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 86,069
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 1HGEM22915L [REDACTED]	Err:
Dlr Cont: GEOVANNY	Training %:	Year: 2,005	Model: CIVIC
Serv Ph: (201) 451-5370	Extn:	Tran: 4AT	Trim: EX-SE
Serv Mgr: HENRY FAMULARO		Doors: 2DR	WD:
Parts Mgr: JOHN BATTAGLIA		Fact: EAST LIBERTY	Country: USA
Dlr Name: METRO HONDA ROUTE 440 NORTH JERSEY CITY NJ 07305		Desc: CIVIC 2DR EX SE 4CYL 127.0 HP 1.7 L	
		WhtBdy: SEW/LTHR STR	
Phone: (201) 451-5370	Fax #: (201) 369-2322	Engine #: D17A25408709	Trans #: SLXA3161599
DPSM: DAN OUTTEN	Zone/Dist: 05C	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 127412	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>11/12/2009 9:08:56 AM CHRISV</p> <ol style="list-style-type: none"> 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 PREVIOUS REPAIR DESCRIPTION 4 5 CAN YOU DUP 6 MON B V WHEN ACTING UP 7 CK THE BATTERY 8 HOW BAD IS IT FLICKERING 9 SOME DIMMING IS NORMAL, DO YOU HAVE A KG CAR 10 SOUNDS LIKE A ALT BUT YET YOU TELL ME IT CHARGING NORMAL. MIGHT WANT TO DOUBLE CK IT 	<p>C/S VEHICLE LOSEES POWER, ALL DASH LIGHTS COME ON AFTER VEHICLE SHUTS OFF. HEADLIGHTS AND TAILLIGHTS FLICKER.</p> <p>YES</p> <p>REPLACED ELD</p> <p>CAR WILL STALL WHEN THERE ARE TOO MANY LOADS ON ONLY THE LIGHTS FLICKERING</p> <p>12 LOADED 14V UNLOADED</p> <p>IT TESTED GOOD</p> <p>PRETTY BAD</p> <p>NO</p>
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2920094	CHRISV	10/30/2009	RUDYG	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS FLICKER	CONNECTIONS?; V DROP ALT CASE TO BATT NEG POST		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 58,455
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 1HGES16585L [REDACTED]	Err:
Dir Cont: DALE JENNINGS	Training %:		Year: 2,005	Model: CIVIC
Serv Ph: (765) 966-7611	Extn:		Tran: 4AT	Trim: LX
Serv Mgr: MIKE FASICK			Doors: 4DR	WD:
Parts Mgr: TOM WENGER			Fact: EAST LIBERTY	Country: USA
Dir Name: WETZEL HONDA 3505 CHESTER BLVD. RICHMOND IN 47374			Desc: CIVIC 4DR LX 4CYL 115.0 HP 1.7 L	
			WhtBdy: POWER STEERING, USA	
Phone: (765) 966-7611	Fax #: 7659397117		Engine #: D17A15600485	Trans #: BMXA9161887
DPSM: MARK KELLEY	Zone/Dist: 04D		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 106622	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

10/30/2009 7:56:25 AM	CHRISV	
1 ORIGINAL COMPLAINT		CUSTOMER COMPLAINT OF HEADLIGHTS FLICKER WHILE DRIVING, ELD HAS BEEN REPLACED AND NEW BATTERY, CHARGING SYSTEM TESTS GOOD. WILL A NEW ALTERNATOR HELP?
2 PREVIOUS REPAIRS OR PARTS REPLACED?		YES
3 PREVIOUS REPAIR DESCRIPTION		REPLACED ELD AND BATTERY
10/30/2009 7:59:54 AM	RUDYG	
4 10/30/2009 07:59:55 AM RUDYG		(DALE)
5 YOU CAN DUPLICATE THIS?		YES, DOES IT WITHIN A MINUTE OF STARTING WHEN COLD. GOES AWAY IF FANS OR A/C TURNED ON
6 ORIG ALT?		YES
7 CHECKED DIODE PATTERN ON IT?		YES, TESTS GOOD
8 ANY ACCIDENT DAMAGE ON THIS CAR?		NO
9 ANY AFTERMARKET ACCESSORIES?		NO
10 V DROP MAIN BATT PWR AND GROUND, V DROP ALT BODY TO BATT NEG POST. DO THIS WITH HEADLIGHTS ON AND ENG AT ABOUT 3K RPM		OK
11 SHOULD BE .4V OR LESS		OK
12 IF ALL OK, SUSPECT ALT		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2267571	JAMESH	02/01/2007	JAMESH	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP INTERM	INSP HEADLIGHT SW TERM #6, USE HSB 04-015 TO OUTLI		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 13,938
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: PST	VIN: SHHEP33525U	Err:
Dir Cont: HEMSLEY SCOTT	Training %:	Year: 2,005	Model: CIVIC HB
Serv Ph: (925) 934-0530	Extn:	Tran: 5MT	Trim: SI
Serv Mgr: TOM QUINLAN		Doors: 3DR	WD:
Parts Mgr: TOM ERVIN		Fact: SWINDON	Country: ENG
Dir Name: WALNUT CREEK HONDA 1707 NORTH MAIN STREET WALNUT CREEK CA 94596		Desc: CIVIC 3DR SI 4CYL 160.0 HP 2.0 L	
Phone: (925) 934-0530	Fax #: (925) 476-4248	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: STEVEN ROSTOMILY	Zone/Dist: 12D	Engine #: K20A34702041	Trans #: NRH38302050
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 59782	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/1/2007 8:09:49 AM	JAMESH	
1		CUST STATES HEADLIGHTS GO OUT INTERMITTENTLY WHILEDRIVING
2	INSP HEADLIGHT SW TERM #6, USE HSB 04-015 TO OUTLINE REPAIR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2278688	RUDYG	02/16/2007	RUDYG	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT LOW BEAMS INOP	COMBI SWITCH CONNECTOR?; CHECK FOR MELTING	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 44,598
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: CST	VIN: SHHEP33525U [REDACTED]	Err:
Dlr Cont: TOLIVER	Training %:	Year: 2,005	Model: CIVIC HB
Serv Ph: (409) 833-7100	Extn:	Tran: 5MT	Trim: SI
Serv Mgr: MICHAEL HALL		Doors: 3DR	WD:
Parts Mgr: GEORGE CARSON		Fact: SWINDON	Country: ENG
Dlr Name: MIKE SMITH HONDA 1515 I-10 SOUTH BEAUMONT TX 77701		Desc: CIVIC 3DR SI 4CYL 160.0 HP 2.0 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #: K20A34702359	Trans #: NRH38302366
Phone: (409) 833-7100	Fax #: (409) 833-1211	Em Type: KA	
DPSM: ERIC PIZZECK	Zone/Dist: 03H	RO #: 500293	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/16/2007 1:53:54 PM RUDYG
- 1 02/16/2007 01:54:54 PM RUDYG
 - 2
 - 3 DO LOW BEAMS WORK WITH HIGH BEAMS?
 - 4 DOES HIGH BEAM INDICATOR COME ON?
 - 5 CHECKED GROUNDS G301 AND G201?
 - 6 NO MELTED HARNESS AT HEADLIGHT SWITCH?
 - 7 FLASH TO PASS WORKS?
 - 8 DO ILLUM LIGHTS COME ON WITH LOW BEAM?
 - 9 DIMMER SWITCH TURNS OFF HIGH BEAM INDICATOR?
 - 10 CHECK RED/BLU PIN 4 AT HEADLIGHT SWITCH FOR SHORT TO PIN 13 BLU WIRE. IF THIS WERE SHORTED HIGH BEAMS WOULD COME ON WHENEVER HEADLIGHTS TURNED ON

Information from Dealer

HEAD LIGHTS LOW BEAM INOP
I HAVE REPLACED THE HEADLIGHT SWITCH AND NO CHANGE
YES, THEY COME ON
YES
YES, THEY ARE GOOD
NO, LOOKS GOOD
YES, ALL LIGHTS ON
YES
NO, IT ALWAYS STAYS ON
OK

- 2/19/2007 12:59:25 PM RUDYG
- 11 02/19/2007 01:00:22 PM RUDYG(CALLED DLR)
 - 12 CALLING FOR INFO ON FIX
 - 13 IF YOU FIND A MELTED HARNESS WE WILL WANT THAT BACK.

(CLARENCE)
I HAVEN'T HAD A CHANCE TO FIX IT YET. CUST HAS NOT RETURNED.
OK, I WILL LET YOU KNOW WHAT I FIND

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1891486	TOMP	08/04/2006	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7300	LIGHTS FLICKER	DEALER CAN'T DUPLICATE; CHECK BATTERY & CONNECTIN		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 34,861
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: EST	VIN: 2HGES26755H [REDACTED]	Err:
Dir Cont: CHARLES RUSSO	Training %:	Year: 2,005	Model: CIVIC
Serv Ph: (302) 452-2709	Extn:	Tran: 4AT	Trim: , EX
Serv Mgr: ANDREW PRIVETT		Doors: 4DR	WD:
Parts Mgr: JOE ST JOHN		Fact: ALLISTON	Country: CAN
Dir Name: MARTIN HONDA		Desc: CIVIC 4DR EX 4CYL 127.0HP 1.7L	
298 EAST CLEVELAND AVE	DE 19711	WhtBdy: POWER STEERING, SUN ROOF, ABS,	
NEWARK		Engine #:	Trans #:
Phone: (302) 452-2709	Fax #: (302) 894-1264	Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05J	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/4/2006	TOMP
1 08/04/06 08:02:54 ISIS:----->	LIGHTS FLICKER
2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
3 THIS PROBLEM?----->	NO
4 08/04/06 08:02:59 TOMP:----->	CHUCK:
5 CAN YOU DUPLICATE/VERIFY THE COMPLAINT?	
6	NO
7 MONITOR CHARGING VOLTAGE DURING TEST DRIVE.	
8 CHECK BATTERY, CABLES, CONNECTIONS, PINFITS	
AND	
9 TERMINATIONS.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1932777	KENE	09/21/2006	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS BURN OUT	A/M BULBS W/ LOW P/FILE TIRE; EDUCATE CUST		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 25,445
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 2HGES15225H	Err:
Dir Cont: MATT MASKEY	Training %:		Year: 2,005	Model: CIVIC
Serv Ph: (512) 244-9000	Extn:		Tran: 5MT	Trim: DX SSRS
Serv Mgr: KATHLEEN BRIGANCE			Doors: 4DR	WD:
Parts Mgr: BRAD FICKEL			Fact: ALLISTON	Country: CAN
Dir Name: ROUND ROCK HONDA			Desc: CIVIC 4DR DX SSRS 4CYL 115.0HP	
2301 NORTH IH-35			WhtBdy: POWER STEERING, AIR BAG, USA	
ROUND ROCK TX 78664			Engine #:	Trans #:
Phone: (512) 244-9000	Fax #: (512) 493-9068		Em Type: KA	
DPSM: JERRY MEADE	Zone/Dist: 03B		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 9/21/2006 KENE
- 1 09/21/06 08:06:20 ISIS:----->
 - 2
 - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 4 THIS PROBLEM?----->
 - 5 09/21/06 08:06:35 KENE:----->
 - 6 FACTORY BULBS?----->
 - 7 ACCIDENT?----->
 - 8 CHARGING VOLTAGE ?----->
 - 9 LOWERED?----->
 - 10 POSSIBLE CHEEP BULBS AND SHOCK CAUSED BY
 - LOW
 - 11 PROFILE TIRES
 - 12

Information from Dealer

CUST STATES HE HAS REPLACED BOTH HEADLIGHT BULBS TWICE. LOW BEAMS GO OUT.

NO

CUST REPLACED THE BULBS AND THEY WENT OUT AFTERMARKET

NO,

NOT OVERCHARGING

JUST 40 S TIRES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1887160	RAYD	07/31/2006	RAYD	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAMS TURN OFF W/DRIVING	UNABLE TO DUPLICATE;GET MORE INFO FROM CUSTOMER	
		Resin Source:	None
		Status:	N/A
		Remarks / Requestor:	
		Date:	
		Mileage:	2,856
		FE Status:	

Dealer #:	TZ:	CST	VIN: 2HGES26735H	Err:
Dir Cont: EARL WELLING	Training %:		Year: 2,005	Model: CIVIC
Serv Ph: (402) 408-1000	Extn:		Tran: 4AT	Trim: EX-SE
Serv Mgr: BRIAN PEARCE			Doors: 4DR	WD:
Parts Mgr: IAN WARD			Fact: ALLISTON	Country: CAN
Dir Name: SUPERIOR HONDA OF OMAHA			Desc: CIVIC 4DR EX SE 4CYL 127.0HP 1.7L	
4111 SOUTH 144TH ST.			WhtBdy: SEW/LTHR STR	
OMAHA NE 68137			Engine #:	Trans #:
Phone: (402) 408-1000	Fax #: (402) 891-0325		Em Type: KA	
DPSM: RON CRISS	Zone/Dist: 10A		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 7/31/2006 RAYD
- 1 07/31/06 13:17:51 ISIS:----->
 - 2
 - 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 4 THIS PROBLEM?----->
 - 5 07/31/06 13:18:01 RAYD:----->
 - 6 CAN YOU DUPLICATE THIS?----->
 - 7 HOW DO THEY GET THEM TO COME BACK ON?----->
 - 8 ANY AFTERMARKET ON THIS CAR?----->
 - 9 DEL DATE?----->
 - 10 EARL THOUGHT THE M/PLEX COULD CAUSE THIS, THE
 - 11 M/PLEX ISNT IN CONTROL OF THIS CIRCUIT UNLESS
 - 12 FLASHING THE LIGHTS FOR THE ALARM SYSTEM, FIND
 - 13 OUT FROM THE CUSTOMER WHAT THEY WERE DOING
 - WHEN
 - 14 THIS HAPPENED, WERE THEY TURNING? ACCEDENTLY
 - TURNED
 - 15 OFF THE H/LIGHTS USING THE TURN SIGNALS?----->

Information from Dealer

LOW BEAMS & DASH LIGHTS GO OUT AT TIMES STAY OUT NOT DIM OR FLICKER

NO

I AM JUST HOLDING THE PHONE FOR EARL; EARL;NO, I DONT KNOW NOT THAT I SEE 8/3/05

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Field Reports CR-V

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3058880	DAVIDK	09/20/2010	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT PROB CONNECTOR	S/W CONNECTOR MELTED?; CIVIC S/W KIT		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 168,439
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ: EST	VIN: JHLRD68452C [REDACTED]	Err:
Dir Cont: LINCON DREW	Training %:	Year: 2,002	Model: CR-V
Serv Ph: (813) 664-1234	Extn:	Tran: 4AT	Trim: 2WD LX
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: CHARLES AUGUSTO		Fact: SAYAMA	Country: JPN
Dir Name: BRANDON HONDA		Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
9209 ADAMO DRIVE EAST		WhtBdy: POWER STEERING, USA	
TAMPA FL 33619		Engine #: K24A11005678	Trans #: 1003139
Phone: (813) 664-1234	Fax #: 8136268853	Em Type: KA	
DPSM: DONALD LOGAN	Zone/Dist: 07K	RO #: 04019	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

9/20/2010 7:02:28 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 CIVIC S/W KIT KB16201

Information from Dealer

HARNNESS CONNCTOR GOING TO LIGHT SWITCH BURNT OUT ON PIN THAT GROUNDS LOW BEAMS.

[MODEL: CR-V][YEAR: 2002][PUBID: 0][SUBJECT: LIGHTS, EXTERIOR][KEYWORD:]
IS THERE A CONNECTOR OR KIT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2733855	DAVIDK	12/03/2008	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT CONECTOR MELTED	CONNECTOR?; TRY CIVIC CONNECTOR KIT		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 128,234
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	CST	VIN: JHLRD68462C	Err:
Dir Cont: KYLE COSTABILE	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (281) 341-2277	Extn:		Tran: 4AT	Trim: 2WD LX
Serv Mgr: TROY SCHROEDER			Doors: 5DR	WD:
Parts Mgr: AYINDE BURT			Fact: SAYAMA	Country: JPN
Dir Name: GILLMAN HONDA OF FORT BEND 26029 SOUTHWEST FRWY ROSENBERG TX 77471			Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
			WhtBdy: POWER STEERING, USA	
Phone: (281) 341-2277	Fax #: 2813412256		Engine #: K24A11011137	Trans #: 1004565
DPSM: MICHAEL SOLDANO	Zone/Dist: 03G		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 79202	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

12/3/2008 7:47:29 AM DAVIDK

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4
- 5 TRY THE CIVIC WIRE REPAIR. IF IT WORKS GREAT IF NOT REPLACE HARNESS MAKE SURE THE CUST HAS OEM BULBS

HEADLIGHTS DO NOT WORK
 YES
 NEW HEADLIGHT SWITCH AND WIRE REPAIR
 RED / WHT WIRE MELTED AT THE SW

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2672102	CHRISV	08/19/2008	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	MELTED CONN?; CK		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 137,218
		Remarks / Requestor:		FE Status:
		PIN 6		

Dealer #:	TZ:	EST	VIN: JHLRD78462C	Err:
Dir Cont: GREG STIPES	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (678) 624-0050	Extn:		Tran: 4AT	Trim: 4WD LX
Serv Mgr: ALAN WATSON			Doors: 5DR	WD:
Parts Mgr: STEPHEN RENALDO			Fact: SAYAMA	Country: JPN
Dir Name: HONDA CARLAND SERVICE CENTER 11300 STATE BRIDGE RD. ALPHARETTA GA 30022			Desc: CR-V 5DR 4WD LX 4CYL 160.0 HP 2.4	
			WhtBdy: POWER STEERING, USA	
Phone: (678) 624-0050	Fax #: 6786240854		Engine #: K24A11003875	Trans #: 1008618
DPSM: MELISSA MECHAN	Zone/Dist: 07E		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 154499	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/19/2008 7:33:04 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 GND PIN 6

 - 4 IS THE CONN MELTED
 - 5 DOUBLE CK CONN, IF DAMAGED REFER TO HSB 04-015

Information from Dealer

BOTH LOW BEAM HEADLIGHTS INOPERATIVE
NO
YES AND THEY STARTED WORKING BUT NOW THERE IS
NOTHING WRONG, THEY HAVE BEEN WORKING SINCE
DID NOT NOTICE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3155315	CHRISR	05/31/2011	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	SMOKE FROM COLUMN	BUNRT SW?; USE CIVIC REPAIR KIT PER KB 16201		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 146,382
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: JHLRD68422C	Err:
Dir Cont: CLAUDE	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (225) 928-6100	Extn:		Tran: 4AT	Trim: 2WD LX
Serv Mgr: DANNY DAVID			Doors: 5DR	WD:
Parts Mgr: RICHARD QUINN			Fact: SAYAMA	Country: JPN
Dir Name: RICHARDS HONDA 7791 FLORIDA BLVD. BATON ROUGE LA 70806			Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
			WhtBdy: POWER STEERING, USA	
Phone: (225) 928-6100	Fax #: (225) 928-6118		Engine #: K24A11016408	Trans #: 1005720
DPSM: DANIEL FYFFE	Zone/Dist: 03D		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 702950	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

5/31/2011 8:18:34 AM CHRISR

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 YES, USE THE CIVIC KIT 35012-S5A-307

Information from Dealer

CUSTOMER COMPLAINING OF BURNING SMELL COMING FROM STEERING COLUMN. FOUND HEADLIGHT COBINATION CONNECTOR MELTED. WILL THE CIVIC KIT FROM SB#04-015 REPAIR THIS?
 [MODEL: CR-V][YEAR: 2002][PUBID: 0][SUBJECT:][KEYWORD: HEADLIGHT]
 Y
 N
 N
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2997059	RAYD	04/20/2010	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT SWITCH MELTED	REFERRED TO CIVIC REPAIR KIT; SEE HSB 04-015		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 206,396
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	CST	VIN: JHLRD78872C	Err:
Dlr Cont: MIKE	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (414) 352-6100	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: BRUCE KOLZ			Doors: 5DR	WD:
Parts Mgr: MICHAEL ETZEL			Fact: SAYAMA	Country: JPN
Dlr Name: DAVID HOBBS HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
6100 NO. GREEN BAY AVE			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
GLENDALE WI 53209			Engine #: K24A11009530	Trans #: 1013370
Phone: (414) 352-6100	Fax #: 4143526408		Em Type: KA	
DPSM: WAYNE NICKLAS	Zone/Dist: 08B		RO #: 354394	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 4/20/2010 1:37:59 PM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 YOU CAN USE THE CIVIC REPAIR KIT FOR THIS
 - 5 I DOUBT IT BUT YOU SHOULD ASK YOUR DPSM WHENEVER YOU HAVE A QUESTION ABOUT WARR

Information from Dealer

LOW BEAM HEADLIGHTS DID NOT WORK. BAD GROUND IN HEADLIGHT SWITCH. WHEN REPLACING FOUND SLIGHTLY MELTED CONNECTOR ON THE RED WHITE WIRE.

[MODEL: CR-V][YEAR: 2002][PUBID:][SUBJECT:][KEYWORD: HEADLIGHT]
IS THIS WARR?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2417647	CHRISV	08/08/2007	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAM INOP BURNT	USE CIVIC HSB-04-015	
		Resin Source: None	Date:
		Status: N/A	Mileage: 109,725
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ: CST	VIN: JHLRD788X2C [REDACTED]	Err:
Dir Cont: JIM MANNING	Training %:	Year: 2,002	Model: CR-V
Serv Ph: (952) 938-1717	Extn:	Tran: 4AT	Trim: 4WD EX
Serv Mgr: CAROLINE GATES		Doors: 5DR	WD:
Parts Mgr:		Fact: SAYAMA	Country: JPN
Dir Name: LUTHER HOPKINS HONDA 250 5TH AVENUE SOUTH HOPKINS MN 55343		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
Phone: (952) 938-1717	Fax #: 9529088501	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DICK SARGENT	Zone/Dist: 08G	Engine #: K24A11012809	Trans #: 1016521
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 332211	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/8/2007 4:14:26 PM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 PREVIOUS REPAIR DESCRIPTION
 - 4
 - 5 USE CIVIC HSB-04-015

Information from Dealer

HEAD LIGHTS INOP.
 YES
 HEADLIGHT SWITCH
 FOUND THE CONNECTOR BURNT AT THE SW

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2838926	KENE	06/23/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHTS GO OUT INTER	UNKNOWN; NEED TO DUP	
		Resln Source: None	Date:
		Status: N/A	Mileage: 166,845
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD78812C	Err:
Dir Cont: JR LACY	Training %:		Year: 2,002	Model: CR-V
Serv Ph:	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: RANDALL HALE			Doors: 5DR	WD:
Parts Mgr: HUGHES HASH JR			Fact: SAYAMA	Country: JPN
Dir Name: STEVE PADGETT'S DANVILLE HONDA 4050 RIVERSIDE DRIVE DANVILLE VA 24541			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (434) 793-7901	Fax #: 4344834100		Engine #: K24A11012810	Trans #: 1016515
DPSM: MONROE NUTE	Zone/Dist: 06G		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 14989	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

6/23/2009 11:56:45 AM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 CAN YOU DUP
- 4 NEED TO DUP AND CHECK FOR MISSING POWER OR GROUND

Information from Dealer

HEADLIGHTS GO OUT AT TIMES
NO
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2398121	DAVEM	07/17/2007	DAVEM	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	HDLGHT (LOW) INOP	BURNED RED WIRE@ COMBO SW; RPLC SW & HRNSS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 45,099
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD78462C	Err:
Dir Cont: ROBERT MAUCK	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (703) 749-6600	Extn:		Tran: 4AT	Trim: 4WD LX
Serv Mgr: RYAN PARTON			Doors: 5DR	WD:
Parts Mgr: JUAN HIDALGO			Fact: SAYAMA	Country: JPN
Dir Name: HONDA OF TYSONS CORNER			Desc: CR-V 5DR 4WD LX 4CYL 160.0 HP 2.4	
1580 SPRING HILL RD.			WhtBdy: POWER STEERING, USA	
VIENNA VA 22182			Engine #: K24A11013463	Trans #: 1017119
Phone: (703) 749-6600	Fax #: 7038214229		Em Type: KA	
DPSM: TOM ZUIDEMA	Zone/Dist: 06D		RO #: 73046	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 7/17/2007 6:10:41 AM DAVEM
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 RPLC THE SW AND HRNSS.
 - 5 DPSM SHOULD STEP-UP AND BUY THE WHOLE JOB

Information from Dealer

HEADLIGHTS INOP FOUND RED WIRE BURNT UP IN COMBO SWITCH
 NO
 PIN BURNED LIKE ON THE CIVIC. WHAT TO DO?
 WHO PAYS?
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2947800	DAVIDK	12/30/2009	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT LOWBEAM INOP	S/W?; REPLACE USING CIVIC HSB	
		Resln Source: None	Date:
		Status: N/A	Mileage: 162,261
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ:	EST	VIN: JHLRD788X2C [REDACTED]	Err:
Dlr Cont: JACK DORMAN	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (574) 256-3800	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: JOHN WALSH			Doors: 5DR	WD:
Parts Mgr: MATT BAYES			Fact: SAYAMA	Country: JPN
Dlr Name: BASNEY HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
3820 N. GRAPE RD.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
MISHAWAKA	IN 46545		Engine #: K24A11041466	Trans #: 1046896
Phone: (574) 256-3800	Fax #: 5742563816		Em Type: KA	
DPSM: KATHY DUERR	Zone/Dist: 04C		RO #: 224422	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 12/30/2009 10:47:57 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 REPALCE USING CIVIC HSB. KB 16201

Information from Dealer

HEADLIGHT SWITCH KEEPS GOING OUT

[MODEL: CR-V][YEAR: 2002][PUBID:][SUBJECT:][KEYWORD: FOG LIGHTS]

CONNECTOR IS NOT MELTING. LOW BEAM GOING OUT WE REPLACE THE S/W. WILL WORK FOR FEW MONTH THEN GO OUT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2643808	KEITHC	07/03/2008	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAMS INOP	USE CIVIC KIT FOR REPAIR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 147,493
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ: MST	VIN: JHLRD78892C	Err:
Dir Cont: SAM RAMONE	Training %:	Year: 2,002	Model: CR-V
Serv Ph: (505) 471-7007	Extn:	Tran: 4AT	Trim: 4WD EX
Serv Mgr: JAMES OGBORN		Doors: 5DR	WD:
Parts Mgr: MARK HARRIS		Fact: SAYAMA	Country: JPN
Dir Name: PREMIER HONDA OF SANTA FE		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
4480 CERRILLOS ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
SANTA FE NM 87507		Engine #: K24A11047795	Trans #: 1054233
Phone: (505) 471-7007	Fax #: 5054243864	Em Type: KA	
DPSM: CHRISTIAN CRUZ	Zone/Dist: 10E	RO #: 210760	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/3/2008 9:34:07 AM	KEITHC
1 ORIGINAL COMPLAINT	LOW BEAMS WENT OUT AT THE SAME TIME.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 USE CIVIC KIT TO REPAIR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2970810	CHRISR	02/18/2010	JOSEPHD	3

Code	Original Complaint	Probable Cause/Solution		
P 7310	LO BEAM INOP, HI BEAM OK	2/22: RED/YEL WIRE @ P6 OF LIGHT SW BURNED		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 131,073
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	CST	VIN:	JHLRD78892C [REDACTED]	Err:
Dir Cont:	BRANDON	Training %:	Year:	2,002	Model: CR-V
Serv Ph:	(662) 842-4162	Extn:	Tran:	4AT	Trim: 4WD EX
Serv Mgr:	SAMUEL FRANKS		Doors:	5DR	WD:
Parts Mgr:	SETH JOHNSON		Fact:	SAYAMA	Country: JPN
Dir Name:	HOUSE OF HONDA 712 SO. GLOSTER STREET TUPELO MS 38801		Desc:	CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
Phone:	(662) 842-4162	Fax #:	6628425308	WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA
DPSM:	WILLIAM KIRK	Zone/Dist:	03J	Engine #:	K24A11053982
Previous Dealer/Contact		Date		Trans #:	1061171
				Em Type:	KA
				RO #:	430893
				Case Type:	Technical
				W.O. #:	

Tech Line Suggests

- 2/18/2010 11:39:25 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 CK CRCT BTWN C1 AT F/B AND PIN 6 AT H/L SWITCH
 - 5 JUMP C1 TO GND AND SEE IF LOW BEAMS TURN ON

Information from Dealer

LOW BEAM LIGHT'S WONT WORK AND HIGH BEAM WILL, REPLACED SWITCH.

[MODEL: CR-V][YEAR: 2004][PUBID:][SUBJECT:][KEYWORD: LOW BEAM LIGHT]

OK

OK

- 2/22/2010 1:40:18 PM TOMP
- 6
 - 7
 - 8 GROUND F10
 - 9 THEN GROUND P1 @ THE HEADLIGHT
 - 10 IF THAT IS THE PROBLEM WHY DIDN'T THE LIGHTS COME ON WHEN THE OTHER TERMINALS WERE GROUNDED?

BRANDON JENKINS

GROUNDED C1 AND THE LIGHTS DID NOT COME ON. DID THAT TOO AND THEY DIDN'T COME ON.

OH, HE JUST FOUND THE PROBLEM IS A BURNED WIRE AT THE SWITCH.

.....

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2555877	STEVEN	02/14/2008	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	SWITCH?; CHK WHT/RED WIRE FOR HEAT DAMAGE		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 102,140
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	EST	VIN: JHLRD78852C	Err:
Dlr Cont: DAVID ROLLER	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (419) 529-4000	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: GREG RODENBERGER			Fact: SAYAMA	Country: JPN
Dlr Name: HONDA OF MANSFIELD 1493 PARK AVE. W. MANSFIELD OH 44906			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (419) 529-4000	Fax #: 4195298264		Engine #: K24A11059607	Trans #: 1069072
DPSM: BRIAN SOLENTHALER	Zone/Dist: 04G		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 224697	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

2/14/2008 3:09:51 PM STEVEN

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 DO YOU HAVE VOLTAGE AT THE BULBS?
- 4 NOT IF YOU HAVE AN OPEN, CHK THE F CONNECTOR AND CHK FOR VOLTAGE AT THE F CONNECTOR
- 5 CHK THE WHT/RED GOING TO THE SWITCH, ALSO CHK THE SWITCH. IF THE SWITCH LOOKS OK BUT THE WIRES IS MELTED REPLACE THE SWITCH ANYWAY

BOTH LOWBEAMS WENT OUT AT THE SAME TIME, BULBS ARE OK, POSSIBLE MULTIPLEX PROBLEM? BOTH HOIGHBEAMS WORK AND PARKING LIGHTS WORK, NO
YES I HAVE VOLTAGE AFTER THE BULBS, ON BOTH SIDES, ISNT THAT WEIRD?
I HAVE BATTERY VOLTAGE THERE ALSO AND ITS CONNECTED
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2823051	KENE	05/21/2009	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT PROB	USE CIVIC HSB-04-015		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 87,501
		Remarks / Requestor:		FE Status:
		PIN 6		

Dealer #:	TZ:	EST	VIN: JHLRD778420	Err:
Dir Cont: JOE BOTT	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (812) 372-8453	Extn:		Tran: 5MT	Trim: 4WD EX
Serv Mgr: JON CHAMBERS			Doors: 5DR	WD:
Parts Mgr: JOHN HALL			Fact: SAYAMA	Country: JPN
Dir Name: RENNER HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
3055 CENTRAL AVENUE			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
COLUMBUS IN 47203			Engine #: K24A11081618	Trans #: 1006853
Phone: (812) 372-8453	Fax #: 8123728262		Em Type: KA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E		RO #: 027109	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

5/21/2009 6:08:41 AM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 USE CIVIC HSB-04-015

Information from Dealer

LOW BEAM LIGHTS NOT WORKING. FOUND THAT CONNECTOR AT COMBINATION LIGHT SWITCH PIN IS MELTED (RED/WHITE WIRE)
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2365506	DAVIDK	06/05/2007	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW HEADLIGHT INOP BURNT WIRE	CONNECTOR?; REPLACE USING CIVIC HSB	
		Resin Source: None	Date:
		Status: N/A	Mileage: 59,132
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ:	PST	VIN: JHLRD78872C	Err:
Dir Cont: PAT LAMORA	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (541) 485-6111	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: DUANE THOMPSON			Doors: 5DR	WD:
Parts Mgr: HANS BURT			Fact: SAYAMA	Country: JPN
Dir Name: KENDALL HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
846 GOODPASTURE ISL.RD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
EUGENE OR 97401			Engine #: K24A11108380	Trans #: 1131782
Phone: (541) 485-6111	Fax #: 5413356394		Em Type: KA	
DPSM: PERRY MORRIS	Zone/Dist: 02G		RO #: 898091	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

6/5/2007 2:11:55 PM DAVIDK

- 1
- 2
- 3 REPAIR HARNESS USING CIVIC HSB, IF NEEDED
REPLACE COMBO S/W

Information from Dealer

HEADLIGHT HARNESS CONNECTOR WHITE/RED WIRE
BURNT AND CONNECTOR BURNT
LOW BEAM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2810380	KEITHC	04/24/2009	KEITHC	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	low beam inop	CK COMBO SWITCH	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 80,852
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD78862C	Err:
Dir Cont: NATHAN FLEURY	Training %:		Year: 2,002	Model: CR-V
Serv Ph: (360) 757-7467	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: TONY LANE			Doors: 5DR	WD:
Parts Mgr: MICHAEL SNYDER			Fact: SAYAMA	Country: JPN
Dir Name: SIMS HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
1615 S. GOLDENROD ROAD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
BURLINGTON WA 98233			Engine #: K24A11122149	Trans #: 1151580
Phone: (360) 757-7467	Fax #: 3607572825		Em Type: KA	
DPSM: PETER HOLT	Zone/Dist: 02A		RO #: 151626	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

4/24/2009 9:41:40 AM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 COMBO SWITCH O/HEATED
- 5
- 6 REPLACE DASH F/B

Information from Dealer

CAR CAME IN A MONTH AGO AND WE PUT A FUSE BOX IN BECAUSE IT WAS BAD THE LOW HEAD LIGHTS WERE NOT COMING ON. NOW THE LOW HEAD LIGHT ARE NOT COMING ON AGAIN AND THE TEST SHOWS ITS THE FUSE BOX AGAIN YES
 PUT IN NEW FUSE BOX AND IT FIXED THE PROBLEM
 NO
 DASH F/B IS OPEN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3049758	DAVIDK	08/26/2010	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAM INOP	MELTED COMBO SW ?; REPAIR W CIVIC KIT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 114,389
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ: EST	VIN: JHLRD68463C [REDACTED]	Err:
Dlr Cont: DAVID	Training %:	Year: 2,003	Model: CR-V
Serv Ph: (802) 985-8482	Extn:	Tran: 4AT	Trim: 2WD LX
Serv Mgr: JAMES DARRAGH		Doors: 5DR	WD:
Parts Mgr: RICHARD GOSS		Fact: SAYAMA	Country: JPN
Dlr Name: THE AUTOMASTER HONDA 3328 SHELBURNE ROAD SHELBURNE VT 05482		Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
Phone: (802) 985-8482	Fax #: 8029852813	WhtBdy: POWER STEERING, USA	
DPSM: KEITH MANNING	Zone/Dist: 09C	Engine #: K24A12026737	Trans #: 2009982
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 352454	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/26/2010 11:26:50 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 HEAD LIGHTS OEM
 - 5 USE THE CIVIC HSB AND KIT TO REPAIR CAR. WOULD REC TO REPLACE HEAD LIGHTS W OEM BULBS

Information from Dealer

NO LOW BEAM HEADLIGHTS FOUND RED| WHITE WIRE MELTED AT COMBO SWITCH JUST LIKE 2001 CIVIC THIS THE SECOND ONE IN TWO DAYS

[MODEL: CR-V][YEAR: 2002][PUBID: 0][SUBJECT: LIGHTS, EXTERIOR][KEYWORD:]
UNKNOWN

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3045499	CHRISR	08/17/2010	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT PROB	SWITCH?; SEE 04-015 FOR REFERENCE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 108,742
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ: CST	VIN: SHSRD78833U [REDACTED]	Err:
Dir Cont: DANIEL	Training %:	Year: 2,003	Model: CR-V
Serv Ph: (423) 581-0987	Extn:	Tran: 4AT	Trim: 4WD EX
Serv Mgr: MICHAEL PATTERSON		Doors: 5DR	WD:
Parts Mgr: BRADLEY DREW		Fact: SWINDON	Country: ENG
Dir Name: HONDA MORRISTOWN		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
4190 W. ANDREW JOHNSON		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
MORRISTOWN TN 37814		Engine #: K24A12501855	Trans #:
Phone: (423) 581-0987	Fax #: 4235815844	Em Type: KA	
DPSM: MICHAEL MURPHEY	Zone/Dist: 07B	RO #: 002526	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 8/17/2010 10:35:28 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 USE 04-015 AS REFERENCE, SHOULD WORK IF LIGHT SWITCH SAME

Information from Dealer

HEADLIGHT SWITCH GETS HOT RED AND WHITE WIRE SMOKES WHEN TURNED ON SIMILIAR TO SERVICE BULLETIN 04-015

[MODEL: CR-V][YEAR: 2003][PUBID: 0][SUBJECT:][KEYWORD: SWITCH]
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2540193	TOMP	01/23/2008	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7300	DASH & HEADLIGHTS FLICKER	DEALER CAN'T DUPLICATE; CHECK BATTERY, CONNECTIONS		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 28,693
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: SHSRD78843U [REDACTED]	Err:
Dlr Cont: JOHNNY	Training %:		Year: 2,003	Model: CR-V
Serv Ph: (502) 499-5040	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: LARRY BLANSETT			Doors: 5DR	WD:
Parts Mgr: RUSSELL GRAVES			Fact: SWINDON	Country: ENG
Dlr Name: SAM SWOPE HONDA WORLD			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
#1 SWOPE AUTO CENTER			WhtBdy: P/S, SLN ROOF, ABS, AIR BAG, USA	
LOUISVILLE	KY 40299		Engine #: K24A12502246	Trans #:
Phone: (502) 499-5040	Fax #: (502) 499-3755		Em Type: KA	
DPSM: LARRY STIPE	Zone/Dist: 04L		RO #: 410514	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 1/23/2008 2:24:41 PM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 CAN YOU DUPLICATE THE COMPLAINT?
 - 5 MAKE SURE THE BATTERY IS GOOD, AND FULLY CHARGED, CHECK CONNECTIONS, PINFITS AND TERMINATIONS, ESPECIALLY THE NEGATIVE BATTERY CABLE TO THE BODY.
 - 6 CHECK CHARGING SYSTEM.

Information from Dealer

HEAD LIGHT FLICKER AND INSTRMENT PANEL ALSO NO
 JOHN:
 NO; OTHER'S SAW IT AND SAID PROBLEM STARTED AFTER BATTERY REPLACED.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2545990	KEITHC	01/31/2008	KEITHC	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT FLICKER	REPLACE ALT, OVER CHARGING	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 74,476
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: SHSRD68433U [REDACTED]	Err:
Dir Cont: TONY SCHAN	Training %:		Year: 2,003	Model: CR-V
Serv Ph: (706) 563-3510	Extn:		Tran: 4AT	Trim: 2WD LX
Serv Mgr: JANET DAVIS			Doors: 5DR	WD:
Parts Mgr: STEVE BAREFOOT			Fact: SWINDON	Country: ENG
Dir Name: CARL GREGORY HONDA 3000 NORTHLAKE PKY#400 COLUMBUS GA 31909			Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
			WhtBdy: POWER STEERING, USA	
Phone: (706) 563-3510	Fax #: (706) 243-7410		Engine #: K24A12568368	Trans #:
DPSM: ROBERT WELLS	Zone/Dist: 07D		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 254165	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

1/31/2008 12:53:00 PM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 WHEN
- 4 ELD OPERATION

Information from Dealer

LIGHTS FLICKER
NO
OFF IDLE
ALT IS OVERCHARGING, 17.5 V

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3049513	CHRISV	08/26/2010	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP 2X	REPAIR HARNESS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 135,664
		Remarks / Requestor:		FE Status:
		PIN 6		

Dealer #:	TZ:	EST	VIN: SHSRD78833U [REDACTED]	Err:
Dir Cont: ANGELO SORICE	Training %:		Year: 2,003	Model: CR-V
Serv Ph: (814) 382-4821	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: JOHN BURGER			Doors: 5DR	WD:
Parts Mgr: TIM CRISSMAN			Fact: SWINDON	Country: ENG
Dir Name: Honda Cars at Street Track'N Trail			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
13723 CONNEAUT LAKE RD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
CONNEAUT LAKE PA 16316			Engine #: K24A12529676	Trans #: MRVA2068842
Phone: (814) 382-4821	Fax #: 8143829603		Em Type: KA	
DPSM: BRUCE WILSON	Zone/Dist: 05L		RO #: 941279	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/26/2010 6:47:49 AM CHRISV
- 1 ORIGINAL COMPLAINT

 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA

 - 4 ORDER 35012-S5A-307

Information from Dealer

CUSTOMER WAS IN 2 WEEKS AGO , LOW BEAM HEADLIGHTSOUT . FOUND SWITCH BAD REPLACED, HEADLIGHTS WORK ING ON LOW BEAM AND HIGH BEAM. LAST ABOUT 1 WEEK AND LOW BEAM NOT WORKING AGAIN

[MODEL: CR-V][YEAR: 2003][PUBID: 0][SUBJECT: LIGHTS, INTERIOR][KEYWORD:]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1930111	KEITHC	09/19/2006	KEITHC	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT GOES OUT	CK HARNESS AT DASH F/B		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 59,690
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: SHSRD78863U [REDACTED]	Err:
Dlr Cont: BARRY LEAKE	Training %:		Year: 2,003	Model: CR-V
Serv Ph: (770) 993-2805	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: JIM WALZ			Doors: 5DR	WD:
Parts Mgr: DON JONES			Fact: SWINDON	Country: ENG
Dlr Name: HONDA CARLAND			Desc: CR-V 5DR 4WD EX 4CYL 160.0HP 2.4L	
11085 ALPHARETTA HWY			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
ROSWELL GA 30076			Engine #:	Trans #:
Phone: (770) 993-2805	Fax #: (770) 998-4880		Em Type: KA	
DPSM: MELISSA MECHAN	Zone/Dist: 07E		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 9/19/2006 KEITHC
- 1 09/19/06 06:34:37 ISIS:----->
 - 2
 - 3
 - 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 5 THIS PROBLEM?----->
 - 6 09/19/06 06:40:45 KEITHC:----->
 - 7
 - 8 CK CONNECTION AT DASH F/B----->
 - 9

Information from Dealer

HEADLIGHTS AND DASH LIGHTS GO OUT WHEN GOING OVRE BUMPS. CAR HAS AFTERMARKET WIREHARNES FOR TRAILERHITCH.

NO LIGHTS GO OUT IF I MOVE THE HARNESS AT DASH F/B

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3124738	DEAND	03/03/2011	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	RD/WHITE WIRE BURNED	REPLACE SWITCH AND REPAIR NARNESS;USE CIVIC KIT		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 186,778
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ: EST	VIN: SHSRD788X3U [REDACTED]	Err:
Dir Cont: ADAM BRETTIN	Training %:	Year: 2,003	Model: CR-V
Serv Ph: 269-965-2205	Extn:	Tran: 4AT	Trim: 4WD EX
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: ROBERTA KORTEWAY		Fact: SWINDON	Country: ENG
Dir Name: BATTLE CREEK HONDA 1385 WEST DICKMAN RD. BATTLE CREEK MI 49015		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (269) 965-2205	Fax #: 2699658910	Engine #: K24A12545025	Trans #:
DPSM: KATHY DUERR	Zone/Dist: 04C	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 127863	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

3/3/2011 11:47:32 AM DEAND

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 USE THE PARTS FROM THE CIVIC HSB. REPLACE THE SWITCH FOR A CRV IF NEEDED.

Information from Dealer

LOW BEAMS INOP, FOUND RD/WHITE WIRE BURNED IN CONNECTOR JUST LIKE FIT.
 [MODEL: CR-V][YEAR: 2003][PUBID: 0][SUBJECT:][KEYWORD: LOW BEAM]
 YES
 NO
 NO
 OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2944401	JERRYA	12/21/2009	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	NO LOW BEAMS	REPLACE SW , REP OR REPLACE HARNESS	
		Resin Source: None	Date:
		Status: N/A	Mileage: 147,983
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ:	EST	VIN: SHSRD78803U	Err:
Dlr Cont: BRIAN GAGNE	Training %:		Year: 2,003	Model: CR-V
Serv Ph: (603) 742-1676	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: NEIL KELLEHER			Doors: 5DR	WD:
Parts Mgr: RICHARD STARKEY			Fact: SWINDON	Country: ENG
Dlr Name: DOVER HONDA 5 DOVER POINT ROAD DOVER NH 03820			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (603) 742-1676	Fax #: 6037421247		Engine #: K24A12549507	Trans #:
DPSM: JOHN SYTULEK	Zone/Dist: 09H		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 335765	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 12/21/2009 12:12:11 PM JERRYA
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 12/21/09 15:12:18 JERRYA: (CALL FROM DEALER)
 - 5 SW MELTED
 - 6 ANY A/M HEADLAMP BULBS
 - 7 CAN YOU FIX THE HARNESS
 - 8 THIS BEING A C/P JOB RECOMENR PRESENT BOTH REPAIR OPTIONS TO CUSTOMER AND LET THEM DESIDE, MIN A SW AND A WIR REPAIR OR HARNESS

Information from Dealer

BOTH LOW BEAMS ARE INOP.

[MODEL: CR-V][YEAR: 2003][PUBID:][SUBJECT: BODY]
[KEYWORD: LIGHTS]
JAMIE;TECH GROUNG WIRE BURN OUT OF THE CONNECTOR
YES
NO
YES
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2746757	MARKP	12/27/2008	MARKP	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHTS INOP INTER	MICU??? NEED TO DUP
7390	INTERIOR LIGHTS INOP INTER	
7870	POWER WINDOWS INOP INTER	
Resln Source: None		Date:
Status: N/A		Mileage: 111,455
Remarks / Requestor:		FE Status:

Dealer #:	TZ: EST	VIN: SHSRD78873U [REDACTED]
Dir Cont: EARL ENGELS	Training %:	Year: 2,003
Serv Ph: (585) 334-0880	Extn: 3009	Tran: 4AT
Serv Mgr: WILLIAM BUECHEL		Doors: 5DR
Parts Mgr: STEPHEN ZAMBITO		Fact: SWINDON
Dir Name: JOHN HOLTZ HONDA		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4
3925 W. HENRIETTA ROAD		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA
ROCHESTER NY 14623		Engine #: K24A12561642
Phone: (585) 334-0880	Fax #: (585) 334-7843	Trans #:
DPSM: MALCOLM HOFF	Zone/Dist: 09A	Em Type: KA
Previous Dealer/Contact	Date	RO #: 753453
		Case Type: Technical
		W.O. #:

Tech Line Suggests

12/27/2008 7:52:10 AM MARKP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 I WOULD LEAN TWORDS MICU ALSO BUT WITHOUT BEING ABLE TO DUP CAN'T REALLY DIAG
- 4 GET THE CUST TO DUP THE PROBLEM FIRST

Information from Dealer

COMPLAINT OF LIGHTING EXT, AND INT,, GOING OUT, WINDOWS ALSO STOP, VEHICLE DOES NOT STOP RUNNING, UNABLE TO DUPLICATE, POOR INFO FROM CUSTOMER , BUT SHUTS OFF RESTARTS LIGHTS ON, LEANING TO MULTI PLEX ??, SUGGESTIONS ?? NO PREV, REPAIRS HOWEVER IN 80 MILES AGO SAME COMPLAINT, UNABLE TO DUPLICATE, G503,G401 CLEAN AND TIGHT, ALT GOOD 14.3 LOADED, BATTERY NEW
NO
THATS WHAT I'M TRYING TO TELL THE WRITER BUT HE WANTED ME TO CALL ANYHOW
NO PROBLEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2712741	KEITHC	10/28/2008	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAMS INOP	CK COMBO SWITCH , BURNT?	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 83,188
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ: EST	VIN: SHSRD78803U [REDACTED]	Err:
Dlr Cont: MICHAEL	Training %:	Year: 2,003	Model: CR-V
Serv Ph: (610) 269-8200	Extn:	Tran: 4AT	Trim: 4WD EX
Serv Mgr: ROBERT ALEXANDER		Doors: 5DR	WD:
Parts Mgr: JOHN SMALL		Fact: SWINDON	Country: ENG
Dlr Name: ROBERTS HONDA 19 PARK LANE DOWNINGTOWN PA 19335		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
Phone: (610) 269-8200	Fax #: 6102691347	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05J	Engine #: K24A12567141	Trans #:
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 412817	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 10/28/2008 6:52:37 AM KEITHC
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 CK COMBO SWITCH, BURNT?

Information from Dealer

LOW BEAMS INOP
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2573375	CHRISR	03/12/2008	JOSEPHD	7

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS INOP	COMBO SW?;REFER TO HSN 04-015		
		Resln Source:	None	Date:
		Status:	P RCVD	Mileage: 60,015
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	EST	VIN: SHSRD78833U [REDACTED]	Err:
Dir Cont: RICHARD	Training %:		Year: 2,003	Model: CR-V
Serv Ph:	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: JIM ROSE			Doors: 5DR	WD:
Parts Mgr: MARK ALDRIDGE			Fact: SWINDON	Country: ENG
Dir Name: PRIORITY HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
621 N. BATTLEFIELD BL.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
CHESAPEAKE VA 23320			Engine #: K24A12567971	Trans #:
Phone: (757) 366-5000	Fax #: 7572135069		Em Type: KA	
DPSM: JENNIFER KAMLER	Zone/Dist: 06H		RO #: 111543	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 3/12/2008 9:31:21 AM CHRISR
- 1
- 2 04-015?
- 3 LIGHTING SWITCH # ARE SAME
- 4 SAVE THE OLD PARTS, I WANT TO SEE THEM
- 5 03/12/2008 09:33:59 AM CHRISR
- 6 PEND TO PAULI FOR PICK UP, TALKED TO DPSM
DANIEL MAY FOR GOODWILL CONSIDERATION
- 7 PEND TO RICK KUBOTA PER DAVE M

Information from Dealer

HEADLIGHTS INOP COMBINATION SWITCH BURNT,CAN I
USE CIVIC HEADLIGHT SWITCH UPDATE AS REPAIR OPTION
YES
OK
OK, ILL TAG THEM

3/12/2008 9:54:35 AM PAULI

8 WILL P/U

3/12/2008 10:35:09 AM PAULI

10 FAXED SHIP REQUEST>MARK, P/M

3/12/2008 10:26:04 AM RICHARDK

9 03/12/08 10:26:45 RICHARDK:----->Thanks Chris,
don't listen to Dave he will always get you in trouble!!! As I
remember this issue the Civic had a smaller wire size than
CRV so the only concern I would have with using the Civic kit
is the wire splice that is supplied will be a smaller than the
existing CRV harness. I don't think it should cause any
issues but just needed to let you know.

4/1/2008 3:34:43 PM PAULI

11 H/L SW RCVD--FRWD>RK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2564773	JOHNB	02/28/2008	JOHNB	1

Code **Original Complaint**
P 7310 HEADLIGHT BLUBS BURN OUT,2X

Probable Cause/Solution
GV CHKS;QUEST CUST;CHK FOR VIBRATION ISSUES

ResIn Source: None **Date:**
Status: N/A **Mileage:** 184,902

Remarks / Requestor: **FE Status:**

Dealer #:	TZ:	EST	VIN: SHSRD78843U [REDACTED]	Err:
Dir Cont: ROBERT	Training %:		Year: 2,003	Model: CR-V
Serv Ph: (302) 734-1000	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: STEVE GERKENS			Doors: 5DR	WD:
Parts Mgr: ANGELA WHITE			Fact: SWINDON	Country: ENG
Dir Name: PRICE HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
4567 S. DUPONT HIGHWAY			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DOVER DE 19901			Engine #: K24A12570601	Trans #: MRVA2169210
Phone: (302) 734-1000	Fax #: (302) 697-1078		Em Type: KA	
DPSM: OPEN POSITION 1/7/11	Zone/Dist: 05K		RO #: 44075	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

2/28/2008 6:25:39 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 WAS THE RIGHT SIDE THE BLUB THAT BURNE OUT PRIOR?

5 UNLIKELY CAUSE OF ELECTRICAL CURRENT IN VEHICLE;LIKELY A PRODUCT OF BLUB DESIGN OR QUALITY,OR VIBRATION PROBLEM;CHK BLUB FOR EVIDENCE OF HOW IT FAILED

HEADLIGHT BULBS BLOW EVERY 3 TO 4 MONTHS, REPLACEDBULBS IN NOVEMBER 07 WITH HONDA OEM BULBS R/F BUL B LOW BEAM BLOWN NOW. CK FOR DTC'S ONLY P1259 VTECSYSTEM STORED. PERFORMED CHARGING SYSTEM TEST WIT H ED-18 NO PROBLEMS FOUND. HAVE HAD CR-V INPAST CHARGING OVER 17.5 VOLTS BUT SET DTC'S. ALTERNATORFULL FIELDING INTERMITTEN CAUSING PROBLEM ????

NO

SO PRIOR HAD ONE BLUB BURNED OUT;THE BLUBS WITH AFTERMARKET;REPLACED THEM WITH HONDA;NOW VEHICLE BACK MANY MONTHS LATER WITH RIGHT HEADLIGHT BLUB BURNED OUT

NOT SURE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2896264	GARYR	09/11/2009	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT CONNECTOR	REPAIR Civic Kit 35012-S5A-307		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 88,796
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	AHST	VIN: JHLRD68494C	Err:
Dlr Cont: ALLAN	Training %:		Year: 2,004	Model: CR-V
Serv Ph: (808) 235-7566	Extn:		Tran: 4AT	Trim: 2WD LX
Serv Mgr: JAMES NAKANISHI			Doors: 5DR	WD:
Parts Mgr: BRIAN SANCHEZ			Fact: SAYAMA	Country: JPN
Dlr Name: HONDA WINDWARD			Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
45-671 KAMEHAMEHA HWY.			WhtBdy: POWER STEERING, USA	
KANEHOE HI 96744			Engine #: K24A13096900	Trans #: 3033271
Phone: (808) 235-7566	Fax #: 8082478544		Em Type: KA	
DPSM: OPEN POSITION	Zone/Dist: 02D		RO #: 332721	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

9/11/2009 1:48:01 PM GARYR

- 1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 USE CIVIC KIT PN 35012-S5A-307

Information from Dealer

CONNECTOR TO HEAD LIGHT SWITCH BURNED. LIKE THE PROBLEM NO A CIVIC S/B 04-015 WHEN I CHECKED OUR PARTS DEPT. THE SWITCH AND CONNECTOR IIN THE KIT IS THE SAME CAN I USE THE KIT IN S/B 04-015
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2884907	STEVEN	08/20/2009	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT GO OUT, WIRE MELTED	REFER TO THE BULLETIN FOR THE CIVIC, USE THE KITS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 75,125
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	PST	VIN: JHLRD78894C0	Err:
Dlr Cont: JOSH LEAN	Training %:		Year: 2,004	Model: CR-V
Serv Ph: (425) 355-7500	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: RYAN HOLMES			Doors: 5DR	WD:
Parts Mgr: SHANE PEARSON			Fact: SAYAMA	Country: JPN
Dlr Name: KLEIN HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
10611 EVERGREEN WAY SO			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
EVERETT WA 98204			Engine #: K24A13048006	Trans #: 3076673
Phone: (425) 355-7500	Fax #: 4253478400		Em Type: KA	
DPSM: PETER HOLT	Zone/Dist: 02A		RO #: 65423	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/20/2009 10:53:15 AM STEVEN
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 YEAH WE'VE SEEN THAT, JUST USE THE CIVIC KIT, REFER TO THE BULLETIN FOR THE CIVIC

Information from Dealer

WIRE ON HEADLIGHT SWITCH (RED WHITE) GETS HOT AND
MELTS MAKES HEADLIGHTS GO OUT
NO
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3130141	RAYD	03/17/2011	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAMS INOP INT	CHECK COMBO SWITCH CONNECTIONS;REPAIR W/16201 INFO	
		Resln Source: None	Date:
		Status: N/A	Mileage: 140,365
		Remarks / Requestor:	FE Status:
		PIN 6	

Dealer #:	TZ:	EST	VIN: JHLRD788X4C	Err:
Dir Cont: JOSHUA	Training %:		Year: 2,004	Model: CR-V
Serv Ph: (317) 887-0800	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: KEVIN MCDANIEL			Doors: 5DR	WD:
Parts Mgr: TIM WOODALL			Fact: SAYAMA	Country: JPN
Dir Name: INDY HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
8455 U.S. 31 SOUTH	IN 46227		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
			Engine #: K24A13053026	Trans #: 3081974
Phone: (317) 887-0800	Fax #: 3178855714		Em Type: KA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E		RO #: 375896	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 3/17/2011 3:33:21 PM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 DID YOU LOOK AT THE COMBO SWITCH?
 - 7 LOOK FOR DAMAGED TERMINAL SIMILAR TO CIVICS, IF FOUND, YOU CAN USE PARTS FROM THE CIVIC BULLETIN TO REPAIR

Information from Dealer

LOW BEAMS INOP INTERMITTENT
 [MODEL: CR-V][YEAR: 2004][PUBID: 0][SUBJECT:][KEYWORD: HEADLIGHT]
 YES
 NO
 N/A
 NO, NOT YET

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2216471	TOMP	12/06/2006	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	HIGH RESISTANCE W/R TERMINAL; REPAIR AS NEEDED		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 37,070
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	EST	VIN:	JHLRD78804C [REDACTED]	Err:
Dlr Cont: ECKARD TERRY	Training %:		Year:	2,004	Model: CR-V
Serv Ph:	Extn:		Tran:	4AT	Trim: 4WD EX
Serv Mgr: LAWRENCE KENNEDY			Doors:	5DR	WD:
Parts Mgr:			Fact:	SAYAMA	Country: JPN
Dlr Name: Germain Honda of Dublin 6715 SAWMILL ROAD DUBLIN OH 43017			Desc:	CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
			WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (614) 764-9449	Fax #: 6147664746		Engine #:	K24A13086925	Trans #: 3103037
DPSM: MARY DOWNING	Zone/Dist: 04F		Em Type:	KA	
Previous Dealer/Contact	Date		RO #:	52912	
207358 ECKARD TERRY			Case Type:	Technical	
12/06/2006			W.O. #:		

Tech Line Suggests

12/6/2006 9:55:20 AM TOMP

- 1
- 2
- 3
- 4
- 5 IS THE COUPLER DAMAGED?
- 6 REPLACE THE SWITCH, COUPLER AND TERMINAL OR THE HARNESS AS NEEDED. REFER TO DSM FOR GOODWILL CONSIDERATION.

Information from Dealer

NO LOW BEAM HEADLIGHTS
TERRY:
W/R WIRE TERMINAL OVERHEATED @ HEADLIGHT SWITCH.
LOOKS JUST LIKE THE CIVIC PROBLEM.
I CLEANED THE BLACK OFF THE TERMINAL AND IT WORKS NOW.
IT'S BEEN MELTED A LITTLE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2699742	STEVEN	10/06/2008	STEVEN	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAMS INOP	OPEN?; GROUND RED/WHT WIRE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 73,749
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	CST	VIN: SHSRD68474U [REDACTED]	Err:
Dlr Cont: JAMES	Training %:		Year: 2,004	Model: CR-V
Serv Ph: (337) 235-9086	Extn:		Tran: 4AT	Trim: 2WD LX
Serv Mgr: STEPHEN BORDELON			Doors: 5DR	WD:
Parts Mgr: DANIEL WOOLFOLK			Fact: SWINDON	Country: ENG
Dlr Name: MOSS HONDA			Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
1407 SURREY STREET			WhtBdy: POWER STEERING, USA	
LAFAYETTE LA 70501			Engine #: K24A13529913	Trans #: MCVA3010009
Phone: (337) 235-9086	Fax #: 3372620697		Em Type: KA	
DPSM: DANIEL FYFFE	Zone/Dist: 03D		RO #: 518766	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 10/6/2008 7:32:00 AM STEVEN
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 VERIFY THE COMPLAINT?

 - 4 JUMPS PIN 6 AND 12 TOGETHER AT THE SWITCH?
 - 5 SWAP A KG BULB
 - 6 KEEP FOLLOWING THE RED/WHT WIRE UP
GROUNDING IT ALONG THE WAY

Information from Dealer

LOW BEAM LIGHTS INOP
 NO
 YES, CUSTOMER STATES EVER SINCE THEY HAD THE TOW
 BAR INSTALLED THE LIGHTS DO NOT WORK
 NOTHING HAPPENS
 STILL INOP
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2577045	KENE	03/18/2008	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM HEADLIGHT S INOP	PIN FIT; FOLLOW GROUND PATH		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 65,342
		Remarks / Requestor:		FE Status:
		PIN 6		

Dealer #:	TZ:	EST	VIN: SHSRD78844U [REDACTED]	Err:
Dir Cont: JOSE VILLEDA	Training %:		Year: 2,004	Model: CR-V
Serv Ph: (703) 444-2010	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: TERRY GIBSON			Doors: 5DR	WD:
Parts Mgr: BRIAN SMITH			Fact: SWINDON	Country: ENG
Dir Name: HONDA OF DULLES			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
21715 AUTO WORLD DRIVE			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
STERLING VA 20166			Engine #: K24A13553301	Trans #: GPPA2024448
Phone: (703) 777-1982	Fax #: 7037718203		Em Type: KA	
DPSM: TOM ZUIDEMA	Zone/Dist: 06D		RO #: 218365	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 3/18/2008 9:40:55 AM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 HIGH BEAM LIGHTS WORK
 - 4 GROUND F10
 - 5 C1
 - 6 FOLLOW GROUND PATH

Information from Dealer

HEAD LIGHT LOW BEAM DON'T WORK PARKING LIGHT DO WORK
 NO
 YES
 LOW BEAMS COME ON
 DID NOT TRY

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2758475	STEVEN	01/16/2009	STEVEN	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHT BULBS BURNT OUT 6X	REPLACE THE BULBS AGAIN
	Resln Source: None	Date:
	Status: N/A	Mileage: 53,513
	Remarks / Requestor:	FE Status:

Dealer #:	TZ:	MST	VIN: JHLRD78815C	Err:
Dir Cont: ANDY ROBINSON	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (303) 794-8195	Extn:		Tran: 5AT	Trim: 4WD EX
Serv Mgr: JIMMY CALHOUN			Doors: 5DR	WD:
Parts Mgr: MIKE MORRIS			Fact: SAYAMA	Country: JPN
Dir Name: RALPH SCHOMP HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
5700 S. BROADWAY			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
LITTLETON	CO 80121		Engine #: K24A14009639	Trans #: 1010194
Phone: (303) 794-8195	Fax #: 3037307814		Em Type: KA	
DPSM: OPEN POSIT 6/6/11	Zone/Dist: 10C		RO #: 731320	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>1/16/2009 10:23:23 AM STEVEN</p> <ol style="list-style-type: none"> 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 PREVIOUS REPAIR DESCRIPTION 4 IS ANYONE TOUCHING THE BULB WHEN INSTALLING THEM? 5 WE HAVE HAD ISSUES WITH THESE BULBS, THEY SHOULD HAVE BEEN TOUGHENED UP, REPLACE THE BULBS AGAIN 	<p>CUSTOMER REPORTS HAD BOTH HEADLIGHTS BURNT OUT AND REPLACE 6 TIMES WITHIN PAST YEAR. HAD HEADLIGHT RE LAY REPLACE BEFORE AS PER TECH LINE.</p> <p>YES</p> <p>MEASURED FOR VOLTAGE AT HEADLIGHT BEFORE AND HAD IRREGULAR VOLTAGE SPIKES, RIGHT HEADLIGHT GOOD.</p> <p>NO</p> <p>OK</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2324373	DAVIDK	04/13/2007	GARYR	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	ONE HEADLIGHT ON AND OFF	RELAY?; UNABLE TO REPRODUCE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 23,817
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD78545C [REDACTED]	Err:
Dlr Cont: SOLBERG	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (503) 255-8345	Extn:		Tran: 5AT	Trim: 4WD LX
Serv Mgr: JOHN GERACI			Doors: 5DR	WD:
Parts Mgr: KEITH GEORGE			Fact: SAYAMA	Country: JPN
Dlr Name: RON TONKIN HONDA 300 S.E. 122ND AVENUE PORTLAND OR 97233			Desc: CR-V 5DR 4WD LX 4CYL 160.0 HP 2.4	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #: K24A14010106	Trans #: 1011423
Phone: (503) 255-8345	Fax #: (503) 408-4392		Em Type: KA	
DPSM: MARCEL VILLEGAS	Zone/Dist: 02C		RO #: 89931	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

4/13/2007 10:46:01 AM	DAVIDK	
1		HEAD LIGHTS INTERMITTENTLY NON-OP/ WHEN USEING
2		TURN SIGNAL RT HEAD LIGHT STARTED WORKING
3	INTERVIEW CUST ON ALL SYMPTOM. IF ONE LIGHT IS GOIING OUT OR RETURNING LOOK AT RELAY, FUSE, LIGHT AND GROUND	UNABLE TO REPROUDCE
4/13/2007 11:11:21 AM	GARYR	
4		WHY IS THE H/L SW TIED INTO THE MPX
5	FOR H/L WARNING	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2248314	PETERL	01/10/2007	JOSEPHD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	BOTH H/LIGHTS INT FLSH OFF	CONNECTION; INSPECT FROM COMBO SW TO UNDER HOOD F/		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 30,146
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	PST	VIN: JHLRD789X5C	Err:
Dir Cont: ADAMS JON	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (360) 754-3399	Extn:		Tran: 5AT	Trim: 4WD SE
Serv Mgr: DALE COOPER			Doors: 5DR	WD:
Parts Mgr: JARED SCHERIEBLE			Fact: SAYAMA	Country: JPN
Dir Name: CAPITOL CITY HONDA			Desc: CR-V 5DR 4WD SE 4CYL 160.0 HP 2.4	
2370 CARRIAGE LOOP SW			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
OLYMPIA WA 98502			Engine #: K24A14012606	Trans #: 1014246
Phone: (360) 754-3399	Fax #: 3605283648		Em Type: KA	
DPSM: PHIL HEINZMAN	Zone/Dist: 02B		RO #: 133510	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

1/10/2007 11:20:35 AM PETERL

- 1
- 2 A/M ACCESS OR CRASH DAMAGE
- 3 INT OR DOES IT HAPPEN ALL THE TIME
- 4 DASH LIGHTS GO OUT
- 5 DIM/BRIGHTEN ISSUE
- 6 CHECK CONNECTION FROM PIN 7 AT COMBO SW TO UNDER DASH F/BOX TO UNDER HOOD F/BOX . IF ALL OK REPLACE THE COMBO SW.

Information from Dealer

BOTH HEADLIGHTS TURN OFF FOR ABOUT 2 SECONDS WHILE DRIVING BULBS ARE FINE, CUSTOMER NOT GOING OVER BUMPS LIGHT TURN BACK ON , ON THEIR OWN NO I HAVE NOT DUPLICATED.
INT
NOT SURE
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2669019	CHRISR	08/13/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM BULBS BURNING OUT	BULBS BAD?; REPLACE BULBS CK CONNECTORS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 75,010
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD68565C	Err:
Dir Cont: THOMAS	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (330) 726-2300	Extn:		Tran: 5AT	Trim: 2WD LX
Serv Mgr: THOMAS MCKINLEY			Doors: 5DR	WD:
Parts Mgr: RICHARD BROWNLIE			Fact: SAYAMA	Country: JPN
Dir Name: THE HONDA STORE			Desc: CR-V 5DR 2WD LX 4CYL 160.0 HP 2.4	
448BOARDMANCANFIELD RD			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
YOUNGSTOWN OH 44512			Engine #: K24A14089735	Trans #: 1024939
Phone: (330) 726-2300	Fax #: 3307260009		Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 04G		RO #: 151112	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

8/13/2008 11:52:41 AM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 NO KNOWN ISSUE, COULD BE BAD LOT OF BULBS

Information from Dealer

THIS VEHICLE HAS HEADLAMPS BURN OUT FREQUENTLY .WE HAVE REPLACED 2 HEADLAMP BULBS FOR HIM AND HE CLAIMS HE HAS PUT A TOTAL OF 3 AFTERMARKET BULBS . HAVE YOU SEEN THIS SCENARIO ON ANY OTHER CRV'S YES REPLACED A TOTAL OF 5 HEADLAMP BULBS OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2730134	JOHNB	11/25/2008	JOHNB	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT INOP AT TIMES	CANNOT PRODUCE;GV CHKS TO SYSTEM;DPSM		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 50,285
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD78835C	Err:
Dlr Cont: MICHAEL	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (916) 783-5667	Extn:		Tran: 5AT	Trim: 4WD EX
Serv Mgr: GREG LEATHERMAN			Doors: 5DR	WD:
Parts Mgr: KEVIN DUELL			Fact: SAYAMA	Country: JPN
Dlr Name: AUTOWEST HONDA-ROSEVILLE			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
500 AUTO MALL DR.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
ROSEVILLE CA 95661			Engine #: K24A14045737	Trans #: 1053709
Phone: (916) 783-5667	Fax #: (916) 783-9210		Em Type: KA	
DPSM: BARRY CHANDLER	Zone/Dist: 12C		RO #: 466818	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

11/25/2008 12:55:40 PM JOHNB

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 PRODUCE COMPLAINT;CHK CONNECTIONS AND PIN FITS AT HEADLIGHTS,CONNECTIONS,AT COMBO SW;COMBO SW??;CHK VOLTAGES AND GROUNDS;VOLT DROP GROUNDS;CONTACT DPSM

CUST STATES THE HEADLIGHTS CUT OUT FROM TIME TO TIME. NO PATTERN. CAN HAPPEN ON SMOOTH FREEWAY TYPE ROAD. CUST PLAYS WITH HIGHBEAM TO GET BACK LOWBEAM. NO OTHER INFO CAN BE ATTAINED FROM CUSTOMER AND OR ADVISOR. SECOND TIME IN, CANNOT DUPLICATE D EITHER TIMES. SERVICE MANAGER REQUEST TECHLINE ASSISTANCE.
NO
CANNOT PRODUCE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2955870	CHRISV	01/18/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHTS BURN OUT	BULB; REPLACE
	ResIn Source: None	Date:
	Status: N/A	Mileage: 66,605
	Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: JHLRD78845C	Err:
Dir Cont: AL LATRONICO	Training %:	Year: 2,005	Model: CR-V
Serv Ph: (201) 569-5515	Extn:	Tran: 5AT	Trim: 4WD EX
Serv Mgr: ROBERT BRISLIN		Doors: 5DR	WD:
Parts Mgr: LISA MAGDA		Fact: SAYAMA	Country: JPN
Dir Name: D & C HONDA OF TENAFLY 28 COUNTY ROAD TENAFLY NJ 07670		Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
Phone: (201) 569-5515	Fax #: (201) 541-8538	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: STEFANIE SENKIW	Zone/Dist: 05E	Engine #: K24A14059980	Trans #: 1067657
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 291847	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>1/18/2010 9:25:47 AM CHRISV</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 ISIS SEARCH CRITERIA</p> <p>4</p> <p>5 REPLACING W/ OEM BULBS</p> <p>6 ARE YOU SURE</p> <p>7 HOW LONG BETWEEN REPLACEMENTS</p> <p>8 MAKE SURE IT HAS THE CORRECT SIZE FUSE</p> <p>9 CK FUSES, CK GND.</p>	<p>CUSTOMER HAS A COMPLAINT OF HEADLIGHT BULBS BURNING OUT QUICKLY, PREVIOUS SOCKETS REPLACED BUT CUSTOMER DOES LIVE IN THE CITY.</p> <p>[MODEL: CR-V][YEAR: 2005][PUBID:][SUBJECT:][KEYWORD: BULB']</p> <p>CUST KEEPS REPLACING THE BULBS ON THIS CAR</p> <p>YES</p> <p>YES, WE ARE DOING IT</p> <p>LAST REPAIR WAS 9 DAYS AGO</p> <p>NOT YET</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1681741	DAVEM	11/14/2005	JOSEPHD	3

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS INOP INTERM	6/30: REPLD H/LT SW FIXED		
		Resln Source:	Spoke w/ Dealer	Date: 05/11/2011
		Status:	N/A	Mileage: 9,651
		Remarks / Requestor:	FE Status:	
		PIN 6		

Dealer #:	TZ:	EST	VIN: SHSRD78885U	Err:
Dir Cont: ANTHONY LOCKE	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (585) 334-0880	Extn: 3009		Tran: 5AT	Trim: 4WD EX
Serv Mgr: WILLIAM BUECHEL			Doors: 5DR	WD:
Parts Mgr: STEPHEN ZAMBITO			Fact: SWINDON	Country: ENG
Dir Name: JOHN HOLTZ HONDA			Desc: CR-V 5DR 4WD EX 4CYL 160.0 HP 2.4	
3925 W. HENRIETTA ROAD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
ROCHESTER NY 14623			Engine #:	Trans #:
Phone: (585) 334-0880	Fax #: 5853347843		Em Type: KA	
DPSM: MALCOLM HOFF	Zone/Dist: 09A		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>6/30/2006 DAVEM</p> <p>1 11/14/05 12:31:34 ISIS:-----></p> <p>2</p> <p>3</p> <p>4</p> <p>5</p> <p>6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR</p> <p>7 THIS PROBLEM?-----></p> <p>8 11/14/05 12:31:46 DAVEM:-----></p> <p>9</p> <p>10</p> <p>11</p> <p>12 NO HIST-----></p> <p>13 DASH LITES INOP?-----></p> <p>14 TAIL LIGHTS?-----></p> <p>15 HI BEAMS?-----></p> <p>16 AFTER MARKET ACCESS OR MODS?-----></p> <p>17 DPSM EVAL TO KEEP AND DUP OR SWAP</p> <p>18 COMBO SW OR ??-----></p> <p>19 06/30/06 10:35:55 GARYR:-----></p>	<p>CUSTOMER STATES WHEN USING TURNSIGNAL HEADLIGHTS GO OUT (USEING RIGHT SIDE TURNSIGNAL) CAN NOT DUPLICATE PROBLEM AT THIS TIME CUST HAS BEEN AT ANOTHER DEAL CAR WAS THERE FOR 7 DAYS OR MORE AND NO REPAIR WAS MADE AT THAT TIME</p> <p>NO</p> <p>THE CUST STATES INTERM THE HD LITES ARE INOP FOR THE 1ST FEW TURNS. ANOTHER DEALER HAD THE CAR AND THEY NOT DUP EITHER. I HAVE WGGLD AND SHAKEN THE HWOLE SYSTEM, SAME. HIST?</p> <p>OK</p> <p>?</p> <p>?</p> <p>?</p> <p>NONE</p> <p>REPLD H/LT SW FIXED</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2469360	TOMP	10/15/2007	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	BOTH LOW BEAMS INOP	DEALER CAN'T DUPLICATE; VOLT DROP SWITCH		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 29,701
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: SHSRD78575U [REDACTED]	Err:
Dir Cont: PAUL DIGES	Training %:		Year: 2,005	Model: CR-V
Serv Ph: (412) 262-4755	Extn:		Tran: 5AT	Trim: 4WD LX
Serv Mgr: ROSS LOBELLO			Doors: 5DR	WD:
Parts Mgr: STEVE MARTIN			Fact: SWINDON	Country: ENG
Dir Name: MOON TOWNSHIP HONDA 5802 UNIVERSITY BLVD MOON TOWNSHIP PA 15108			Desc: CR-V 5DR 4WD LX 4CYL 160.0 HP 2.4	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #: K24A14552827	Trans #: GPPA3043978
Phone: (412) 262-4755	Fax #: (412) 264-2395		Em Type: KA	
DPSM: BRUCE WILSON	Zone/Dist: 05L		RO #: 330107	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>10/15/2007 9:15:30 AM TOMP</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 PREVIOUS REPAIR DESCRIPTION</p> <p>4</p> <p>5 CAN YOU DUPLICATE THE COMPLAINT?</p> <p>6</p> <p>7 REVIEWED "CASES" AND "KBs", NO KNOWN PROBLEMS.</p> <p>8 SO CUSTOMER'S STORY IS BOTH LOW BEAMS INOP AND BOTH HI BEAMS OK?</p> <p>9 WOULD TAKE 2 SIMULTANEOUS PROBLEMS FOR THIS TO HAPPEN OR FAULTY H/L SWITCH.</p> <p>10 VOLT DROP H/L SWITCH.</p>	<p>LOW BEAMS DID NOT WORK. HIGH BEAMS DID. BULBS WERECHANGED ELSEWHERE AND LOW BEAMS WORKED FOR A WHILE THEN QUIT. LOW BBEAMS ARE NOW WORKING.</p> <p>YES</p> <p>BULBS WERE CHANGED</p> <p>PAUL</p> <p>NO</p> <p>ANY KNOWN PROBLEMS?</p> <p>YES</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3107028	TOMP	01/17/2011	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM BULB FAILURE	VIBRATION?; REPLACEMENT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 70,495
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD78856C	Err:
Dir Cont: RUSSELL EAVES	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (305) 451-3555	Extn:		Tran: 5AT	Trim: 4WD EX
Serv Mgr: RUSSELL EAVES			Doors: 5DR	WD:
Parts Mgr: JEFF OLSEN			Fact: SAYAMA	Country: JPN
Dir Name: LARGO HONDA			Desc: CR-V 5DR 4WD EX 4CYL 156.0 HP 2.4	
554 NE 1ST AVE			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
FLORIDA CITY	FL 33034		Engine #: K24A15000765	Trans #: 2000485
Phone: (305) 451-3555	Fax #: 3053748623		Em Type: KA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N		RO #: 106939	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

1/17/2011 12:55:16 PM TOMP

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 VIBRATION, BULB QUALITY, VOLTAGE SPIKE?

Information from Dealer

WE HAVE 2 CRV'S BOTH 2006 AND THEY KEEP BLOWING LOW BEAM HEAD LIGHTS. OVER 10 IN 4 YEARS. BOTH CUSTOMER HAVE EXPRESSED CONCERNS. CHARGING SYSTEM CHECKS NORMAL AND OTHER BULBS SEEM TO LAST NORMAL LIFE .IS THIERE SOMETHING WE ARE MISSING OR SHOULD NO.
 [MODEL: CR-V][YEAR: 2006][PUBID: 0][SUBJECT:][KEYWORD: HEAD LIGHTS]

RUSSELL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2521639	JAMESH	12/28/2007	JAMESH	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	BOTH LOW BEAMS BURNT OUT	BULB?; REPLACE		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 83,180
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD78906C [REDACTED]	Err:
Dlr Cont: RICHARD	Training %:		Year: 2,006	Model: CR-V
Serv Ph:	Extn:		Tran: 5AT	Trim: 4WD SE
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: AARON GUTHRIE			Fact: SAYAMA	Country: JPN
Dlr Name: WILLIAMS HONDA			Desc: CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
465 EAST WATER STREET			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
ELMIRA NY 14901			Engine #: K24A15008857	Trans #: 2009177
Phone: (570) 888-5824	Fax #: 570-8881002		Em Type: KA	
DPSM: MALCOLM HOFF	Zone/Dist: 09A		RO #: 10391	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

12/28/2007 9:27:14 AM JAMESH

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 WHAT BRAND OF BULBS?
- 4 DID THE BURN OUT AT THE EXACT SAME TIME?
- 5 DID THE LIGHT DO ANYTHING ODD BEFORE GOING OUT?
- 6 REPLACE THE BULBS WITH A DIFFERENT BRAND OF BULBS TO SEE IF PREVENTS THEM FROM BURNING OUT

Information from Dealer

BOTH LOW BEAM HEADLIGHTS BLEW AT THE SAME TIME. THIS IS THE SECOND 06 CRV WITH THIS PROBLEM TODAY
 NO
 NOT SURE
 NOT SURE
 NOT SURE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2236316	KENE	12/28/2006	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS BLOWS INTER	BULB; REPLACE AND MONITOR		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 21,025
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: JHLRD788X6C [REDACTED]	Err:
Dir Cont: HELLINGS ERIC	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (972) 790-6063	Extn:		Tran: 5AT	Trim: 4WD EX
Serv Mgr: DANIEL MCCLURE			Doors: 5DR	WD:
Parts Mgr: DAN ZIEBER			Fact: SAYAMA	Country: JPN
Dir Name: DAVID MCDAVID HONDA OF IRVING			Desc: CR-V 5DR 4WD EX 4CYL 156.0 HP 2.4	
3700 W.AIRPORT FREEWAY			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
IRVING TX 75062			Engine #: K24A15010631	Trans #: 2011423
Phone: (972) 790-6063	Fax #: (972) 313-6210		Em Type: KA	
DPSM: OLEN CURL	Zone/Dist: 03A		RO #: 56714	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

12/28/2006 8:28:24 AM	KENE
1	HEADLIGHTS KEEP BLOWING. I HAVE A QUESTION ON POLARITY.
2	HAVE NOT SEEN ANY PROBLEMS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2640788	CHRISR	06/27/2008	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAM BURN OUT 4X	BULBS?; ORDER FROM HONDA, REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 51,756
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD68576C	Err:
Dir Cont: DON LAM	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (909) 594-6632	Extn:		Tran: 5AT	Trim: 2WD LX
Serv Mgr: ENAYAT SHARAF			Doors: 5DR	WD:
Parts Mgr: DENNIS BROWN			Fact: SAYAMA	Country: JPN
Dir Name: DIAMOND HONDA 17525 E. GALE AVE CITY OF INDUSTR CA 91748			Desc: CR-V 5DR 2WD LX 4CYL 156.0 HP 2.4	
Phone: (909) 594-6632	Fax #: 9098603321		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: JONAH ROHDE	Zone/Dist: 01E		Engine #: K24A15035287	Trans #: 2010209
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 357261	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

6/27/2008 3:00:57 PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 NO KNOWN ISSUES
- 4 CK VOLTS AND GRD WHEN ON
- 5 ORDER NEW FROM HONDA

Information from Dealer

THE HEADLIGHT LOW BEAM ALWAYS BURN UOT
NO
THIS CAR BURN 4X
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3063187	CHRISR	09/29/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT PROB	BULB?; VFY CORRECT	
		Resln Source: None	Date:
		Status: N/A	Mileage: 53,720
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: JHLRD68876C [REDACTED]	Err:
Dir Cont: LOUIS WADDELL	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (508) 651-3033	Extn:		Tran: 5AT	Trim: 2WD EX
Serv Mgr: RICK VOSS			Doors: 5DR	WD:
Parts Mgr: ROBERT CARON			Fact: SAYAMA	Country: JPN
Dir Name: BERNARDI HONDA			Desc: CR-V 5DR 2WD EX 4CYL 156.0 HP 2.4	
960 WORCESTER ROAD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
NATICK MA 01760			Engine #: K24A15062882	Trans #: 2018277
Phone: (508) 651-3033	Fax #: (508) 651-1220		Em Type: KA	
DPSM: DAN ENDERLE	Zone/Dist: 09F		RO #: 719059	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

9/29/2010 1:05:11 PM CHRISR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 VERIFY CORRECT BULB,

Information from Dealer

VEHICLE HAS NEEDED 8 HEADLIGHT BULBS REPLACED SINCE NEW.

[MODEL: CR-V][YEAR: 2006][PUBID: 0][SUBJECT:][KEYWORD: HEADLIGHT]
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1861221	GARYR	06/30/2006	JOSEPHD	2

Code **Original Complaint**
 P 7310 H/LT INTERMIT INOP T/SIGNAL

Probable Cause/Solution
 REPL THE H/LT SW

Resin Source: None	Date:
Status: N/A	Mileage: 1,420
Remarks / Requestor:	FE Status:

PIN 6

Dealer #:	TZ: PST	VIN: JHLRD78906C	Err:
Dir Cont: JUAN BARRIOS	Training %:	Year: 2,006	Model: CR-V
Serv Ph: (818) 508-3888	Extn:	Tran: 5AT	Trim: 4WD SE
Serv Mgr: ROBBIE COTTRELL		Doors: 5DR	WD:
Parts Mgr: LUIS NAVAS		Fact: SAYAMA	Country: JPN
Dir Name: ROBERTSON HONDA 5841 LANKERSHIM BLVD. NORTH HOLLYWOOD CA 91601		Desc: CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (818) 508-3888	Fax #: 8183013562	Engine #:	Trans #:
DPSM: DIANA MONTES	Zone/Dist: 01C	Em Type: KA	
Previous Dealer/Contact	Date	RO #:	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/30/2006 GARYR
 1 06/30/06 10:27:12 ISIS:----->

CUSTOMER STATES HEADLIGHTS AND DASH LIGHTS GO OUT WHILE DRIVING.

2
 3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 4 THIS PROBLEM?----->

NO

5 06/30/06 10:27:22 GARYR:----->
 6 WIGGLE THE HEADLIGHT SW AND TURN SIGNAL SW
 7 IF NTF REPL

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1955032	TOMP	10/17/2006	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7300	ALL LIGHTS FLICKERED ONE TIME	DEALER CAN'T DUPLICATE; CHECK CABLES/BATTERY, ETC.		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 2,725
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: JHLRD78936C	Err:
Dlr Cont: STEPHEN CRAIG	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (630) 852-7201	Extn:		Tran: 5AT	Trim: 4WD SE
Serv Mgr: RAYMOND UNDERWOOD			Doors: 5DR	WD:
Parts Mgr: PAUL CHRT			Fact: SAYAMA	Country: JPN
Dlr Name: HONDA SUPERSTORE OF LISLE 4475 LINCOLN AVENUE LISLE IL 60532			Desc: CR-V 5DR 4WD SE 4CYL 156.0HP 2.4L	
			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (630) 852-7201	Fax #: (630) 241-9115		Engine #:	Trans #:
DPSM: WILLIAM MCKEE	Zone/Dist: 08D		Em Type: KA	
Previous Dealer/Contact	Date		RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 10/17/2006 TOMP
- 1 10/17/06 06:05:43 ISIS:----->
 - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 3 THIS PROBLEM?----->
 - 4 10/17/06 06:05:55 TOMP:----->
 - 5 CAN YOU DUPLICATE/VERIFY THE COMPLAINT?
 - 6
 - 7 CHECK BATTERY, CABLES, CONNECTIONS, PINFITS
 - AND
 - 8 BATTERY CABLE TERMINATIONS.
 - 9 NEED TO UNDERSTAND WHAT "ALL LIGHTS" MEANS.
 - 10 DO BATTERY CABLE RESET.
 - 11 RETURN CAR TO CUSTOMER.

Information from Dealer

LIGHTS FLICKER

NO

STEVE:

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2423628	LANCEK	08/16/2007	LANCEK	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT BULB BLOWS	8/1: A/M BULBS REPLACE WITH FACTORY BULBS		
		ResIn Source:	None	Date: 08/16/2007
		Status:	N/A	Mileage: 33,671
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	MST	VIN:	JHLRD78976C [REDACTED]	Err:
Dlr Cont: LANCE GROFF	Training %:		Year:	2,006	Model: CR-V
Serv Ph: (520) 292-0790	Extn:		Tran:	5AT	Trim: 4WD SE
Serv Mgr: MICHAEL JONES			Doors:	5DR	WD:
Parts Mgr: JASON HUEBNER			Fact:	SAYAMA	Country: JPN
Dlr Name: DOBBS HONDA			Desc:	CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
810 WEST WETMORE ROAD			WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG,	
TUCSON	AZ 85705		Engine #:	K24A15044796	Trans #: 2046440
Phone: (520) 292-0790	Fax #: 5208887670		Em Type:	KA	
DPSM: PAT THOMAS	Zone/Dist: 10H		RO #:	422261	
Previous Dealer/Contact	Date		Case Type:	Technical	
			W.O. #:		

Tech Line Suggests

- 8/16/2007 10:29:09 AM LANCEK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 HOW LONG DOES THE FACTORY BULBS LAST FOR?
 - 4 REPLACE WITH FACTORY BULBS

Information from Dealer

CUSTOMER COMPLAINS OF HEAD LIGHT BULBS KEEP BLOWING. HAS AFTERMARKET BULBS IN, BUT CUSTOMER HAS TRIED FACTORY AND AFTERMARKET.
NO
NOT SURE, I DON'T THINK THEY TRIED FACTORY BULBS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3159782	RUDYG	06/10/2011	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	KEEPS BLOWING HDLIGHT BULBS	BULB?; REPL, REFER TO HSN JULY 08	
		Resln Source: None	Date:
		Status: N/A	Mileage: 34,298
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: PST	VIN: JHLRD68566C [REDACTED]	Err:
Dir Cont: DOMINGO	Training %:	Year: 2,006	Model: CR-V
Serv Ph: (626) 570-8657	Extn:	Tran: 5AT	Trim: 2WD LX
Serv Mgr: JIM SELLHEIM		Doors: 5DR	WD:
Parts Mgr: TERESA DIMASCIO		Fact: SAYAMA	Country: JPN
Dir Name: GOUDY HONDA 1400 W. MAIN STREET ALHAMBRA CA 91801		Desc: CR-V 5DR 2WD LX 4CYL 156.0 HP 2.4	
Phone: (626) 570-8657	Fax #: (626) 289-6664	WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: TONY FITENI	Zone/Dist: 01D	Engine #: K24A15107925	Trans #: 2036773
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 964499	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/10/2011 2:05:35 PM	RUDYG
1 ORIGINAL COMPLAINT	HEAD LIGHTS BURN UOT MORE THAN 3 TIMES IN YEAR AND HALF
2 ISIS SEARCH CRITERIA	[MODEL: CR-V][YEAR: 2006][PUBID: 0][SUBJECT:][KEYWORD: HEAD LIGHT]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	YES
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	BULB AND ONE HEADLIGHT CONNECTOR FOR LEFT HEADLIGHT
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6 CONNECTOR OVERHEATED?	NO
7 CK BATT VOLTAGE AND MAKE SURE IT DOESN'T GO OVER 15.5V. IF OK, REPL BULB AND MAKE SURE TO USE OEM ONLY	OK
8 ALSO REVIEW HSN JULY 08 FOR WHAT CAUSES BULBS TO BURN OUT	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2959876	CHRISV	01/26/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	LOW BEAM BULBS BURNT OUT 3X	BULBS; REPLACE W/ OEM	
		Resln Source: None	Date:
		Status: N/A	Mileage: 91,690
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: JHLRD78826C	Err:
Dir Cont: ROBERT	Training %:	Year: 2,006	Model: CR-V
Serv Ph: (860) 645-3110	Extn:	Tran: 5AT	Trim: 4WD EX
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: JESSICA FULTON		Fact: SAYAMA	Country: JPN
Dir Name: MANCHESTER HONDA 24 ADAMS STREET MANCHESTER CT 06042		Desc: CR-V 5DR 4WD EX 4CYL 156.0 HP 2.4	
Phone: (860) 645-3110	Fax #: (860) 643-3602	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DAN ENDERLE	Zone/Dist: 09F	Engine #: K24A15046375	Trans #: 2047588
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 111861	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/26/2010 9:25:15 AM CHRISV

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 DO THEY DRIVE W/ THE HEADLIGHTS ON ALL THE TIME

5 COULD CAUSE IT, IT HAPPENS, REPLACE W/ OEM BULBS

6 THAT COULD CAUSE IT

Information from Dealer

LOW BEAM BULBS BURN OUT ABOUT EVERY 20K TO 30K MILES.WE HAVE REPLACED A FEW TIMES WITH HONDA BULBS &CUSTOMER HAS REPLACED WITH AFTERMARKET BULBS & BO TH SEEM TO LAST ABOUT THE SAME.PERFORMED CHARGING SYSTEM TEST & OK EXCEPT FOR BATTERY THAT FAILED TEST.NO S/B OR S/N ON ISIS.SEE NO WIRE HARNESS ISSUES.DID SEE FINGER PRINTS ON OLD BULBS & FEEL THAT COULD BE A POSIBILITY.DO YOU HAVE ANY INPUT ON THISISSUE???

[MODEL: CR-V][YEAR: 2006][PUBID:][SUBJECT:][KEYWORD: LIGHTS]
NOT SURE

I DID NOTICE THERE WERE FINGER PRINTS ALL OVER THEM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2641134	STEVEN	06/30/2008	AMYB	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	CUST GONE THROUGH 6 BULBS	AFTERMARKET DRL?; EDUCATE CUSTOMER	
		Resin Source: None	Date:
		Status: N/A	Mileage: 33,861
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: CST	VIN: JHLRD78956C	Err:
Dir Cont: EDWARD PACHA	Training %:	Year: 2,006	Model: CR-V
Serv Ph: (319) 337-6100	Extn:	Tran: 5AT	Trim: 4WD SE
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr:		Fact: SAYAMA	Country: JPN
Dir Name: CHEZIK-BELL HONDA 2641 MORMON TREK BLVD. IOWA CITY IA 52240		Desc: CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
Phone: (319) 337-6100	Fax #: 3193397484	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: JOSHUA WHITNEY	Zone/Dist: 08L	Engine #: K24A15053158	Trans #: 2053217
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 67067	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

6/30/2008 8:09:17 AM	STEVEN
1 ORIGINAL COMPLAINT	HEADLIGHT BULBS BURN OUT FREQUENTLY
2 PREVIOUS REPAIRS OR PARTS REPLACED?	YES
3 PREVIOUS REPAIR DESCRIPTION	HAVE REPLACED 6 BULBS IN THE LAST 6 MONTHS
4 THIS IS A KNOWN PROBLEM, HOWEVER THERE IS NO FIX, CAN ONLY REPLACE THE BULBS AT THIS TIME	ALRIGHT, CUSTOMER ALSO HAS AFTERMARKET DRL
5 DOES IT LIGHT THE LOW BEAMS OR HIGH BEAMS THOUGH	LOW BEAMS
6 THAT WILL ONLY MAKE THE MATTER WORSE	OK
7/30/2008 10:00:46 AM	AMYB
7 SURVEY	ED PACHA* 3263 HWY 78 BRIGHTON, IA 52540

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2711512	GARYR	10/24/2008	RUDYG	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT BULBS BURN OUT	CHK BAT VOL, BRAND OF BULBS, LOOSE BULBS		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 67,547
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: JHLRD78526C [REDACTED]	Err:
Dlr Cont: CARLOS TORRES	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (503) 526-2109	Extn:		Tran: 5AT	Trim: 4WD LX
Serv Mgr: ANDREA LANPHERE			Doors: 5DR	WD:
Parts Mgr: ANDREW PLINKETT			Fact: SAYAMA	Country: JPN
Dir Name: BEAVERTON HONDA 10760 SW CANYON RD BEAVERTON OR 97005			Desc: CR-V 5DR 4WD LX 4CYL 156.0 HP 2.4	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
Phone: (503) 526-2109	Fax #: 5035200936		Engine #: K24A15059414	Trans #: 2057481
DPSM: MARCEL VILLEGAS	Zone/Dist: 02C		Em Type: KA	
Previous Dealer/Contact	Date		RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

10/24/2008 1:28:33 PM	GARYR
1	HEALIGHT BULBS BURNED OUT, ODO LT OUT BAT DEAD, DOME LTS BURN OUT HVAC LT OUT.
2	CHK ALL BAT POWER AND GROUND CONN, G201 MONITOR BAT VOL AND CHAGING VOL WITH HDS. CHK OVERCHARING CHK ALT AND CONN C102, C103, C101 CHK BRAND OF BULBS CHK LOOSE BULBS
10/24/2008 4:14:58 PM	RUDYG
3	10/24/2008 04:15:13 PM RUDYG
4	WAS BATTERY REPLACED?
5	NO SYMPTOM FOR YOU?
6	BEEN USING FACTORY BULBS FOR REPLACEMENT?
7	DOES CAR LOOK LIKE IT HAS BEEN OFF ROAD
8	HAVE YOU SEEN ANY OF THE BURNED OUT BULBS?
9	PLEASE REVIEW HSN JULY 08, THEN WAIT FOR CAR TO COME BACK WITH A BURNED OUT BULB. INSPECT IT AND NOTE BRAND OF BULB. WE NEED TO GET SPECIFICS ABOUT WHICH BULBS FAIL AND IF OEM OR NOT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2986120	CHRISV	03/25/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM BURNS OUT	A/M BULBS; REPLACE W/ OEM		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 89,659
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: JHLRD78576C	Err:
Dir Cont: THERON FORD	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (573) 334-6919	Extn:		Tran: 5AT	Trim: 4WD LX
Serv Mgr: BILL SEIFERT			Doors: 5DR	WD:
Parts Mgr: DAN ROBERTS			Fact: SAYAMA	Country: JPN
Dir Name: CAPE GIRARDEAU HONDA			Desc: CR-V 5DR 4WD LX 4CYL 156.0 HP 2.4	
385 SIEMERS DRIVE			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
CAPE GIRARDEAU	MO 63701		Engine #: K24A15102214	Trans #: 2097070
Phone: (573) 334-6919	Fax #: (573) 334-6312		Em Type: KA	
DPSM: JOHN LENON	Zone/Dist: 08H		RO #: 53236	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 3/25/2010 6:31:51 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 OEM OR A/M
 - 6 WHOS INSTALLING THEM
 - 7 USE OEM AND RECK

Information from Dealer

KEEP BLOWING LOW BEAM BULBS

[MODEL: CR-V][YEAR: 2006][PUBID:][SUBJECT:][KEYWORD: BULB]

CUST SAYS THEY KEEP HAVING TO REPLACE BULBS A/M THE CUST

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2719817	CHRISR	11/07/2008	RUDYG	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHTS KEEP BLOWING OUT	BULBS?; CK CRCT, REPLACE BULBS, V-DROP	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 66,683
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: CST	VIN: JHLRD78986C [REDACTED]	Err:
Dlr Cont: RICHARD FORD	Training %:	Year: 2,006	Model: CR-V
Serv Ph: (918) 423-2288	Extn:	Tran: 5AT	Trim: 4WD SE
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: JOHN BERGENER		Fact: SAYAMA	Country: JPN
Dlr Name: RIVERSIDE HONDA 916 S.GEORGENIGH EXPWY MCALESTER OK 74501		Desc: CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (918) 423-2288	Fax #: 9184235349	Engine #: K24A15104860	Trans #: 2099312
DPSM: ROBERT DOYLE	Zone/Dist: 10B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 117041	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/7/2008 2:15:19 PM	CHRISR	
1 ORIGINAL COMPLAINT		HEADLIGHTS KEEP BLOWING OUT
2 PREVIOUS REPAIRS OR PARTS REPLACED?		YES
3 PREVIOUS REPAIR DESCRIPTION		HAVE REPLACED BULBS MANY TIMES NOT ALWAYS THE SAME SIDE.
4 REPLACE WITH FACTORY BULBS?		YES
5 CK PWR/GND CRCT AND VDROPE AFTER BULB REPLACE		OK
6 THE LOW BEAMS ARE ALWAYS ON EVEN WITH HIGH BEAMS.		OK
3/3/2010 11:44:45 AM	RUDYG	
7 03/3/2010 11:44:46 AM RUDYG		HEADLIGHTS KEEP BLOWING OUT HAVE REPLACED TWICE IN PAST 3 WEEKS
8 BOTH SIDES?		YES
9 NO MELTED SOCKETS		NO, LOOK GOOD
10 IF CONNECTIONS GOOD AND TIGHT, MAKE SURE YOU ARE USING OEM BULBS		WE ARE
11 THEN REPL AGAIN		OK
12 REVIEW HSN JULY 08 AND SEE IF ANY ADDITIONAL INFO CAN BE DETERMINED BASED ON TYPE OF FILAMENT FAILURE		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1924875	CHRISV	09/12/2006	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INT INOP	DEALER CANT DUP; NEED TO DUP		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 512
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: SHSRD68566U [REDACTED]	Err:
Dir Cont: JOHN PLACE	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (215) 657-7050	Extn:		Tran: 5AT	Trim: 2WD LX
Serv Mgr: CHRIS OYER			Doors: 5DR	WD:
Parts Mgr: DONNY WATKINS			Fact: SWINDON	Country: ENG
Dir Name: MARTY SUSSMAN HONDA 1543 EASTON ROAD ROSLYN PA 19001			Desc: CR-V 5DR 2WD LX 4CYL 156.0HP 2.4L	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #:	Trans #:
Phone: (215) 657-7050	Fax #: (215) 830-8799		Em Type: KA	
DPSM: TURK MCFADDEN	Zone/Dist: 05H		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

9/12/2006 CHRISV

1 09/12/06 14:58:13 ISIS:----->

2

3

4

5

6 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

7 THIS PROBLEM?----->

8 09/12/06 14:58:18 CHRISV:----->

9 NOTHING, HOW MANY TIMES HAS THIS HAPPEN----->

10 NEED TO DUP

Information from Dealer

CAR CAME IN ON SATURDAY WITH NO LOW BEAMS
COMPLAINING IT IS A INTERMITTENT PROBLEM. IM UNABLE
TO DUPLICATE THIS PROBLEM, I'VE CHECKED PIN FITS
AND OTHER CONNECTIONS . HAVE YOU HAD ANY OTHER
COMPLAINTS

NO
ANY KNOWN PROBS
NOT SURE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2808540	RUDYG	04/21/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT BULBS KEEP FAILING	BULBS?; SEE HSN JULY 08	
		Resln Source: None	Date:
		Status: N/A	Mileage: 128,758
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: SHSRD78906U	Err:
Dir Cont: PABLO	Training %:		Year: 2,006	Model: CR-V
Serv Ph: (770) 534-0086	Extn:		Tran: 5AT	Trim: 4WD SE
Serv Mgr: CURT SLOYER			Doors: 5DR	WD:
Parts Mgr: ROBERT THOMAS			Fact: SWINDON	Country: ENG
Dir Name: MILTON MARTIN HONDA 2420 BROWNS BRIDGE RD. GAINESVILLE GA 30504			Desc: CR-V 5DR 4WD SE 4CYL 156.0 HP 2.4	
Phone: (770) 534-0086	Fax #: 7705352312		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MELISSA MECHAN	Zone/Dist: 07E		Engine #: K24A15530700	Trans #: GPPA4024099
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 194217	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 4/21/2009 11:25:55 AM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 SEE HSN JULY 08 FOR INFO ON CAUSES OF BULB FAILURE.
 - 5 YES

Information from Dealer

CUSTOMER STATES RECHECK HEADLIGHTS GO OUT OR DIM SEE HISTORY
NO
WHAT IS HAPPENING IS THAT LOW BEAM BULBS KEEP BURNING OUT. HAS HAS 4 BULBS SINCE ABOUT 92K MILES I ALSO NOTICE THAT BATT FAILS TEST. SHOULD I HAVE CUST FIX BATT FIRST?
OK

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4
Field Reports Element

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2691123	RAYD	09/19/2008	RAYD	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	H/LIGHTS WENT OUT FOR 10 SEC	UNABLE TO DUPLICATE; WIGGLE WIRES TO A/M ALARM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 72,100
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: 5J6YH28544L [REDACTED]	Err:
Dir Cont: MIKE SHAWGO	Training %:		Year: 2,004	Model: ELEMENT
Serv Ph: (509) 927-7000	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr:			Fact: EAST LIBERTY	Country: USA
Dir Name: VALLEY HONDA			Desc: ELEMENT 5DR 4WD EX 4CYL 160.0 HP	
EAST 8201 SPRAGUE AVE.			WhtBdy: POWER STEERING, ABS, USA	
SPOKANE WA 99212			Engine #: K24A42612886	Trans #:
Phone: (509) 927-7000	Fax #: 5099212117		Em Type: KA	
DPSM: MARC ROESSLER	Zone/Dist: 02E		RO #: 252052	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

9/19/2008 2:08:41 PM RAYD

- 1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ANY AFTER MARKET?
- 5 WIGGLE WIRES TO A/M ALARM, OR REMOVE A/M ALARM
- 4 ANY CODES?

Information from Dealer

HEADLIGHTS AND DASH LIGHTS WENT OUT FOR TEN SECONDS WHILE DRIVING. CAME BACK ON BUT STOPPED WORKING AGAIN AND AGAIN.

NO ALARM

NONE, DID ALL SYSTEM CHECK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3114382	RUDYG	02/04/2011	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	BOTH LOW BEAMS INOP	HEADLIGHT SW?; CK FOR 12V TO HDLT SW PIN 6		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 111,461
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5J6YH28584L	Err:
Dir Cont: DIRK WEST	Training %:		Year: 2,004	Model: ELEMENT
Serv Ph:	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: LAWRENCE KENNEDY			Doors: 5DR	WD:
Parts Mgr:			Fact: EAST LIBERTY	Country: USA
Dir Name: Germain Honda of Dublin 6715 SAWMILL ROAD DUBLIN OH 43017			Desc: ELEMENT 5DR 4WD EX 4CYL 160.0 HP	
Phone: (614) 764-9449	Fax #:		WhtBdy: POWER STEERING, ABS, USA	
DPSM: MARY DOWNING	Zone/Dist: 04F		Engine #: K24A42626818	Trans #: MZKA2016821
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 131486	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

2/4/2011 8:15:25 AM RUDYG

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 HI BEAMS WORK OK?
- 7 SEE ETM PG 110, NEED TO CK RED/WHT AT HEADLIGHT SW PIN 6. WHEN HEADLIGHTS ON AND SW IN LOW BEAM POSITION CK FOR VOLTAGE AT PIN 6
- 8 IF LOW BEAMS NOT ON AND YOU HAVE 12V TO PIN 6 GROUND IT AND SEE IF LOW BEAMS COME ON
- 9 IF YES, CK PIN FIT AT PIN 6 AND IF OK, REPL HEADLIGHT SW
- 10 IF 0V AT PIN 6, CK FOR 12V AT C1 UDFB AND FOR OPEN ON RED/WHT WIRE

Information from Dealer

LOW BEAM HEADLIGHTS INOP.
 [MODEL: ELEMENT][YEAR: 2004][PUBID: 0][SUBJECT:]
 [KEYWORD: HEADLIGHT]
 YES
 TRIED NEW BULBS, CHECKED HEADLIGHT SW WIRING, LOOKED OK. RECONNECTED AND THEN LIGHTS STARTED WORKING.
 N
 YES
 OK
 OK
 OK
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3138608	TROYS	04/11/2011	TROYS	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	AM ALARM/		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 61,283
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 5J6YH28615L	Err:
Dir Cont: JOSEPH	Training %:		Year: 2,005	Model: ELEMENT
Serv Ph: (510) 445-5300	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: PHILLIP LOPRESTI			Doors: 5DR	WD:
Parts Mgr: MICHAEL ABREU			Fact: EAST LIBERTY	Country: USA
Dir Name: AUTOWEST HONDA FREMONT			Desc: ELEMENT 5DR 4WD EX 4CYL 160.0 HP	
5780 CUSHING PARKWAY			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
FREMONT CA 94538			Engine #: K24A43624664	Trans #: MZKA3014410
Phone: (510) 445-5300	Fax #: (510) 252-5046		Em Type: KA	
DPSM: KIMBERLY TOWER	Zone/Dist: 12F		RO #: 637823	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

4/11/2011 4:41:41 PM TROYS

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6
- 7 INSPECT COMBO HARNESS FOR BURNT PINS
- 8 TRY TO REPRODUCE

Information from Dealer

LOW BEAMS NON OP
 [MODEL: ELEMENT][YEAR: 2005][PUBID: 0][SUBJECT:]
 [KEYWORD: LOW BEAMS]

THE LOW BEAMS WHERE INOP I WAS NOT GETTING THE GROUND CIRCUIT AT THE FUSE BOX INOTICED THE CAR HAS HONDA FOG LIGHTS AS SOON AS I SHUT THEM OFF THE LOW BEAMS WORK AND IT WILL NOT FAIL ALL LOOK GOOD IT DID HAVE AN AM ALARM THAT HAS BEEN TAKEN OUT AND THE FBOX JUST HANGS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2751304	KEITHC	01/06/2009	STEVEN	2

Code **Original Complaint**
P 7310 LOW BEAMS INOP

Probable Cause/Solution
CK FOR O/HEATED HARNESS AT COMP SW

ResIn Source:	None	Date:	
Status:	N/A	Mileage:	41,049
Remarks / Requestor:		FE Status:	

Dealer #:	TZ:	CST	VIN: 5J6YH28605L	Err:
Dir Cont: JOHN SMITH	Training %:		Year: 2,005	Model: ELEMENT
Serv Ph: 601-591-5000	Extn:		Tran: 4AT	Trim: 4WD EX
Serv Mgr: TERRY HARRISON			Doors: 5DR	WD:
Parts Mgr: BRYAN SHOEMAKE			Fact: EAST LIBERTY	Country: USA
Dir Name: BOB BOYTE HONDA 2188 HIGHWAY 18 BRANDON	MS 39042		Desc: ELEMENT 5DR 4WD EX 4CYL 160.0 HP	
Phone: (601) 591-5000	Fax #: 6015910010		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: WILLIAM KIRK	Zone/Dist: 03J		Engine #: K24A43648218	Trans #: MZKA3027112
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 34528	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 1/6/2009 8:10:11 AM KEITHC
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 CK FOR O/HEATED HARNES AT COMBO SWITCH

- 1/6/2009 10:55:57 AM STEVEN
- 4
 - 5 JUMP RED/WHT WORE AT PIN 6 AND SEE IF THE LOW BEAMS COME ON, IF NOT TRACE UP THE CIRCUIT AND KEEP GROUNDING UNTILL THEY DO

Information from Dealer

BOTH HEADLIGHTS
NO
HEADLIGHTS INOP, WIRING LOOKS OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2804235	KENE	04/13/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT BULBS OUT	ROUGH ROAD; EDUCATE CUST	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 38,411
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	CST	VIN: 5J6YH28796L	Err:
Dlr Cont: STEVEN	Training %:		Year: 2,006	Model: ELEMENT
Serv Ph: (615) 896-3480	Extn:		Tran: 4AT	Trim: 4WDEX-P
Serv Mgr: JAMES HALFORD			Doors: 5DR	WD:
Parts Mgr: JAMES HALFORD			Fact: EAST LIBERTY	Country: USA
Dlr Name: REDDELL HONDA 1625 SO. CHURCH STREET MURFREESBORO TN 37130			Desc: ELEMENT 5DR 4WDEX-P 4CYL 156.0	
Phone: (615) 896-3480	Fax #: 6158930638		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: CHRISTINE LANE	Zone/Dist: 07A		Engine #: K24A44605212	Trans #: MZKA4002775
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 200418	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 4/13/2009 6:18:37 AM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 POSSIBLE ROUGH ROAD

Information from Dealer

CUSTOMER IS ON 3 SET OF HEADLIGHT BULBS ALSO
SEVERAL DASH LIGHTS
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2295054	DAVIDK	03/12/2007	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT LOW BEAM INOP	COMBO SW?; CK CONNECTION FOR HEAT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 10,042
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5J6YH18776L	Err:
Dlr Cont: MIKE	Training %:		Year: 2,006	Model: ELEMENT
Serv Ph: (972) 437-4145	Extn:		Tran: 4AT	Trim: 2WDEX-P
Serv Mgr: TOBY CLARK			Doors: 5DR	WD:
Parts Mgr: STEVEN KREMPP			Fact: EAST LIBERTY	Country: USA
Dlr Name: LUTE RILEY HONDA			Desc: ELEMENT 5DR 2WDEX-P 4CYL 156.0	
1331 N. CENTRAL EXPWY.			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
RICHARDSON TX 75080			Engine #: K24A44627857	Trans #: BZKA8009027
Phone: (972) 437-4145	Fax #: 9724379769		Em Type: KA	
DPSM: OLEN CURL	Zone/Dist: 03A		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

3/12/2007 11:04:32 AM DAVIDK

1

2 CK RED WIRE ON COMBO SW. POSS OVERHEATED

Information from Dealer

CUST STATES LOW BEAM INOP AT TIMES. WE CAN NOT REPRDOUCE. CUST STATES SHE HAS TO TURN ON HIGH BEAMS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2887866	JERRYA	08/26/2009	JERRYA	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT INOP	VEHICLE HAS AFTERMARKET HID SYSTEM INSTALLED		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 20,259
		Remarks / Requestor:		FE Status:

Dealer #:		TZ:	EST	VIN: 5J6YH18957	Err:
Dir Cont:	RONALD SPRATT	Training %:		Year: 2,007	Model: ELEMENT
Serv Ph:	(412) 683-3800	Extn:		Tran: 5AT	Trim: 2WD SC
Serv Mgr:	BARRY BELBACK			Doors: 5DR	WD:
Parts Mgr:	REGIS BAKER			Fact: EAST LIBERTY	Country: USA
Dir Name:	SHADYSIDE HONDA 5121 LIBERTY AVENUE PITTSBURGH PA 15224			Desc: ELEMENT 5DR 2WD SC 4CYL 166.0	
Phone: (412) 683-3800		Fax #: (412) 622-8669		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: BRUCE WILSON		Zone/Dist: 05L		Engine #: K24A82633705	Trans #: BZKA9001847
Previous Dealer/Contact		Date		Em Type: KA	
				RO #: 149534	
				Case Type: Technical	
				W.O. #:	

Tech Line Suggests

- 8/26/2009 11:22:37 AM JERRYA
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 08/26/09 14:23:08 JERRYA: (CALL FROM DEALER)
 - 4 ACCORDING TO THE P/M ITS A STANDARD 60W H/L BULB
 - 5 NO, SOUNDS LIKE ITS HAS AN AFTERMARKET HID SYSTEM INSTALLED. WORKING ON THIS WITHOUT ANY INFORMATION IS NOT RECOMMENDED, HID SYSTEMS OPERATE AT A VERY HI-VOLTAGE. COULD CAUSY YOU HARM AND OR DISTROY TEST EQUIPMENT IF PROBED INCORRECTLY, RECOMEND RETURN TO INSTALLER FOR REPAIR

Information from Dealer

LOW BEAMS INOP
 NO
 RON;TECH TRYING TO REPLACE THE H/L BULBS, THIS VEHICEL TAK A SPECIAL BULB
 THESE ARE ABOUT 3 " LONG AND IT APPEARS TO HAVE AFTERMARKET WIRING AS WELL. USE THE FACTORY S/M TO DIAG
 OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3144418	TOMM	04/28/2011	PAULI	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT PROB(INOP)	FBF: R&R H/L RELAY		
		Resln Source:	Feedback forms	Date: 04/29/2011
		Status:	N/A	Mileage: 73,210
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	MST	VIN: 5J6YH287X8L	Err:
Dir Cont: TROY REIMAN	Training %:		Year: 2,008	Model: ELEMENT
Serv Ph: (303) 794-8195	Extn:		Tran: 5AT	Trim: 4WD EX
Serv Mgr: JIMMY CALHOUN			Doors: 5DR	WD:
Parts Mgr: MIKE MORRIS			Fact: EAST LIBERTY	Country: USA
Dir Name: RALPH SCHOMP HONDA 5700 S. BROADWAY LITTLETON CO 80121			Desc: ELEMENT 5DR 4WD EX 4CYL 166.0 HP	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #: K24A83616905	Trans #: BZNA1008064
Phone: (303) 794-8195	Fax #: 3037307814		Em Type: KA	
DPSM: OPEN POSIT 6/6/11	Zone/Dist: 10C		RO #: 860213	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

4/28/2011 7:18:47 AM	TOMM		
1 ORIGINAL COMPLAINT			CUSTOMER STATES LOW BEAM HEADLIGHTS WERE INOP. WORKING CORRECTLY AT THIS TIME.
2 ISIS SEARCH CRITERIA			[MODEL: ELEMENT][YEAR: 2008][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?			[KEYWORD: HEADLIGHTS]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?			NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?			NO
6 CHECK 6401, SWAP KG HEADLITE RELAY IN POS#6 OF U/H F/B. ALSO CHECK ALL CONNECTIONS ADDED TO VEHICLE WHEN ACCESSORY FOG LITES WERE ADDED BY DLR.			NO, BUT HAS HONDA ACCESSORY FOG LITES.
			OK
4/29/2011 8:57:41 AM	PAULI		
8 HOW DID YOU REPAIR?			INSPECTED G401 (OK).
9			INSPECTED CNNCTR FROM FOG LIGHTS TO F/BOX (OK)
10			RPLCD H/L RELAY PER TOM
7 FBF			
11 HOW DID YOU DIAGNOSE?			H/Ls WERE WORKING CORRECTLY, NO PRBLM FOUND
12 COMMENTS;			THANKS FOR HELP

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Field Reports Pilot

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1863590	CHRISV	07/05/2006	CHRISV	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM INOP	BURNT WHT/RED WIRE; REPAIR W/ 35012-S5A-307		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 53,444
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF186X3H	Err:
Dir Cont: KENNETH ADAMS	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (859) 276-5551	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JEFFREY STERRY			Doors: 5DR	WD:
Parts Mgr: JERROD MARTIN			Fact: ALLISTON	Country: CAN
Dir Name: DON JACOBS HONDA			Desc: PILOT 5DR EX-L RES 6CYL 240.0HP	
2699 REGENCY ROAD			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
LEXINGTON KY 40503			Engine #:	Trans #:
Phone: (859) 276-5551	Fax #: (859) 260-2619		Em Type: KA	
DPSM: MIKE DITMER	Zone/Dist: 04J		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

7/5/2006 CHRISV

1 07/05/06 09:21:50 ISIS:----->

2

3

4

5 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR

6 THIS PROBLEM?----->

7 07/05/06 09:21:54 CHRISV:----->

8 ORDER 35012-S5A-307, ALSO REPLACE COMBO SW

Information from Dealer

CUSTOMER STATES THAT THE LOW HEADLIGHT BEAMS DO NOT WORK. THROUGH ELECTRICAL TROUBLESHOOTING, FOUND A BURNT WHITE/RED WIRE IN THE COMBINATION LIGHT SWITCH CONNECTOR.

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1925562	GARYR	09/13/2006	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	H/LTS, DASH LTS INTERMIT	CHK COMBO SW, PIN, G401		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 99,213
		Remarks / Requestor:		FE Status:

Dealer #: Dir Cont: CHARLES Serv Ph: (859) 276-5551 Serv Mgr: JEFFREY STERRY Parts Mgr: JERROD MARTIN Dir Name: DON JACOBS HONDA 2699 REGENCY ROAD LEXINGTON KY 40503 Phone: (859) 276-5551 Fax #: (859) 260-2619 DPSM: MIKE DITMER Zone/Dist: 04J Previous Dealer/Contact Date	TZ: EST Training %: Extn:	VIN: 2HKYF185X3H Year: 2,003 Tran: 5AT Doors: 5DR Fact: ALLISTON Desc: PILOT 5DR EX-L 6CYL 240.0HP 3.5L WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA Engine #: Em Type: KA RO #: Case Type: Technical W.O. #:	Err: Model: PILOT Trim: EX-L WD: Country: CAN Trans #:
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Tech Line Suggests

9/13/2006 GARYR

- 1 09/13/06 10:29:17 ISIS:----->
- 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
- 3 THIS PROBLEM?----->
- 4 09/13/06 10:29:27 GARYR:----->
- 5 DO DASH LT WORK----->
- 6 CHK COMBO SW, P12 AND G401
- 7 CHK A/M ACC
- 8 TAP ON FUSE BOX

Information from Dealer

HEADLIGHTS GO OUT AT TIMES

NO

CUST SAID NO BUT WE CAN'T DUP

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2227109	TOMP	12/18/2006	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	POOR GROUND/CONNECTION;REPAIR AS NEEDED		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 59,506
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18593H [REDACTED]	Err:
Dir Cont: LLOYD STEVE	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (704) 824-8844	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: GARY HOLDER			Doors: 5DR	WD:
Parts Mgr: BRIAN COSTNER			Fact: ALLISTON	Country: CAN
Dir Name: MCKENNEY-SALINAS HONDA			Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
4295 WILKINSON BLVD.			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
GASTONIA NC 28056			Engine #: J35A42529820	Trans #: BVGA5030209
Phone: (704) 824-8844	Fax #: (704) 823-1819		Em Type: KA	
DPSM: PER BOLLNER	Zone/Dist: 06J		RO #: 125084	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

12/18/2006 7:54:59 AM	TOMP	
1		HEADLIGHTS DONT WORK ON LOW BEAM OR DRL
2		STEVE:
3 WHEN DID PROBLEM START?		FEW WEEKS AGO.
4 DOES CAR HAVE A/M DRL?		NO, IT'S A CANADA CAR.
5 ACCORDING TO VIN IT'S MADE IN CANADA BUT IT'S A USA SPEC.		
6 SO NO DRL UNLESS AFTERMARKET.		NO A/M PARTS.
7		OK, WELL LET ME GO BACK AND START OVER ON THE RIGHT PAGE...

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1887744	KENE	08/01/2006	KENE	1

Code	Original Complaint	Probable Cause/Solution
P 7310	LOW BEAM HEADLIGHTS INOP	TERMINAL OVERHEATED; REPAIR AS PER CIVIC HSB
		Resln Source: None Date: Status: N/A Mileage: 95,530 Remarks / Requestor: FE Status:

Dealer #: Dir Cont: ERIC PEDERSEN Serv Ph: 937-642-4754 Serv Mgr: JEFF PISTER Parts Mgr: JIM ROWE Dir Name: HONDA MARYSVILLE 640 COLEMANS CROSSING MARYSVILLE OH 43040 Phone: 937-642-4754 Fax #: (937) 645-4096 DPSM: MARY DOWNING Zone/Dist: 04F Previous Dealer/Contact Date	TZ: EST Training %: Extn: Year: 2,003 Tran: 5AT Doors: 5DR Fact: ALLISTON Desc: PILOT 5DR EX-L 6CYL 240.0HP 3.5L WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA Engine #: Em Type: KA RO #: Case Type: Technical W.O. #:	Err: Model: PILOT Trim: EX-L WD: Country: CAN Trans #:
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------

Tech Line Suggests	Information from Dealer
8/1/2006 KENE 1 08/01/06 07:39:16 ISIS:-----> 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR 3 THIS PROBLEM?-----> 4 08/01/06 07:39:23 KENE:-----> 5 2003 Pilot with low beam headlight that won't turn on can be repaired with Civic Kit 6 7 8 9 10 11 12 This also applies to 2004 Pilot. 13	LOWBEAM HEADLIGHTS INOP NO SAME AS THE CIVIC TERMINAL RECALL 35012-S5A-307. The combi switch, connector housing, white/red wire size, and terminal are the same Civic & 2003/2004 Pilot. The kit replaces about 3" of wire and terminal at cavity #6 of the Combi Light Switch connector. The wire in the Civic kit is red/white, the Pilot wire is white/red.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1939567	KEITHC	09/28/2006	KEITHC	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT PROB	CK SWITCH, USE CIVIC KIT TO REPAIR		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 116,440
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18413H [REDACTED]	Err:
Dir Cont: ZACHARY REIGLE	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (908) 735-0800	Extn:		Tran: 5AT	Trim: EX
Serv Mgr: MARK DIANA			Doors: 5DR	WD:
Parts Mgr: CHRISTIAN HALSEY			Fact: ALLISTON	Country: CAN
Dir Name: CLINTON HONDA			Desc: PILOT 5DR EX 6CYL 240.0HP 3.5L	
1511 ROUTE 22 EAST			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
ANNANDALE	NJ 08801		Engine #:	Trans #:
Phone: (908) 735-0800	Fax #: (908) 735-0163		Em Type: KA	
DPSM: BILL HALLSWORTH	Zone/Dist: 05G		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 9/28/2006 KEITHC
- 1 09/28/06 12:47:52 ISIS:----->
 - 2
 - 3
 - 4
 - 5
 - 6
 - 7
 - 8 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 9 THIS PROBLEM?----->
 - 10 09/28/06 12:48:57 KEITHC:----->
 - 11 CK COMBO SWITCH, USE CIVIC KIT TO REPAIR

Information from Dealer

LOW BEAMS AND FOG LIGHTS DO NOT WORK, TESTED FOR POWER AT HEADLIGHT CONNECTOR DIDNT HAVE POWER TO

LOW BEAM WIRE, ALL FUSES GOOD, JUMPED RELAY FOR FOG

LIGHTS UNDER DASH FOG LIGHT SWITCH LIT UP AND FOG LIGHTS CAME ON BUT LOW BEAMS WERE STILL OUT, WHILERELAY WAS STILL JUMPED HAD POWER AT ALL 3 WIRES G OING TO HEADLIGHT BULB

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2609667	KEITHC	05/08/2008	KEITHC	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHT SWITCH O/HEATED	USE CIVIC KIT TO REPAIR HARNESS
	ResIn Source: None	Date:
	Status: N/A	Mileage: 92,726
	Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 2HKYF18533H [REDACTED]	Err:
Dir Cont: JOSE PERDOMO	Training %:	Year: 2,003	Model: PILOT
Serv Ph: 727-772-6600	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: JACK BARNETT		Doors: 5DR	WD:
Parts Mgr: TOM DUVAL		Fact: ALLISTON	Country: CAN
Dir Name: COURTESY PALM HARBOR HONDA 31200 U.S. HIGHWAY 19 PALM HARBOR FL 34684		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
Phone: (727) 772-6600	Fax #: 7277725003	WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
DPSM: DONALD LOGAN	Zone/Dist: 07K	Engine #: J35A42551040	Trans #: BVGA5051523
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 124381	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/8/2008 6:23:47 AM KEITHC

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 USE CIVIC KIT TO REPAIR

SMOKE COMING OUT OF THE STEERING WHEEL
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2285512	KEITHC	02/27/2007	KEITHC	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT SWITCH MELTED	USE CIVIC KIT TO REPAIR		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 113,514
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: CST	VIN: 2HKYF18673H	Err:
Dir Cont: DASCHNER	Training %:	Year: 2,003	Model: PILOT
Serv Ph: (815) 937-7900	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: TERRY BALDA		Doors: 5DR	WD:
Parts Mgr: TERRY BALDA		Fact: ALLISTON	Country: CAN
Dir Name: BILL KAY HONDA 1360 LOCKE DRIVE BRADLEY IL 60915		Desc: PILOT 5DR EX-L RES 6CYL 240.0 HP	
		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
Phone: (815) 937-7900	Fax #: (815) 937-9651	Engine #: J35A42557467	Trans #: BVGA5057709
DPSM: TIA BATTLE	Zone/Dist: 08F	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 150533	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

2/27/2007 7:49:00 AM KEITHC

1
HEADLIGHT HARNESS CONNECTOR AT HEADLIGHT SWITCH IS MELTED. SHOULD I REPLACE THE HARNESS? IS THIS A COMMON PROBLEM FOR PILOTS? WILL THIS BE OUR NEWEST RECALL? I HAVE AN EXCELLENT PIC OF THE PROBLEM TO SEND TO YOU. I JUST NEED A REFERENCE # TO DO IT. THIS PAGE NEEDS TO BE UPDATED SO I COULD SEND THE PIC WITH THIS TRANSACTION.

2 USE CIVIC KIT TO REPAIR

2/27/2007 9:31:01 AM KEITHC

3
2HKYF18673H551131 2007-02-27 PILOT 2003 11351 208012
KEITH_CLARK TECHLINE REFERENCE NO. : 2285512
COMMENTS: MY MANAGER WANTED ME TO SEND THIS TO YOU SO YOU COULD SEE IT. THANKS FOR YOUR HELP! URL: 2HKYF18673H551131058_208012_P_PILOT_HEADLIGHT_SWI T_01.JPG

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1936778	RAYD	09/26/2006	RAYD	1

Code **Original Complaint**
P 7310 HEADLIGHTS QUIT INT

Probable Cause/Solution
UNABLE TO DUPLICATE;FAXED KB# 11515 TO DEALER

ResIn Source: None **Date:**
Status: N/A **Mileage:** 57,933

Remarks / Requestor: **FE Status:**

Dealer #:	TZ: MST	VIN: 2HKYF18743H [REDACTED]	Err:
Dlr Cont: JOE HRUSKA	Training %:	Year: 2,003	Model: PILOT
Serv Ph: (307) 672-3492	Extn:	Tran: 5AT	Trim: EX-LNAV
Serv Mgr: JOE HRUSKA		Doors: 5DR	WD:
Parts Mgr: CANDACE CRIST		Fact: ALLISTON	Country: CAN
Dlr Name: VALLEY MOTOR HONDA 139 EAST 5TH STREET SHERIDAN WY 82801		Desc: PILOT 5DR EX-L NAVI 6CYL 240.0HP	
		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
		Engine #:	Trans #:
Phone: (307) 672-3492	Fax #: (307) 672-3496	Em Type: KA	
DPSM: ALAN CUNNINGHAM	Zone/Dist: 02H	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/26/2006 RAYD
- 1 09/26/06 09:32:06 ISIS:----->
 - 2
 - 3
 - 4 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 5 THIS PROBLEM?----->
 - 6 09/26/06 09:35:08 RAYD:----->
 - 7 HOW DOES THE CUSTOMER GET THE LIGHTS TO
 - COME BACK
 - 8 ON?----->
 - 9
 - 10 FAXED KB 11515 TO DEALER, IF YOU SEE HEAT
 - DAMAGE
 - 11 TO THE RD/WT WIRE, REPAIR AS YOU WOULD A CIVIC,
 - 12 IF NO HEAT DAMAGE IS FOUND, DONT DO THIS
 - REPAIR

Information from Dealer

CUSTOMER STATES THAT HEADLITES WILL GO OFF AT TIMES, WILL COME BACK ON, WE CAN NOT DUPLICATE PROBLEM, ANY IDEAS

NO

THEY ARE NOT SURE, BUT IT HAPPENED TO MORE THAN ONE DRIVER

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3042775	JOHNB	08/10/2010	TOMP	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP;HIGHS OK	#6 TERMINAL HEAT DAMAGED;REFER TO HSB 07-027		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 120,937
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18413H	Err:
Dir Cont: WAYNE WILSON	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (610) 692-6000	Extn:		Tran: 5AT	Trim: EX
Serv Mgr: DONALD CHANDLER			Doors: 5DR	WD:
Parts Mgr: TOM WORTHINGTON			Fact: ALLISTON	Country: CAN
Dir Name: SCOTT HONDA OF WEST CHESTER 706 AUTOPARK BLVD. WEST CHESTER PA 19382			Desc: PILOT 5DR EX 6CYL 240.0 HP 3.5 L	
Phone: (610) 692-6000	Fax #: 6107932795		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05J		Engine #: J35A42582924	Trans #: BVGA5083147
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 831489	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

8/10/2010 12:25:26 PM	JOHNB
1 ORIGINAL COMPLAINT	LOW BEAMS ARE INOP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2003][PUBID:][SUBJECT:][KEYWORD: HEADLIGHT]
4	LOW BEAMS INOP;COMBO SW WAS ALREADY REPLACED PRIOR;HIGH BEAMS OK
5 THEN LIKELY LACK OF GROUND PATH ON WHT/RED;CHK FROM SPLICE TO COMBO SW;CHK PIN FIT,PIN CRIMP ON WHT/RED AT COMBO SW;CHK BLK WIRE TO GROUND,VOLTAGE DROP	
8/12/2010 10:31:47 AM	TOMP
6	WAYNE:
7	FOUND THE #6 TERMINAL FOR LOW BEAMS IN THE HEADLIGHT CONNECTOR MELTED/BURNED AGAIN.
8 DO HSB 07-027 MAKE SURE THE TERMINAL CONNECTS ARE TIGHT.	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2864487	GARYR	07/13/2009	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	COMBO SW CONN BURNED	USE Civic Kit 35012-S5A-307		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 79,640
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: EST	VIN: 2HKYF18623H [REDACTED]	Err:
Dir Cont: JOEL PRITCHARD	Training %:	Year: 2,003	Model: PILOT
Serv Ph: (478) 453-9391	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: TONY SHOAF		Doors: 5DR	WD:
Parts Mgr: JOHN WILKINS		Fact: ALLISTON	Country: CAN
Dir Name: BUTLER HONDA		Desc: PILOT 5DR EX-L RES 6CYL 240.0 HP	
2631 NORTH COLUMBIA ST		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
MILLEDGEVILLE GA 31061		Engine #: J35A42583630	Trans #: BVGA5083961
Phone: (478) 453-9391	Fax #: 4784532741	Em Type: KA	
DPSM: TRACY GARNEAU	Zone/Dist: 07G	RO #: 245326	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

<p>7/13/2009 9:32:18 AM GARYR</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>3 REPAIR Civic Kit 35012-S5A-307</p>	<p>WIRE A COMBO SWITCH BURNED AT CONNECTOR NEED REPAIR OPTIONS</p> <p>NO</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2346790	ROBERTH	05/11/2007	ROBERTH	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT INOP WHT/RED MELT	WHT/RED WIRE; USE CIVIC KIT PART # 35012-S5A-307		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 54,685
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 2HKYF18133F	Err:
Dir Cont: GABE TREJO	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (818) 508-3888	Extn:		Tran: 5AT	Trim: LX
Serv Mgr: ROBBIE COTTRELL			Doors: 5DR	WD:
Parts Mgr: LUIS NAVAS			Fact: ALLISTON	Country: CAN
Dir Name: ROBERTSON HONDA 5841 LANKERSHIM BLVD. NORTH HOLLYWOOD CA 91601			Desc: PILOT 5DR LX 6CYL 240.0 HP 3.5 L	
Phone: (818) 508-3888	Fax #: (818) 301-3562		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
DPSM: DIANA MONTES	Zone/Dist: 01C		Engine #: J35A42587444	Trans #: BVGA5087940
Previous Dealer/Contact	Date		Em Type: KL	
			RO #: 685923	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

5/11/2007 2:39:25 PM	ROBERTH	
1		HEADLIGHTS ARE INOP, FOUND HEADLIGHT SWITCH MELTED AT WHITE RED WIRE
2		USE THE CIVIC KIT PART # 35012-S5A-307

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2225683	KENE	12/15/2006	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT INOP	TERMINAL BURNT; REPAIR AS CIVIC		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 78,997
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF186X3H	Err:
Dir Cont: BRENNAN	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (518) 438-4555	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JAMES FULLERTON			Doors: 5DR	WD:
Parts Mgr:			Fact: ALLISTON	Country: CAN
Dir Name: LIA HONDA			Desc: PILOT 5DR EX-L RES 6CYL 240.0 HP	
1258 CENTRAL AVENUE			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
ALBANY NY 12205			Engine #: J35A42620082	Trans #: BVGA5120554
Phone: (518) 438-4555	Fax #: (518) 489-2424		Em Type: KL	
DPSM: KEITH MANNING	Zone/Dist: 09C		RO #: 307881	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

12/15/2006 7:45:04 AM KENE

- 1
- 2 2003 Pilot with low beam headlight that won't turn on can be repaired with Civic Kit 35012-S5A-307

RED WHITE WIRE ON HAED LIGHT SWITCH BURNED UP
 LIKEA CIVIC IS THIER A WIRE AND CONNECTOR FIX FOR THI
 S OR DO I HAVE TO REPLACE COMPLETE HARNESS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1903187	LANCEK	08/17/2006	LANCEK	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	ACCIDENT DAMAGE; GROUND WHT/RED WIRE AT COMBO SW		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 88,377
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18453H	Err:
Dir Cont: THOMAS	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (843) 689-2880	Extn:		Tran: 5AT	Trim: EX
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: JEFFREY KOHLER			Fact: ALLISTON	Country: CAN
Dir Name: Hilton Head Honda			Desc: PILOT 5DR EX 6CYL 240.0HP 3.5L	
161 FORDING ISLAND ROA			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
BLUFFTON SC 29910			Engine #:	Trans #:
Phone: (843) 689-2880	Fax #: (843) 342-7821		Em Type: KL	
DPSM: TRACY GARNEAU	Zone/Dist: 07G		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

8/17/2006	LANCEK	
1	08/17/06 11:29:34 ISIS:----->	LOW BEAM HEADLIGHTS INOP NEED HELP WITH WIRING DIAGRAM
2		
3	HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR	
4	THIS PROBLEM?----->	NO
5	08/17/06 11:29:41 LANCEK:----->	LOW BEAMS ARE INOP, HIGH BEAMS OPERATE.
6		THE CAR WAS IN A ACCIDENT, COMBO SW WAS
7		REPLACED.
8	GROUND THE WHT/RED WIRE AT COMBO SW AND	
	RETEST.	
9		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2248704	GARYR	01/10/2007	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT LOW BEAMS INOP	REPAIR WITH CIVIC KIT PN 35012-S5A-307		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 56,337
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 2HKYF18443H	Err:
Dlr Cont: DOMINGUEZ	Training %:		Year: 2,003	Model: PILOT
Serv Ph: (510) 445-5300	Extn:		Tran: 5AT	Trim: EX
Serv Mgr: PHILLIP LOPRESTI			Doors: 5DR	WD:
Parts Mgr: MICHAEL ABREU			Fact: ALLISTON	Country: CAN
Dlr Name: AUTOWEST HONDA FREMONT			Desc: PILOT 5DR EX 6CYL 240.0 HP 3.5 L	
5780 CUSHING PARKWAY			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
FREMONT CA 94538			Engine #: J35A42622464	Trans #: BVGA5123024
Phone: (510) 445-5300	Fax #: (510) 252-5046		Em Type: KL	
DPSM: KIMBERLY TOWER	Zone/Dist: 12F		RO #: 489749	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

1/10/2007 2:05:05 PM	GARYR	LOW BEAMS NON-OP WHT/RED WIRES IS DISCOLORED
----------------------	-------	----------------------------------------------

1

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2879018	ROBERTH	08/10/2009	ROBERTH	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT SW MELTED	HARNES; HSB 07-027	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 66,974
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 2HKYF18583H [REDACTED]	Err:
Dir Cont: PATRICK BUCK	Training %:	Year: 2,003	Model: PILOT
Serv Ph: (724) 482-2156	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: RICHARD STEHLE		Doors: 5DR	WD:
Parts Mgr: ANTHONY CHIAPPINI		Fact: ALLISTON	Country: CAN
Dir Name: HONDA NORTH		Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
665 EVANS CITY ROAD		WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
BUTLER PA 16001		Engine #: J35A42625802	Trans #: BVGA5126335
Phone: (724) 482-2156	Fax #: 7244824261	Em Type: KA	
DPSM: BRUCE WILSON	Zone/Dist: 05L	RO #: 112221	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

8/10/2009 10:07:24 AM ROBERTH

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PERF 07-027
- 4 I SEARCHED ON KEY WORD HEADLIGHT AND IT CAME UP ON THE TOP OF THE LIST

LOW BEAMS INOP. HEADLIGHT SWITCH MELTED.
NO
I COULD NOT FIND ON ISIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3020262	RAYD	06/16/2010	RAYD	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM H/LIGHTS INOP	FBF: WT/RD WIRE MELT AT COMBO SWTCH;USED CIVIC REP		
		Resln Source:	Feedback forms	Date: 06/17/2010
		Status:	N/A	Mileage: 86,231
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 2HKYF18424H	Err:
Dir Cont: DUKE CARDA	Training %:		Year: 2,004	Model: PILOT
Serv Ph: (541) 752-2150	Extn:		Tran: 5AT	Trim: EX
Serv Mgr: ERIC HART			Doors: 5DR	WD:
Parts Mgr: KIRK THEIS			Fact: ALLISTON	Country: CAN
Dir Name: UNIVERSITY HONDA			Desc: PILOT 5DR EX 6CYL 240.0 HP 3.5 L	
2150 N. W. 9TH STREET	OR 97330		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #: J35A43528058	Trans #: BVGA6028138
Phone: (541) 752-2150	Fax #: 5417523403		Em Type: KL	
DPSM: PERRY MORRIS	Zone/Dist: 02G		RO #: 88104	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

6/16/2010 1:44:49 PM RAYD

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 CHECK FOR DAMAGE ON WT/RD AT COMBO SWITCH #6, IF YOU HAVE DAMAGE, IT CAN BE REPAIRED WITH THE CIVIC REPAIR KIT

BOTH LOW BEAM HEADLIGHTSINOP. HIGH BEAMS WORK NORMALLY. DON'T UNDERSTAND ETM, HELP!

[MODEL: PILOT][YEAR: 2004][PUBID:][SUBJECT:][KEYWORD: LOW BEAM]

6/17/2010 10:08:45 AM RAYD

- 5
- COMMENTS: FOUND WHT/RED WIRE AT COMBO SWITCH CONNECTOR BURNT. REPLACED WIRE, CONNECTOR AND SWITCH USING CIVIC RECALL KIT.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2632600	KENE	06/16/2008	KENE	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHTS INOP	CONNECTOR MELTED; REPLACE AS NEC	
		Resln Source: None	Date:
		Status: N/A	Mileage: 146,089
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18104H	Err:
Dlr Cont: ROBERT OELFKE	Training %:		Year: 2,004	Model: PILOT
Serv Ph: (810) 227-5552	Extn:		Tran: 5AT	Trim: LX
Serv Mgr: RICH CHAMBLESS			Doors: 5DR	WD:
Parts Mgr: JIM BROWN			Fact: ALLISTON	Country: CAN
Dlr Name: BRIGHTON HONDA			Desc: PILOT 5DR LX 6CYL 240.0 HP 3.5 L	
8294 W.GRAND RIVER AVE			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
BRIGHTON MI 48116			Engine #: J35A43530095	Trans #: BVGA6030272
Phone: (810) 227-5552	Fax #: 8104946166		Em Type: KA	
DPSM: STEVE WALTERS	Zone/Dist: 04A		RO #: 124208	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

6/16/2008 10:23:50 AM KENE

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PERFORM CIVIC REPAIR 35012-S5A-307

HEAD LIGHTS INOP
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2769904	RUDYG	02/05/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	H/LTS AND COMBI SWITCH OUT 2X	CONNECTIONS?; CK WHT/RED FOR OVERHEAT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 1,114,265
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18584H [REDACTED]	Err:
Dir Cont: JEFF HOWLAND	Training %:		Year: 2,004	Model: PILOT
Serv Ph: (317) 359-4227	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: JIM JORDAN			Doors: 5DR	WD:
Parts Mgr: KEITH SANTO			Fact: ALLISTON	Country: CAN
Dir Name: ED MARTIN HONDA			Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
770 N. SHADELAND AVE.			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
INDIANAPOLIS IN 46219			Engine #: J35A43537394	Trans #: BVGA6037480
Phone: (317) 359-4227	Fax #: 3173517893		Em Type: KA	
DPSM: JEANNE ALTMILLER	Zone/Dist: 04E		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

2/5/2009 9:34:08 AM RUDYG

1 02/5/2009 09:35:54 AM RUDYG

- 2 ANY MELTED WIRING AT COMBI SWITCH?
- 3 IF YOU FIND ANY, IT CAN BE FIXED WITH THE CIVIC KIT
- 4 CK BATT AND CHARGING SYSTEM. CH CONNECTIONS ON HEADLIGHT CIRCUIT. OTHERWISE NO KNOWN ISSUES. REPL BULBS AND HEADLIGHT SWITCH AS NECESSARY

Information from Dealer

CAME IN 6K MILES AGO AND IT HAD 2 BAD BULBS AND HEADLIGHT SWITCH.WE REPLACED THESE PARTS AND SAME THING HAPPENED AGAIN. BULBS AND HEADLIGHT SWITCH REPLACED AGAIN. ANY KNOWN ISSUES I DID NOT SEE ANY.
OK. I DID HAVE ONE LIGHT STILL WORKING LAST TIME
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3132610	SHAWNW	03/24/2011	SHAWNW	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	COMBO SW?;USE CIVIC HEADLIGHT KIT KB 11515		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 154,494
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF186X4H	Err:
Dir Cont: JOSEPH	Training %:		Year: 2,004	Model: PILOT
Serv Ph: (313) 565-5100	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: MICHAEL ZASADNY			Doors: 5DR	WD:
Parts Mgr: MICHAEL PHILLIPS			Fact: ALLISTON	Country: CAN
Dir Name: LAFONTAINE HONDA 2245 S. TELEGRAPH DEARBORN MI 48124			Desc: PILOT 5DR EX-LRES 6CYL 240.0 HP	
			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
Phone: (313) 565-5100	Fax #: (313) 278-7614		Engine #: J35A43552273	Trans #: BVGA6052820
DPSM: KEITH LEVINS	Zone/Dist: 04B		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 117378	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 3/24/2011 2:04:02 PM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6
 - 7 USE CIVIC HEADLIGHT KIT LOW BEAM INOP (USE CIVIC KIT 35012-S5A-307)HTL-INFO KB 11515

Information from Dealer

BOTH LOW BEAMS ARE INOP
 [MODEL: CIVIC][YEAR: 2002][PUBID: 0][SUBJECT:][KEYWORD: REAR SQU]
 Y
 N
 N
 RED/WHT WIRE IS BURNED
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3104613	DAVIDK	01/11/2011	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT PROB CONNECTOR	HEADLIGHT BULB?; REPLACE HARENSS S/W AND BULB	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 127,000
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18764H	Err:
Dir Cont: JOHN LI	Training %:		Year: 2,004	Model: PILOT
Serv Ph: (301) 656-1000	Extn:		Tran: 5AT	Trim: EX-LNAV
Serv Mgr: GARY MCDADE			Doors: 5DR	WD:
Parts Mgr: JEFF CHAMBERLAIN			Fact: ALLISTON	Country: CAN
Dir Name: OURISMAN HONDA 4800 BETHESDA AVENUE BETHESDA MD 20814			Desc: PILOT 5DR EX-LNAV 6CYL 240.0 HP	
			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
Phone: (301) 656-1000	Fax #: 301 656 4257		Engine #: J35A43585100	Trans #: BVGA6086226
DPSM: DANIEL MAY	Zone/Dist: 06A		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 897707	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>1/11/2011 11:46:13 AM DAVIDK</p> <p>1 ORIGINAL COMPLAINT</p> <p>2 ISIS SEARCH CRITERIA</p> <p>3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?</p> <p>4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?</p> <p>5 ANY AFTER MARKET ACCESSORIES INSTALLED?</p> <p>6</p> <p>7 NO. REC REPALCE HARENSS AND S/W. CK HEADLIGHT BULBS. POSS A/M ARE DRAWING EXCIVE CURRENT.</p>	<p>HEAD LIGHT WIRE CAUGHT ON FIRE</p> <p>[MODEL: PILOT][YEAR: 2004][PUBID: 0][SUBJECT:]</p> <p>[KEYWORD: HEADLIGHT]</p> <p>CUST HAD A HEAD LIGHT PROBELM. WE FOUND THE CONNECTOR AT THE COMBO S/W OVERHEATED AND MELTED. ANOTHER TECH SPLICED A WIRE IN THE CONNECTOR. HE USED A SMALLER GAUGE WIRE. THIS ONE MELTED. SHOULD I REPAIR W A LARGER WIRE.</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2436079	KENE	08/31/2007	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAM HEADLIGHTS INOP	HIGH RESISTANCE; USE CIVIC REPAIR KIT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 90,968
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 2HKYF18584H	Err:
Dir Cont: JAMIE WORRELL	Training %:		Year: 2,004	Model: PILOT
Serv Ph: (919) 876-5432	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: CHARLES PRIER			Doors: 5DR	WD:
Parts Mgr: KENNETH WESTBROOK			Fact: ALLISTON	Country: CAN
Dir Name: LEITH HONDA			Desc: PILOT 5DR EX-L 6CYL 240.0 HP 3.5 L	
5601 CAPITAL BOULEVARD			WhtBdy: P/S,ABS,SRS AIRBAG,LEATHER,USA	
RALEIGH NC 27616			Engine #: J35A43593285	Trans #: BVGA6095220
Phone: (919) 876-5432	Fax #: (919) 850-0412		Em Type: KA	
DPSM: SCOTT MUDLIN	Zone/Dist: 06L		RO #: 164969	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/31/2007 11:47:40 AM KENE
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 2003 Pilot with low beam headlight that won't turn on can be repaired with Civic Kit 35012-S5A-307

Information from Dealer

CUSTOMER STATES LOW BEAM HEAD LIGHTS ARE INOP. REPLACED HEAD LIGHT SWITCH A FEW MONTHS BACK. THIS TIME I FOUND THAT THE END OF THE WHITE AND RED WIRE AT THE HEADLIGHT SWITCH IS BROWN (HAS GOTTEN HOT)???? ??????????

NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2279804	CHRISV	02/19/2007	CHRISV	1

Code **Original Complaint**
P 7300 ALL LIGHTS FLASH INT
U0155 F-CAN MALF(GAUGE CNTRL MOD)

Probable Cause/Solution
DEALER CANT DUP; NEED TO DUP

ResIn Source: None

Date:

Status: N/A

Mileage: 30,450

Remarks / Requestor:

FE Status:

Dealer #:	TZ:	CST	VIN:	5FNYF18505B	Err:	
Dir Cont:	DOMINGUEZ	Training %:	Year:	2,005	Model:	PILOT
Serv Ph:	(281) 955-6666	Extn:	Tran:	5AT	Trim:	EX-L
Serv Mgr:	JOHN MORRIS		Doors:	5DR	WD:	
Parts Mgr:	JASSEN RICHARDSON		Fact:	LINCOLN	Country:	USA
Dir Name:	JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065		Desc:	PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L		
Phone:	(281) 955-6666	Fax #:	(832) 237-8725	WhtBdy:	P/S, SUN ROOF, ABS, AIR BAG,	
DPSM:	VERNON SAGE	Zone/Dist:	03C	Engine #:	J35A61400847	Trans #:
Previous Dealer/Contact		Date		Em Type:	KA	
				RO #:	378134	
				Case Type:	Technical	
				W.O. #:		

Tech Line Suggests

2/19/2007 1:44:04 PM CHRISV

- 1
- 2
- 3 CAN YOU DUP
- 4 DOES IT CLEAR
- 5 HOW OFTEN DOES THIS HAPPEN FOR THE CUST
- 6 NEED TO DUP AND GET DETAILED INFO

Information from Dealer

THE DASH LIGTS AND INSTRUMENT PANEL LIGHTS, HEAD LAMS AND TAILLIGHTS ALL WILL BLINK.
THEY SAY THIS HAPPENS WHILE DRIVING
NO BUT I HAVE A CODE OF U0155
YES
NOT SURE BUT THIS IS THE 2X TIME BACK FOR THIS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2925854	GARYR	11/11/2009	GARYR	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP, YEL WIRE MELT	SEE IF CIVIC KIT WILL WORK?; IF NOT REPL		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 53,074
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: CST	VIN: 5FNYF18515E [REDACTED]	Err:
Dir Cont: JOSE GARCIA	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (817) 275-3371	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: EDDIE BUENTELLO JR		Doors: 5DR	WD:
Parts Mgr:		Fact: LINCOLN	Country: USA
Dir Name: VANDERGRIF HONDA 1104 W. INTERSTATE 20 ARLINGTON TX 76017		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
Phone: (817) 275-3371	Fax #: 8172992089	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: OLEN CURL	Zone/Dist: 03A	Engine #: J35A61401010	Trans #: BVGA7003316
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 558089	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

11/11/2009 10:33:59 AM GARYR

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 SE IF THE CIVIC KIT WILL WORK IF NOT REPL SW AND HARNESS AS NEEDED

CUSTOMER COMPLAINT THAT HEAD LIGHT LOW BEAM IS NOTWORKING ONLY HIGH BEAM WORKS. AFTER INSPECTED TH E VEHICLE, FOUND YELLOW WIRE THAT CONNECT TO THE HEADLIGHT SWITCH CONNECTOR BURNT AND MELTED THE CONNECTOR. INSPECTED ALL THE FUSES, FOUND NO BLOWN FUSE. CUSTOMER REQUEST AND WANTS TO KNOW IF THE DESIGN HAVE FLAWS IN IT. ALSO, AFTER REPAIR, WOULD THE PROBLEM WILL COME BACK.
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2771258	TOMP	02/09/2009	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS INOP	TERMINAL OVERHEATED; REPAIR AS NEEDED		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 589,596
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNYF18665B	Err:
Dir Cont: BRANDON	Training %:		Year: 2,005	Model: PILOT
Serv Ph: (281) 955-6666	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JOHN MORRIS			Doors: 5DR	WD:
Parts Mgr: JASSEN RICHARDSON			Fact: LINCOLN	Country: USA
Dir Name: JOHN EAGLE HONDA OF HOUSTON 18787 NW FREEWAY HOUSTON TX 77065			Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (281) 955-6666	Fax #: 8322378725		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: VERNON SAGE	Zone/Dist: 03C		Engine #: J35A61414973	Trans #: BVGA7050738
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 468700	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>2/9/2009 6:32:01 AM TOMP</p> <ol style="list-style-type: none"> 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 4 WHICH WIRE? 5 HOW CAN I HELP? 6 REPLACE THE DAMAGED HARNESS AND SWITCH ASSY. REFER TO VSC 	<p>CONNECTOR TO HEADLIGHT SWITCH HAS MELTED. NO BRANDON: YELLOW HOW DO I FIX?</p>
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Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3075290	DAVEM	10/29/2010	THOMASM	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	MSG: HEAD LIGHT SW PIN 6 WAS MELTED		
		ResIn Source:	Message center	Date: 10/29/2010
		Status:	N/A	Mileage: 91,100
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNYF18665B	Err:
Dir Cont: THOMAS	Training %:		Year: 2,005	Model: PILOT
Serv Ph: (410) 749-2301	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: FRANK BOROWICZ			Doors: 5DR	WD:
Parts Mgr: WAYNE SPRAGUE			Fact: LINCOLN	Country: USA
Dir Name: POHANKA HONDA OF SALISBURY 2011 N.SALISBURY BLVD. SALISBURY MD 21801			Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (410) 749-2301	Fax #: 4105483415		Engine #: J35A61419956	Trans #: BVGA7069909
DPSM: BILL	Zone/Dist: 06F		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 149258	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

10/29/2010 10:08:17 AM	DAVEM
1 ORIGINAL COMPLAINT	LOW BEAM INOP
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT: LIGHTS, EXTERIOR][KEYWORD:]
4 VRFY?	YES
5 BOTH?	YES
6 HIGHS AND MARKERS?	OK
7 RECENT EVENTS?	NONE
8 WHAT HAVE YOU DONE?	CALLED YOU 1ST
9 ETM PAGE 110-4, JUMP PINS 6 AND 12. IF ALL COMES ON AND P6 HAS A GOOD FIT, RPLC THE COMBO SW	
10/29/2010 3:43:45 PM	THOMASM
10 MSG	REPLACED HEAD LIGHT SW PIN 6 WAS MELTED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2578018	GARYR	03/19/2008	GARYS	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT COMBO WIRE MELTED	SAME AS CIVIC PARTS?; REPAIR PER SB		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 27,119
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNYF18595E	Err:
Dir Cont: COREY	Training %:		Year: 2,005	Model: PILOT
Serv Ph: (402) 437-1216	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: CRAIG CAMERON			Fact: LINCOLN	Country: USA
Dir Name: WILLIAMSON HONDA			Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
2770 YANKEE HILL ROAD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
LINCOLN NE 68516			Engine #: J35A61452707	Trans #: BVGA7126516
Phone: (402) 437-1216	Fax #: 4024371349		Em Type: KA	
DPSM: RON CRISS	Zone/Dist: 10A		RO #: 762202	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

3/19/2008 9:35:58 AM GARYR

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 REPL USING THE CIVIC SB PARTS
- 4 PEND TO GARY S

3/20/2008 2:15:39 PM GARYS

- 5 03/20/2008 02:17:35 PM GARYS PENDED TO JR

Information from Dealer

CUSTOMER STATES THERE WAS SMOKE FROM BENEATH THE STEERING COLUMN COVER AND HEADLIGHT LOW BEAMS BECAME INOPERATIVE. NO, SAME WIRE AS THE CIVIC AND THE CONN AND PINS ARE THE SAME

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2636697	DAVEM	06/23/2008	DAVEM	2

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHT LOW BEAMS INOP	OPEN OR P-FIT ON YEL WIRE; GND TO ISO OPEN
		Resin Source: None Date: Status: N/A Mileage: 63,661 Remarks / Requestor: FE Status:

Dealer #: Dir Cont: RICH TORREZ Serv Ph: (201) 529-3966 Serv Mgr: ROBERT COHEN Parts Mgr: MICHAEL D'ANNA Dir Name: MAHWAH HONDA 99 FRANKLIN TURNPIKE MAHWAH NJ 07430 Phone: (201) 529-3966 DPSM: STEFANIE SENKIW Previous Dealer/Contact	TZ: EST Training %: Extn: Fax #: 2015295411 Zone/Dist: 05E Date	VIN: 5FNYF18685E Year: 2,005 Tran: 5AT Doors: 5DR Fact: LINCOLN Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, Engine #: J35A61462474 Em Type: KA RO #: 323274 Case Type: Technical W.O. #:	Err: Model: PILOT Trim: EX-LRES WD: Country: USA Trans #: BVGA7141535
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Tech Line Suggests

Information from Dealer

6/23/2008 6:25:57 AM	DAVEM
1 ORIGINAL COMPLAINT	BOTH HEADLIGHT LOW BEAMS DONT WORK
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3	I RPLCD THE COMBO SW, SAME. PWR @ THE HD LIGHT WAS STRANGE
4 WHAT DOES STRANGE MEAN?	ALL 3 PINS HAVE PWR
5 DO THE HIGH BEAMS WORK?	YES AND I HAVE PWR ON ONLY 2 OF THE PINS WHEN THE HIGH BEAMS ARE ON
6 W/ BOTH HD LIGHT DSCNNCTD, DOES PIN 2 OF BOTH HAVE B ?	YES
7 AND PLUGGED IN, DID YOU GND PIN 1, THE YELLOW WIRE TO BOTH TO SEE IF THE LOW BEAMS COME ON?	NO
8 SO WHAT THE COMBO SW IS TRYING TO DO, IS GND THE YEL WIRE, P6 TO P12, THEN FINALY G401	OK
9 START AT THE YEL WIRE OF EACH BULB AND GND IT TO SEE IF THE LOW BEAMS COME ON. KEPP GROUNDING THE YELLOW WIRE TOWARDS THE COMBO SW, THEN DOWN TO G401 TO FIND THE OPEN	OK
10 CB	DAVEDAVE LAGRUTH, SERVICE MNGR
11 DAVE, NOT SURE YOU HAVE YOUR BEST MAN ON THIS JOB. I THINK WE SHOULD GET SOMEONE W/ MORE ELECTRICAL TRAINING ON THIS CR	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2790972	KENE	03/17/2009	KENE	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS BLOW INTER	BULBS; REPLACE		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 64,120
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	MST	VIN: 2HKYF18635H	Err:
Dir Cont: KEVIN MCGRATH	Training %:		Year: 2,005	Model: PILOT
Serv Ph: (303) 772-2900	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: MICHAEL HAMMONTREE			Doors: 5DR	WD:
Parts Mgr: JEFF WHORLOW			Fact: ALLISTON	Country: CAN
Dir Name: FRONTIER HONDA LTD. 710 SOUTH MAIN STREET LONGMONT CO 80501			Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (303) 772-2900	Fax #: 3037723979		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: OPEN POSIT 6/6/11	Zone/Dist: 10C		Engine #: J35A61601685	Trans #: BVGA7002524
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 154358	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

3/17/2009 9:54:44 AM KENE

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 PREVIOUS REPAIR DESCRIPTION
- 4 MAKE SURE THE HEADLIGHTS ARE SOLID

HEADLIGHT BULBS HAVE BEEN BLOWING OUT AT A FREQUENT RATE OVER THE PAST COUPLE OF YEARS --12 BULBS IN 2 YEARS CUSTOMER LEAVES THE HEADLAMPS ON ALL THE TIME AND LETS THE MULTIPLEX SHUT THEM OFF AUTOMATIC.

YES

AFTERMARKET SECURITY SYSTEM WAS REMOVED

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3157580	SHAWNW	06/06/2011	LINDSEYA	2

Code	Original Complaint	Probable Cause/Solution		
P 7310	LOW BEAMS INOP	MSG: PIN 6 AT COMBO SWITCH HOT		
		ResIn Source:	Message center	Date: 06/07/2011
		Status:	N/A	Mileage: 135,319
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 2HKYF18415H	Err:
Dir Cont: GLEN TAWA	Training %:		Year: 2,005	Model: PILOT
Serv Ph: (310) 782-7200	Extn:		Tran: 5AT	Trim: EX
Serv Mgr: DARIN ISHITANI			Doors: 5DR	WD:
Parts Mgr: ULISES GOMEZ			Fact: ALLISTON	Country: CAN
Dir Name: HONDA SERVICE CENTER 2280 CRENSHAW BLVD. TORRANCE CA 90501			Desc: PILOT 5DR EX 6CYL 255.0 HP 3.5 L	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
Phone: (310) 782-7200	Fax #: 3107826521		Engine #: J35A61617218	Trans #: BVGA7025345
DPSM: JONAH ROHDE	Zone/Dist: 01E		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 453715	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 6/6/2011 9:12:13 AM SHAWNW
- 1 ORIGINAL COMPLAINT
 - 2 ISIS SEARCH CRITERIA
 - 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
 - 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
 - 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
 - 6 HIGH BEAMS?
 - 7 CODES?
 - 8 MODE 1 & 2 TESTS?
 - 9 NEED TO DO THAT, ALSO CHECK THE YELLOW WIRE
PIN 6 AT COMBO SW FOR SIGNS OF OVER HEATING

Information from Dealer

HEAD LITE LOWS INOP FUSE OK RELAY OK BULBS OK
HIGHBEAMS WORK
[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
[KEYWORD: HEADLITE]
Y
REPLACED BULB
N
THEY WORK
NOT SURE
NO
OK

- 6/7/2011 7:48:02 AM LINDSEYA
- 10 06/7/2011 07:48:07 AM LINDSEYA (MSG)

GLEN - I DID END UP FINDING A WIRE THAT WAS MAKING
POOR CONTACT, THE MALE PIN WAS A LITTLE BURNT,
FEMALE CONNECTOR WAS A LITTLE HOT ALSO. REPLACED
THE FEMALE CONNECTOR AND THE LIGHT SWITCH ITSELF.
THANK YOU.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2279199	JAMESH	02/19/2007	JAMESH	1

Code	Original Complaint	Probable Cause/Solution
P 7310	HEADLIGHTS WON'T TURN OFF INTE	CK G201, CK BATTERY TO BODY GROUND, TEST DRIVERS
		ResIn Source: None Date:
		Status: N/A Mileage: 56,743
		Remarks / Requestor: FE Status:

Dealer #:	TZ: CST	VIN: 2HKYF18675H [REDACTED]	Err:
Dir Cont: CONKITY WAYNE	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (319) 337-6100	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr:		Fact: ALLISTON	Country: CAN
Dir Name: CHEZIK-BELL HONDA 2641 MORMON TREK BLVD. IOWA CITY IA 52240		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
		Engine #: J35A61622070	Trans #: BVGA7032725
Phone: (319) 337-6100	Fax #: (319) 339-7484	Em Type: KA	
DPSM: JOSHUA WHITNEY	Zone/Dist: 08L	RO #: 43672	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/19/2007 8:14:33 AM JAMESH

- 1
- 2
- 3 CK G201, CK BATTERY TO BODY GROUND, TEST DRIVERS MPX

Information from Dealer

HEADLIGHTS RANDOMLY FLASH, INTERIOR LIGHTS WON'T GO OUT OR WILL FLASH, LOCKS CYCLE ON AND OFF CANOT DUPLICATE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2946701	RUDYG	12/28/2009	STEVEN	2

Code	Original Complaint	Probable Cause/Solution	
P 7310	COMBI SW YEL WIRE MELTED	COMBI SW?; REPL HARNESS AND COMBI SW	
		Resin Source: None	Date:
		Status: N/A	Mileage: 94,743
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: PST	VIN: 2HKYF18405H [REDACTED]	Err:
Dir Cont: PHI NGUYEN	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (707) 769-4044	Extn:	Tran: 5AT	Trim: EX
Serv Mgr: LUKE AMMANN		Doors: 5DR	WD:
Parts Mgr: JOHN HURLBERT		Fact: ALLISTON	Country: CAN
Dir Name: HANSEL HONDA 1310 AUTO CENTER DRIVE PETALUMA CA 94952		Desc: PILOT 5DR EX 6CYL 255.0 HP 3.5 L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
Phone: (707) 769-4044	Fax #: 7077694049	Engine #: J35A61634035	Trans #:
DPSM: JASON SCHER	Zone/Dist: 12B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 31798	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

12/28/2009 2:20:13 PM RUDYG

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3 ISIS SEARCH CRITERIA

4 REPL DAMAGED HARNESS AND COMBI SW

BOTH HEADLIGHTS ARE OUT. REPLACE HEADLIGHT BULBS STILL INOP. CHECK HEADLIGHT SWITCH AND FOUND BURNT PIN AND CONNECTOR. YELLOW WIRE PIN 6 ON BOTH SWITCH AND CONNECTOR. IS THERE A FIX FOR THIS THAT YOU KNOW OF.

[MODEL: PILOT][YEAR: 2004][PUBID:][SUBJECT:][KEYWORD: HEADLIGHTS]
OK

12/30/2009 8:35:06 AM STEVEN

5

6 PART NUMBER 32117-S9V-A12

WHAT WIRE HARNESS DO I NEED?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3138438	SHAWNW	04/11/2011	SHAWNW	3

Code	Original Complaint	Probable Cause/Solution		
P 7310	COMBO SW CONN MELTED	4/13: FIXED WITH HSB 07-027		
		ResIn Source:	Spoke w/ Dealer	Date: 04/13/2011
		Status:	N/A	Mileage: 132,459
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: CST	VIN: 2HKYF18635H [REDACTED]	Err:
Dir Cont: THOMAS	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (417) 625-0841	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: JIM CLARK		Doors: 5DR	WD:
Parts Mgr: DARREN VICE		Fact: ALLISTON	Country: CAN
Dir Name: ROPER HONDA 902 N. RANGELINE JOPLIN MO 64801		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
Phone: (417) 625-0841	Fax #: 4176250855	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: MICHAEL WEHMEIR	Zone/Dist: 08K	Engine #: J35A61634534	Trans #: BVGA7049694
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 298049	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

4/11/2011 11:45:34 AM SHAWNW

- 1 ORIGINAL COMPLAINT
- 2 ISIS SEARCH CRITERIA
- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 HEADLIGHT OR HEADLIGHT SWITCH?
- 7 OK, CAN SEE IF THE CIVIC ON WILL WORK, BUT BASED ON PAST CASES HARNESS REPLACEMENT WILL BE NEEDED

Information from Dealer

LOW BEAM HEADLIGHT NOT WORKING, HAS A BURNT HEADLIGHT SWITCH AND CONNECTOR, IS THERE A PART NUMBER FOR THE HEADLIGHT CONNECTOR?
 [MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
 [KEYWORD: HEADLIGHT]
 Y
 N
 N
 HEADLIGHT SWITCH
 OK THANK YOU

4/11/2011 12:50:29 PM SHAWNW

- | | |
|------------------------------|--------------|
| 8 CALL BACK TO DLR | THOMAS |
| 9 TRY REFERING TO HSB 07-027 | OK THANK YOU |

4/13/2011 10:09:01 AM SHAWNW

- | | |
|--------------------------------|-------------------|
| 10 FOLLOW UP CALL | THOMAS: |
| 11 DID THAT HEADLIST KIT WORK? | YES |
| 12 WHICH WIRE WAS MELTED? | PIN 6 YELLOW WIRE |
| 13 THANK FO THE INFO | |

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1848894	DAVEK	06/16/2006	DAVEK	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	HEADLIGHT FLICKER OFF	CONNECTIONS?;INSPECT	
		ResIn Source:	None
		Status:	N/A
		Remarks / Requestor:	
		Date:	
		Mileage:	28,612
		FE Status:	

Dealer #:	TZ:	EST	VIN: 2HKYF18625H	Err:
Dir Cont: LON GILGER	Training %:		Year: 2,005	Model: PILOT
Serv Ph: (570) 387-5050	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: ROB COLE			Doors: 5DR	WD:
Parts Mgr: ROB COLE			Fact: ALLISTON	Country: CAN
Dir Name: INDEPENDENCE HONDA			Desc: PILOT 5DR EX-L RES 6CYL 255.0HP	
3099 COLUMBIA BLVD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
BLOOMSBURG	PA 17815		Engine #:	Trans #:
Phone: (570) 387-5050	Fax #: (570) 387-5104		Em Type: KA	
DPSM: WALTER	Zone/Dist: 05M		RO #:	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 6/16/2006 DAVEK
- 1 06/16/06 11:08:23 ISIS:----->
 - 2 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR
 - 3 THIS PROBLEM?----->
 - 4 06/16/06 11:08:38 DAVEK:----->
 - 5
 - 6 NO KNOWN PROBELM CK CONNECTIONS AND PIN FIT

Information from Dealer

HEADLIGHTS FLICKER OFF AND THEN COME BACK ON

NO

WE CAN NOT REPDOUCE. SHE STATES BOTH HEADLIGHTS FLICKER OFF NOT DIM

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3112978	RUDYG	02/01/2011	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	COMBI SW CONNECTOR MELTED,	DASH HARNESS?; REPL	
		Resln Source: None	Date:
		Status: N/A	Mileage: 128,585
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 2HKYF18635H [REDACTED]	Err:
Dir Cont: NICHOLAS	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (860) 251-6838	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: PERRY GUTTMANN		Doors: 5DR	WD:
Parts Mgr: DAVID AULT		Fact: ALLISTON	Country: CAN
Dir Name: LIBERTY HONDA 71 WEST SERVICE ROAD HARTFORD CT 06120		Desc: PILOT 5DR EX-L RES 6CYL 255.0 HP	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (860) 251-6838	Fax #: 8602516841	Engine #: J35A61656216	Trans #: BVGA7083946
DPSM: SUZI HENRY	Zone/Dist: 09D	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 613077	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

2/1/2011 8:09:31 AM RUDYG

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 COMBI SW 16P GREY CONNECTOR COMES ON DASH WIRE HARNESS P/N 32117-S9V-A32 THIS IS CALLED INSTRUMENT WIRE HARNESS

Information from Dealer

THE COMBINATION SWITCH CONNECTOR IS MELTED LIKE IN THE '02 CIVIC. I AM TRYING TO ORDER THE CORRECT WIRE HARNESS, BUT ALL THE PICTURES THE HARNESS LOOK LIKE SPAGETTI. DOES TECHLINE KNOW WHAT THE PART NUMBER IS SO I CAN GET THE COMBINATION SWITCH CONNECTOR WITH THE HARNESS?

[MODEL: PILOT][YEAR: 2005][PUBID: 0][SUBJECT:]
 [KEYWORD: COMBINATION SWITCH]

YES
 N
 N.
 OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2869738	CHRISR	07/22/2009	CHRISR	2

Code **Original Complaint**
P 7310 H/L BULBS BURN OUT

Probable Cause/Solution
A/M?; CANT GUARANTEE A/M, DRIVE HABITS

ResIn Source: None **Date:**
Status: N/A **Mileage:** 75,647
Remarks / Requestor: **FE Status:**

Dealer #:	TZ: PST	VIN: 2HKYF18525H	Err:
Dir Cont: MERRICK	Training %:	Year: 2,005	Model: PILOT
Serv Ph: (360) 676-2277	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: STEVE NEWBY		Doors: 5DR	WD:
Parts Mgr: MATT BAUGHN		Fact: ALLISTON	Country: CAN
Dir Name: NORTHWEST HONDA 2010 IOWA STREET BELLINGHAM WA 98229		Desc: PILOT 5DR EX-L 6CYL 255.0 HP 3.5 L	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (360) 676-2277	Fax #: 3606475644	Engine #: J35A61660762	Trans #: BVGA7094976
DPSM: PETER HOLT	Zone/Dist: 02A	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 164393	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/22/2009 10:14:25 AM CHRISR	
1 ORIGINAL COMPLAINT	CUSTOMER STATES PASS HEADLIGHT BULB (LOW BEAM) KEEPS BURNING OUT...
2 PREVIOUS REPAIRS OR PARTS REPLACED?	NO
3 BULBS OEM	NO, A/M
4 AND THEY ARE BURNING OUT	YES
5 CANT GUARANTEE CONDITIONS OF ASSEMBLY OR QUALITY OF COMPONENTS	OK
6 DRIVING ABITS LIKE ROUGH ROADS AND POOR QUALITY CAN BE ISSUE	OK
8/12/2009 3:09:54 PM CHRISR	
7	CUSTOMER STATES BOTH HEADLIGHTS INOP... LOW BEAM REPLACED AFTERMARKET BULBS WITH OEM.. REPLACED FAILED HEADLAMP SWITCH..ALSO FOUND CONNECTION AT LIGHT SWITCH SLIGHTLY OVERHEATED
8 VERIFY GOOD FEMALE PIN FIT AT CONNECTION	OK
9 DO LIGHTS WORK NOW	NO
10 JUMP PIN 6 AT LIGHT SW TO GND, IF OK THEN REPAIR PIN	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
1867417	KEITHC	07/10/2006	KEITHC	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	NO HEADLIGHT, LOW, HI STUCK ON	POSS SHORTED RED/WHT WIRE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 9,226
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: PST	VIN: 5FNYF28106B [REDACTED]	Err:
Dir Cont: HAO LUONG	Training %:	Year: 2,006	Model: PILOT
Serv Ph: (916) 226-7000	Extn:	Tran: 5AT	Trim: 2WD LX
Serv Mgr: MICHAEL SILVA		Doors: 5DR	WD:
Parts Mgr: RUBEN VALLEJO		Fact: LINCOLN	Country: USA
Dir Name: ELK GROVE HONDA 8550 LAGUNA GROVE DR. ELK GROVE CA 95758		Desc: PILOT 5DR 2WD LX 6CYL 244.0HP 3.5L	
		WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
		Engine #:	Trans #:
Phone: (916) 226-7000	Fax #: (916) 478-2319	Em Type: KA	
DPSM: BARRY CHANDLER	Zone/Dist: 12C	RO #:	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/10/2006	KEITHC	
1 07/10/06 08:20:23 ISIS:----->		WHEN TURNING ON THE HEADLIGHTS, ONLY THE HIGH BEAMS STAY ON.
2		
3 HAS THE VEHICLE HAD ANY PREVIOUS REPAIRS FOR		
4 THIS PROBLEM?----->		YES
5 IF YES, REPAIR DESCRIPTION?----->		THE DIMMER RELAY HAD BEEN REPLACED ONCE.
6 07/10/06 08:21:15 KEITHC:----->		
7 IF YOU UNPLUG DIMMER RELAY, ARE LOW BEAMS ON->		YES
8 SHORTED RED/WHT WIRE----->		
9 CK RED/WHT FOR SHORT----->		
10 REPLACE COMBO SWITCH----->		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2216834	JAMESH	12/06/2006	JAMESH	4

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS INOP	UNDERHOOD F/B: REPLACED		
		ResIn Source:	Warranty	Date: 03/22/2007
		Status:	N/A	Mileage: 33
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNYF28107B [REDACTED]	Err:
Dlr Cont: PABON EDWIN	Training %:		Year: 2,007	Model: PILOT
Serv Ph: (770) 534-0086	Extn:		Tran: 5AT	Trim: 2WD LX
Serv Mgr: CURT SLOYER			Doors: 5DR	WD:
Parts Mgr: ROBERT THOMAS			Fact: LINCOLN	Country: USA
Dlr Name: MILTON MARTIN HONDA 2420 BROWNS BRIDGE RD. GAINESVILLE GA 30504			Desc: PILOT 5DR 2WD LX 6CYL 244.0 HP 3.5	
			WhtBdy: POWER STEERING, ABS, SRS AIRBAG,	
			Engine #: J35Z12003606	Trans #: P35A5003458
Phone: (770) 534-0086	Fax #: 7705352312		Em Type: KA	
DPSM: MELISSA MECHAN	Zone/Dist: 07E		RO #: 149558	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

12/11/2006 8:32:56 AM	JAMESH	
4 SENT FEEDBACK FAX		
3/22/2007 7:39:37 AM	JAMESH	
5 WAR		Replaced Part(s): 38250-S9V-A22 BOX ASSY., RELAY
12/6/2006 12:28:04 PM	JAMESH	
1		HEADLIGHTS DO NOT WORK, HIGH OR LOW BEAM - BUT THE PARKING LIGHTS DO WORK.
2		HAVE REPLACED THE SWITCH, THE DRIVERS MPX AND THE U/H F/B. STILL INOP. IF I GROUND IT AT THE RELAY INPUTS, THEY WILL COME ON
3 INSPECT THE B CONNECTOR AT THE PASS U/D F/B		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2762486	CHRISR	01/22/2009	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7310	H/L ON/OFF WH DRVNG W/ CODES	CONNECTION?; INSPECT L/UDFB MON V AT H/L RELAY	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 35,827
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: 5FNYF287X7E [REDACTED]	Err:
Dir Cont: MARK PARKMAN	Training %:		Year: 2,007	Model: PILOT
Serv Ph: (909) 829-0830	Extn:		Tran: 5AT	Trim: 2WDEXLN
Serv Mgr: CHRIS OSGOOD			Doors: 5DR	WD:
Parts Mgr: LUIS MORENO			Fact: LINCOLN	Country: USA
Dir Name: ROCK HONDA 9612 SIERRA AVE FONTANA CA 92335			Desc: PILOT 5DR 2WD EX-L NAV 6CYL 244.0	
Phone: (909) 829-0830	Fax #: 9098294360		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
DPSM: ROBERT CRAIG	Zone/Dist: 01B		Engine #: J35Z12025120	Trans #: P35A5025008
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 177298	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>1/22/2009 3:10:59 PM CHRISR</p> <ol style="list-style-type: none"> 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 LOW VOLTAGE CONDITION 4 ARE HEADLIGHTS CYCLING EVENLY 5 IS NAVI AND SRS OK 6 MONITOR V TO H/L RELAYS AT PIN 5 C203 WHILE TRYING TO DUP IF DUP TRACE BACK 7 SOUNDS LIKE AN ISOLATED LOW VOLTAGE IN DASH FUSE BOX AREA, INSPECT AREA 	<p>HEADLIGHTS ARE GOING ON AND OFF WHILE DRIVING .HAS BODY CODE B1177. ALSO HAS ABS CODES 61-1, 83-1 AND 112-1.</p> <p>NO OK NOT SURE BUT CUST SAID THEY HEARD BUZZING DOWN IN DOOR AND WHEN THEY OPENED DOOR AND CLOSED IT, IT WAS OK OK, COMPLAINTS OR CODES OK OK</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2760854	JOHNB	01/21/2009	JOHNB	1

Code **Original Complaint**
P 7310 HEADLIGHTS.ALL LIGHTS FLASH

Probable Cause/Solution
POSS VOLTAGE TOO HIGH;TRY KG ALTERNATOR

Resln Source: None **Date:**
Status: N/A **Mileage:** 26,497

Remarks / Requestor: **FE Status:**

Dealer #:	TZ: CST	VIN: 5FNYP28758B [REDACTED]	Err:
Dlr Cont: BRIAN CRIM	Training %:	Year: 2,008	Model: PILOT
Serv Ph: (512) 458-2511	Extn:	Tran: 5AT	Trim: 2WDEXLN
Serv Mgr: GARRETT LIMING		Doors: 5DR	WD:
Parts Mgr: RICK EGBERT		Fact: LINCOLN	Country: USA
Dlr Name: FIRST TEXAS HONDA 1301 WEST KOENIG LANE AUSTIN TX 78756		Desc: PILOT 5DR 2WD EX-L NAV 6CYL 244.0	
		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
Phone: (512) 458-2511	Fax #: (512) 380-0796	Engine #: J35Z13003432	Trans #: P35A6003272
DPSM: JERRY MEADE	Zone/Dist: 03B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 19182	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

1/21/2009 6:09:02 AM JOHNB

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 WHAT IS THE VOLTAGE

5 BATTERY OPEN CIRCUIT VOLTAGE

6 YOUR VOLTAGE IS HIGH,1/10 UNDER 15 VOLTS;POSS ALTERNATOR OVERVOLT;TRY KG ALTERNATOR;VOLT DROP NEGATIVE BATTERY CABLE

Information from Dealer

CUST COMPLAINT IS A/C BUTTON FLASHES WHEN AT IDLE AND DRIVEING. TECH BROUGHT CAR IN FOUND ALL DASH LIGHT DO THID AND BRAKE LIGHT AND HEAD LIGHTS ALSO.RAN SYSTEM TEST WITH ED18 ALL OK BATTERY, ALTERNA TOR AND STARTER. DID NOTICE THAT IF YOU INCREASE RPMS LIGHTS QUIT FLASHING.
NO
ALL THE LIGHTS INSIDE THE CAR AND OUTSIDE THE CAR FLASH CONSTANTLY;WHEN THIS OCCURS I HAVE A 0.4 VOLT VARIANCE IN TIME WITH THE FLASHING;I DISCONNECT THE ALTERNATOR AND THE FLASHING STOPS 13.9 TO 14.9 VOLTS
12 VOLTS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2943350	TOMP	12/18/2009	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHTS FLICKER (ELD)	CUSTOMER EXPECTATIONS; MONITOR SYSTEM VOLTAGE		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 68,307
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNYF28588E	Err:
Dir Cont: STEPHEN	Training %:		Year: 2,008	Model: PILOT
Serv Ph: (770) 924-9000	Extn:		Tran: 5AT	Trim: 2WDEXL
Serv Mgr: SCOTT BAILEY			Doors: 5DR	WD:
Parts Mgr: KEITH PIERCE			Fact: LINCOLN	Country: USA
Dir Name: HENNESSY HONDA OF WOODSTOCK			Desc: PILOT 5DR 2WD EX-L 6CYL 244.0 HP	
8931 HIGHWAY 92			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
WOODSTOCK	GA 30189		Engine #: J35Z13008049	Trans #: P35A6007887
Phone: (770) 924-9000	Fax #: 7705925768		Em Type: KA	
DPSM: MELISSA MECHAN	Zone/Dist: 07E		RO #: 506912	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 12/18/2009 6:12:12 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5
 - 6 REVIEW "CASES" AND "KBs"
 - 7 MONITOR SYSTEM VOLTAGE WHEN THE LIGHTS FLICKER, BETWEEN 12.2 AND 14.2 IS OK.

Information from Dealer

HEADLIGHTS HAVE FLICKER ISSUE HAVE TESTED BATTERY AND CHARGE SYSTEM SEE NO PROBLEM HAVE CLEANED GROUND FOR HLIGHT ANY PROBLEMS THAT YOU HAVE SEEN SO FAR?

[MODEL: PILOT][YEAR: 2008][PUBID:][SUBJECT:][KEYWORD: HEADLIGHT]
STEPHEN:
JUST MAKING SURE THERE IS NOTHING GOING ON THAT WOULD CHANGE THE DIAGNOSIS.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3156539	TROYS	06/02/2011	TROYS	2

Code	Original Complaint	Probable Cause/Solution	
P 7300	MANY BULB REPLACEMENTS	DROPPED CALL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 40,554
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: PST	VIN: 5FNYF28578E	Err:
Dir Cont: SHERMAN WONG	Training %:	Year: 2,008	Model: PILOT
Serv Ph: (707) 769-4044	Extn:	Tran: 5AT	Trim: 2WDEXL
Serv Mgr: LUKE AMMANN		Doors: 5DR	WD:
Parts Mgr: JOHN HURLBERT		Fact: LINCOLN	Country: USA
Dir Name: HANSEL HONDA		Desc: PILOT 5DR 2WD EX-L 6CYL 244.0 HP	
1310 AUTO CENTER DRIVE		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
PETALUMA CA 94952		Engine #: J35Z13015855	Trans #: P35A6015887
Phone: (707) 769-4044	Fax #: 7077694049	Em Type: KA	
DPSM: JASON SCHER	Zone/Dist: 12B	RO #: 00139	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

6/2/2011 10:03:36 AM TROYS

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?

Information from Dealer

CUSTOMER COMPLAINS THAT VEHICLE HAS HAD TO MANY LIGHT BULBS REPLACED, 1) L MARKER AND R HEADLIGHT 40.5554 5/6/11 -2) L/R TURN SIGNAL BULB 26.680 6/17/10 3) L HEADLIGHT 22.221 2/5/10
 [MODEL: PILOT][YEAR: 2008][PUBID: 0][SUBJECT:]
 [KEYWORD: LIGHTS]
 YES
 BULBS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2731812	DAVIDK	12/01/2008	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution		
P 7310	HEADLIGHT PROB INTERMIT INOP	S/W?; REPLACE		
		Resin Source:	None	Date:
		Status:	N/A	Mileage: 19,301
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: CST	VIN: 5FNYF28358E	Err:
Dir Cont: LAVAR PAXTON	Training %:	Year: 2,008	Model: PILOT
Serv Ph: (903) 794-3791	Extn:	Tran: 5AT	Trim: 2WDSE
Serv Mgr: ERIC SPINK		Doors: 5DR	WD:
Parts Mgr: JOHN VANDERBILT		Fact: LINCOLN	Country: USA
Dir Name: ORR HONDA		Desc: PILOT 5DR 2WD SE 6CYL 244.0 HP 3.5	
4602 ST. MICHAEL DRIV		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
TEXARKANA TX 75503		Engine #: J35Z13016289	Trans #: P35A6016103
Phone: (903) 794-3791	Fax #: 9037923327	Em Type: KA	
DPSM: AMY CLAWSON	Zone/Dist: 03F	RO #: 88930	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

12/1/2008 7:33:21 AM DAVIDK

- 1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 IF CUST WIGGLES THE S/W THEN THE S/W IS BAD. REPLACE

Information from Dealer

CUSTOMER STATES HEADLIGHTS GOES OUT WHILE DRIVING, WIGGLE SWITCH AND THEY COME BACK ON, TURN SIGNAL OR HIGH BEAM ON THE HEADLIGHTS GOES OUT AGAIN
NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3158290	RUDYG	06/07/2011	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 7310	KEEPS BLOWING HDLITE BULBS	UNKNOWN?; REPL BULBS WITH OEM
	Resln Source: None	Date:
	Status: N/A	Mileage: 63,484
	Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNYF18538E [REDACTED]	Err:
Dir Cont: LUIS GONZALEZ	Training %:		Year: 2,008	Model: PILOT
Serv Ph: (704) 979-7500	Extn:		Tran: 5AT	Trim: 4WDEXL
Serv Mgr: ERIC WRIGHT			Doors: 5DR	WD:
Parts Mgr: JOSEPH KIKER			Fact: LINCOLN	Country: USA
Dir Name: HONDA OF CONCORD			Desc: PILOT 5DR 4WD EX-L 6CYL 244.0 HP	
7650 BRUTON SMITH BLVD			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG,	
CONCORD NC 28027			Engine #: J35A93546657	Trans #: P34A6046813
Phone: (704) 979-7500	Fax #: (704) 979-7563		Em Type: KA	
DPSM: MARK SIMPSON	Zone/Dist: 06K		RO #: 707994	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

6/7/2011 12:08:13 PM RUDYG

- 1 ORIGINAL COMPLAINT

- 2 ISIS SEARCH CRITERIA

- 3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?
- 4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?
- 5 ANY AFTER MARKET ACCESSORIES INSTALLED?
- 6 CHECKED BATT AND CHARGING SYSTEM?
- 7 ACCIDENT DAMAGE?
- 8 SEE HSN JULY 08 AND TRY TO SEE IF YOU CAN DETERMINE CAUSE OF BULB POP
- 9 NO KNOWN ISSUE IF USING OEM BULBS

Information from Dealer

CUSTOMER STATES THAT HE HAS REPLACED HEADLIGHT BULBS EIGHT TIMES IN THE PAST 3 YEARS THAT HE HAS OWNED THIS VEHICLE, MAP LIGHT BULB AND LEFT FRONT PARKING LIGHT BULB IS ALSO OUT.

[MODEL: PILOT][YEAR: 2008][PUBID: 0][SUBJECT:]

[KEYWORD: BULBS]

NOT REALLY, HAS HAD BULBS REPLACED BEFORE BULBS

HFL UNIT IS NON OEM

YES, ONLY GOES UP TO ABOUT 14V

DON'T SEE ANY

OK

OK

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Consumer Complaints

Civic 2003

Case Details

Case ID : N032011-05-1200253 Division : Honda - Auto Condition : Closed Open Date : 5/12/2011 8:28:02 AM
 Case Originator : Keith Applewhite (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 5/12/2011 10:03:53 AM
 Case Owner : Michael Hancock (Team CC) Method : Phone Queue : Days Open : 0
 Last Closed By : Michael Hancock (Team CC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - RECALL INQUIRY No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 1HGEM22593L ██████████
 Model / Year : CIVIC / 2003
 Model ID / Product Line : EM2253PW / A
 Miles / Hours : 73,000
 In Service Date : 06/18/2003
 Months In Use : 95
 Engine Number : D17A13400340
 Originating Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Selling Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Trim : LX
 No. Of Doors : 2
 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
N032011-05-1200253-1 / ██████████	Subcase Close	Campaign	No Code		
N032011-05-1200253-2 / ██████████	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032011-05-1200253-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/12/2011 8:29:37 AM
Issue Owner : Keith Applewhite	Type 2 : No Code	Queue :	Close Date : 5/12/2011 8:29:44 AM
Issue Title : ██████████ - CAMPAIGN - NO CODE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032011-05-1200253-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Hancock	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/12/2011 10:03:42 AM
Issue Owner : Michael Hancock	Type 2 : Eligibility	Queue :	Close Date : 5/12/2011 10:03:51 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 712 / Headlights
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Cold
 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 : N032011-05-1200253

Case Title : [REDACTED] - RECALL INQUIRY

*** CASE CREATE 5/12/2011 8:28:02 AM, kapplewh

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

*** CASE MODIFY 5/12/2011 8:28:22 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 5/12/2011 8:28:28 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 5/12/2011 8:29:29 AM, kapplewh, Action Type : Call from Customer

The customer contacted AHM inquiring on recalls. I updated the customer as the owner. I verified and informed the customer that at the moment there are no recalls that apply to this vehicle at the time. The customer requested no further assistance.

Customers contact number: 6788739080

*** SUBCASE N032011-05-1200253-1 CREATE 5/12/2011 8:29:37 AM, kapplewh

Created in WIP Default with Due Date 5/12/2011 8:29:37 AM.

*** CASE MODIFY 5/12/2011 8:29:42 AM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE N032011-05-1200253-1 CLOSE 5/12/2011 8:29:44 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2011 8:29:44 AM, kapplewh

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

*** CASE REOPEN 5/12/2011 10:00:25 AM, mhancock

with Condition of Open and Status of Solving.

*** NOTES 5/12/2011 10:03:24 AM, mhancock, Action Type : Call from Customer

I updated the customer's information

The customer contacted AHM to inquire if the vehicle is included in the light switch recall. The customer stated that he read online that the vehicle is one the vehicle included in the recall and stated that he is having the same problem. I advised the customer that the vehicle is not included in this recall and advised the customer that all recalls are VIN specific. I informed the customer that if there are any future recalls on the vehicle AHM will notify the owner via by mail. The customer stated that he feels it should be covered because it is a safety issue. I informed the customer that I can document his concern but informet the customer that there are no campaigns pertaining to his issue and the vehicle is out of warranty therefore any repairs needed will be at his expense. The customer understood and the call ended.

*** SUBCASE N032011-05-1200253-2 CREATE 5/12/2011 10:03:42 AM, mhancock

Created in WIP Default with Due Date 5/12/2011 10:03:42 AM.

*** SUBCASE N032011-05-1200253-2 CLOSE 5/12/2011 10:03:51 AM, mhancock

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2011 10:03:53 AM, mhancock

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

Case Details

Case ID : N012008-08-1901531	Division : Honda - Auto	Condition : Closed	Open Date : 8/19/2008 3:10:44 PM
Case Originator : Aaron Prymus (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/9/2008 6:08:44 AM
Case Owner : Karwan Zangana (Team HF)	Method : Phone	Queue :	Days Open : 21
Last Closed By : Karwan Zangana (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6M - 208201 [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 : DURHAM, NC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1414
 VIN Type / No. : US VIN / 1HGEM21973I [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : EM2193MW / A
 Miles / Hours : 108,000
 In Service Date : 01/16/2003
 Months In Use : 67
 Engine Number : D17A2340I458
 Originating Dealer No. / Name : 208201 / CROWN HONDA OF SOUTHPOINT
 Selling Dealer No. / Name : 208201 / CROWN HONDA OF SOUTHPOINT
 Trim : EX
 No. Of Doors : 2
 Transmission Code : 5MT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208201 / CROWN HONDA OF SOUTHPOINT
 Phone No. : 919-425-4700
 Address : 1001 SOUTHPT AUTOPARK
 City / State / Zip : DURHAM, NC 27713
 Svc District / Sls District : 06L / F06
 Warranty Labor Rate / Date : \$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
N012008-08-1901531-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights
N012008-08-1901531-2 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-08-1901531-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Aaron Prymus	Type 1 : Campaign	Status : Subcase Close	Open Date : 8/19/2008 3:27:40 PM
Issue Owner : Aaron Prymus	Type 2 : Eligibility	Queue :	Close Date : 8/19/2008 3:28:55 PM
Issue Title : XXXXXXXXXX CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-08-1901531-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Karwan Zangana	Type 1 : Product	Status : Subcase Close	Open Date : 8/26/2008 2:41:58 PM
Issue Owner : Karwan Zangana	Type 2 : Operation	Queue :	Close Date : 9/9/2008 6:08:44 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, Assist - AHM 100%, CR Generated Gdwill
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

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

Check Req Info :

Check Requisition No. : 9851	Payee Name : XXXXXXXXXX
Primary Amount : \$286.52	Address : XXXXXXXXXX
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : DURHAM, NC XXXXXX
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$286.52	Contention Code : 01201
Approved By : kroyster	Defect Code : 03217
Approval Date : 9/4/2008	Category : Regular
Status : PROCESSED	Failed Part # : 35012-S5A-307
Check No. : 1758015	
Check Date : 9/5/2008	

Case History

Case ID : N012008-08-1901531

Case Title : 6M - 208201 - [REDACTED] HEADLIGHT SWITCH

*** CASE CREATE 8/19/2008 3:10:44 PM, aprymus

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

*** CASE MODIFY 8/19/2008 3:11:11 PM, aprymus

into WIP default and Status of Solving.

*** CASE MODIFY 8/19/2008 3:18:58 PM, aprymus

into WIP default and Status of Solving.

*** SUBCASE N012008-08-1901531-1 CREATE 8/19/2008 3:27:40 PM, aprymus

Created in WIP Default with Due Date 8/19/2008 3:27:40 PM.

*** NOTES 8/19/2008 3:27:58 PM, aprymus, Action Type : Call from Customer

The customer's contact information was updated 9195646775.

The customer is calling on behalf of his wife CARRI BARRINGER.

The customer called AHM because last week, the vehicle had smoke and an odor coming from the Steering Column. The customer also stated that his headlights did not work. The customer stated that his vehicle was taken to CROWN HONDA OF SOUTHPOINT and SA Kelly Austin (7459W) informed him that other vehicles were issued a recall for this same problem, but his vehicle was not included in the recall VIN range. The customer stated that he paid \$286.52 (including diagnosis and State Inspection) to have his Headlight Switch and Wire Harness replaced. The customer also had to replace the Red and White Strip Wire. The customer wanted to know why his vehicle was not affected by that recall.

I informed the customer that recalls are VIN specific and that his vehicle was not issued that recall. The customer stated that his vehicle operated exactly as stated in the recall bulletin and he feels that AHM should cover the cost of this repair that he had to get. I informed the customer that reimbursement is not guaranteed and is always handled on a case by case basis. I then informed the customer that reimbursement was not likely because his vehicle was not issued any such recall. The customer understood and stated that the SA informed him of the recall and he feels that AHM should be covering the cost of this repair. I again informed the customer that reimbursement is not guaranteed. I then advised the customer to send AHM a copy of his invoice and proof of payment to 310 783 3785 so that his request can be reviewed. The customer understood and stated that he would send the documents in as soon as possible. He required no further assistance. I thanked him for calling and the call ended.

The customer is seeking reimbursement for the cost that he paid to have his Headlight Switch and Wire Harness replaced.

The case will be closed pending receipt of documents.

*** CASE MODIFY 8/19/2008 3:27:59 PM, aprymus

into WIP default and Status of Solving.

*** NOTES 8/19/2008 3:28:40 PM, aprymus, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Headlight Switch Recall. He informed our office that your dealership informed him of a Headlight Switch Recall but that his vehicle was not affected by that recall.

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

Case History

Case ID : N012008-08-1901531

Case Title : 6M - 208201 - [REDACTED] HEADLIGHT SWITCH

Thank you for your attention to this matter.

Aaron Prymus
Automobile Customer Service

- *** CASE MODIFY 8/19/2008 3:28:49 PM, aprymus
into WIP default and Status of Solving.
- *** SUBCASE N012008-08-1901531-1 CLOSE 8/19/2008 3:28:55 PM, aprymus
Status = Solving, Resolution Code = Instruction Given
- *** CASE CLOSE 8/19/2008 3:28:55 PM, aprymus
Status = Closed, Resolution Code = Instruction Given, State = Open
- *** CASE REOPEN 8/26/2008 10:55:57 AM, ahsieh
with Condition of Open and Status of Solving.
- *** NOTES 8/26/2008 10:56:38 AM, ahsieh, Action Type : Letter/Fax
On 08/26/08 ACS rec'd a 3 page fax from customer.
- *** CASE MODIFY 8/26/2008 10:56:48 AM, ahsieh
into WIP default and Status of Solving.
- *** CASE DISPATCH 8/26/2008 10:57:18 AM, ahsieh
from WIP default to Queue Honda Team F.
- *** CASE ACCEPT 8/26/2008 11:11:29 AM, kzangana
from Queue Honda Team F to WIP default.
- *** SUBCASE N012008-08-1901531-2 CREATE 8/26/2008 2:41:58 PM, kzangana
Created in WIP Default with Due Date 8/26/2008 2:41:58 PM.
- *** CASE MODIFY 8/26/2008 2:42:00 PM, kzangana
into WIP default and Status of Solving.
- *** CASE EXTENDED WARRANTY LOOKUP 8/26/2008 2:42:02 PM, kzangana
WARRANTY CHECK 08/26/2008 02:42:02 PM kzangana
No data found for VIN.
- *** CASE CLAIMS LOOKUP 8/26/2008 2:42:04 PM, kzangana
CLAIM HISTORY CHECK 08/26/2008 02:42:04 PM kzangana
No data found for VIN.
- *** CASE CAMPAIGN LOOKUP 8/26/2008 2:42:07 PM, kzangana
CAMPAIGN CHECK 08/26/2008 02:42:07 PM kzangana
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
- *** CASE VSC LOOKUP 8/26/2008 2:42:08 PM, kzangana
VSC-CUC CHECK 08/26/2008 02:42:08 PM kzangana
No data found for VIN.

Case History

Case ID : N012008-08-1901531

Case Title : 6M - 208201 - [REDACTED] HEADLIGHT SWITCH

*** CASE MODIFY 8/26/2008 2:42:10 PM, kzangana
into WIP default and Status of Solving.

*** CASE MODIFY 8/26/2008 2:43:50 PM, kzangana
into WIP default and Status of Solving.

*** NOTES 8/27/2008 7:32:32 AM, kzangana, Action Type : Call to Dealer
I have attempted to contact the SM. Left voicemail.

*** NOTES 8/27/2008 7:33:03 AM, kzangana, Action Type : Call to Customer
I have attempted to contact the customer. Left voicemail with my contact number and hours.

*** CASE MODIFY 8/27/2008 7:33:05 AM, kzangana
into WIP default and Status of Solving.

*** COMMIT 8/27/2008 7:33:10 AM, kzangana, Action Type : N/A
call cust?/call dealer?

*** CASE MODIFY 8/27/2008 7:33:24 AM, kzangana
into WIP default and Status of Solving.

*** NOTES 8/28/2008 7:03:38 AM, kzangana, Action Type : Call to Dealer
I have attempted to contac the dealer. Left voicemail.

*** NOTES 8/28/2008 7:05:03 AM, kzangana, Action Type : Call from Customer
I have received a call from Mr. [REDACTED] returning my voicemail. I have informed him that I have left a voicemail for the SM and am awaiting to gather more information. I have indicated once I do have more information I will contact him back.

*** CASE MODIFY 8/28/2008 7:05:10 AM, kzangana
into WIP 6M and Status of Solving.

*** CASE MODIFY 8/28/2008 7:05:17 AM, kzangana
into WIP 6M and Status of Solving.

*** CASE MODIFY COMMITMENT 8/28/2008 1:55:10 PM, kzangana
with [REDACTED] due 09/02/2008 12:00:00 AM.

*** NOTES 8/29/2008 2:18:17 PM, kzangana, Action Type : Call from Customer
I have attempted to contact the SM. Left voicemail.

*** CASE MODIFY 8/29/2008 2:18:26 PM, kzangana
into WIP 6M and Status of Solving.

*** NOTES 9/2/2008 12:10:13 PM, kzangana, Action Type : Call to Dealer
I have contacted SM Brian Cost and have informed him that this call may be recorded for quality purposes. He indicates that the RO indicates that there was smoke coming from the steering column, it was found that the headlight switch did have a short and was replaced. He indicates that he is not aware of this being part of any recall and is not related to the recall regarding the low beam headlights not working.

*** NOTES 9/2/2008 12:16:32 PM, kzangana, Action Type : Call to Customer
I have attempted to contact the customer. I have left a voicemail with my contact number and hours.

*** CASE FULFILL 9/2/2008 12:17:00 PM, kzangana
Fulfilled for [REDACTED] due 09/02/2008 12:00:00 AM.

Case History

Case ID : N012008-08-1901531

Case Title : 6M - 208201 - [REDACTED] - HEADLIGHT SWITCH

*** COMMIT 9/2/2008 12:17:01 PM, kzangana, Action Type : N/A
call cust?

*** CASE MODIFY 9/2/2008 12:17:18 PM, kzangana
into WIP 6M and Status of Solving.

*** CASE MODIFY COMMITMENT 9/2/2008 12:18:14 PM, kzangana
with [REDACTED] due 09/05/2008 12:00:00 AM.

*** NOTES 9/3/2008 10:23:10 AM, kzangana, Action Type : Call to Customer
I have attempted to return customer's call. I have left a voicemail with my contact number and hours.

*** CASE MODIFY 9/3/2008 10:23:18 AM, kzangana
into WIP 6M and Status of Solving.

*** NOTES 9/4/2008 7:40:08 AM, kzangana, Action Type : Call to Customer

Spoke with customer's wife, Mrs. Carrie McDonald, and verified their information. I explained this call may be recorded for quality purposes. I thanked the customer for taking the time to notify us about their concern(s). I have introduced myself as the RCM and have informed her that I have received her letter and did have the opportunity to review her case. I have indicated that as there is not a recall listed on the vehicle's vin I will be unable to cover the repairs under a warranty. However due to the nature of the failure, age of the vehicle, and service history I would like to reimburse her and her husband the amount of \$286.52 as a one time goodwill gesture in order to restore their faith in Honda. She is satisfied.

*** CASE MODIFY 9/4/2008 7:42:56 AM, kzangana
into WIP 6M and Status of Solving.

*** SUBCASE N012008-08-1901531-2 DISPATCH 9/4/2008 7:43:17 AM, kzangana
from WIP subcase to Queue CkReq - Royster.

*** CASE MODIFY 9/4/2008 7:43:23 AM, kzangana
into WIP 6M and Status of Solving.

*** CASE FULFILL 9/4/2008 7:43:25 AM, kzangana
Fulfilled for [REDACTED] due 09/05/2008 12:00:00 AM.

*** COMMIT 9/4/2008 7:43:27 AM, kzangana, Action Type : N/A
check mailed?

*** CASE MODIFY 9/4/2008 7:43:39 AM, kzangana
into WIP 6M and Status of Solving.

*** SUBCASE N012008-08-1901531-2 RETURN 9/4/2008 8:03:13 AM, kroyster
from Queue CkReq - Royster to WIP subcase.

*** CASE YANKED 9/4/2008 8:05:40 AM, kzangana
Yanked by kzangana into WIPbin default.

*** CASE YANKED 9/4/2008 8:06:29 AM, kzangana
Yanked by kzangana into WIPbin default.

*** SUBCASE N012008-08-1901531-2 YANKED 9/4/2008 8:09:27 AM, kzangana
Yanked by kzangana into WIPbin default.

*** SUBCASE N012008-08-1901531-2 DISPATCH 9/4/2008 8:10:27 AM, kzangana

Case History

Case ID : N012008-08-1901531

Case Title : 6M - 208201 - [REDACTED] - HEADLIGHT SWITCH

from WIP default to Queue CkReq - Royster.

*** CASE MODIFY 9/4/2008 8:10:33 AM, kzungana
into WIP default and Status of Solving.

*** SUBCASE N012008-08-1901531-2 9/4/2008 10:33:14 AM, kroyster, Action Type :
Check Requisition for 286.52 \$ submitted
Check Requisition for 286.52 \$ submitted by kroyster

*** SUBCASE N012008-08-1901531-2 RETURN 9/4/2008 10:33:18 AM, kroyster
from Queue CkReq - Royster to WIP subcase.

*** SUBCASE N012008-08-1901531-2 COMMIT 9/8/2008 8:02:32 AM, kzungana, Action Type : External Commitment
Check processed for check_req_no = 9851 on 2008-09-05-00.00.00.000000

*** NOTES 9/8/2008 9:35:43 AM, pbongco, Action Type : Note-General
Check mailed

*** SUBCASE N012008-08-1901531-2 CLOSE 9/9/2008 6:08:44 AM, kzungana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/9/2008 6:08:44 AM, kzungana
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-12-1700048 Division : Honda - Auto Condition : Closed Open Date : 12/17/2010 6:21:07 AM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 12/17/2010 6:33:33 AM
 Case Owner : Reginald Richardson (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Reginald Richardson (Team HE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - LOW BEAM 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 : FORT WASHINGTON, MD ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 803
 VIN Type / No. : US VIN / JHMES96673S ██████████
 Model / Year : CIVIC IMA / 2003
 Model ID / Product Line : ES9663EW / A
 Miles / Hours : 160,000
 In Service Date : 06/17/2002
 Months In Use : 102
 Engine Number : LDA1 2003933
 Originating Dealer No. / Name : 207537 / PIAZZA HONDA OF DREXEL HILL
 Selling Dealer No. / Name : 207537 / PIAZZA HONDA OF DREXEL HILL
 Trim : HYBRID
 No. Of Doors : 4
 Transmission Code : CVT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207019 / POHANKA HONDA
 Phone No. : 301-899-7800
 Address : 4608 ST. BARNABAS RD.
 City / State / Zip : MARLOW HEIGHTS, MD 20748
 Svc District / Sls District : 06B / A06
 Warranty Labor Rate / Date : \$96.95 /
 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
N012010-12-1700048-1 / ██████████	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-12-1700048-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 12/17/2010 6:22:19 AM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 12/17/2010 6:33:33 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, 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 : N012010-12-1700048

Case Title : [REDACTED] - LOW BEAM CONCERN

*** CASE CREATE 12/17/2010 6:21:07 AM, rrichard

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

*** NOTES 12/17/2010 6:21:09 AM, rrichard, Action Type :

The customer states that his low beams went out. The customer states that he took the vehicle to Pohanka Honda sometime last week. The customer states that he was informed that there was a recall on this part and to call AHM. The customer states that he does not remember who he was dealing with at the dealership.

I informed the customer that there are no recalls on this issue and the warranty was 3yr/36k miles whichever comes first. The customer understood and no further assistance was needed.

*** CASE MODIFY 12/17/2010 6:21:28 AM, rrichard

into WIP default and Status of Solving.

*** SUBCASE N012010-12-1700048-1 CREATE 12/17/2010 6:22:19 AM, rrichard

Created in WIP Default with Due Date 12/17/2010 6:22:19 AM.

*** SUBCASE N012010-12-1700048-1 CLOSE 12/17/2010 6:33:33 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/17/2010 6:33:33 AM, rrichard

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

Case Details

Case ID : N012011-05-1900555 Division : Honda - Auto Condition : Closed Open Date : 5/19/2011 10:47:50 AM
 Case Originator : Kangsan Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2011 10:55:27 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 : ██████████ - 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 : ROCKLAND, MA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / IHGEM22053L ██████████
 Model / Year : CIVIC / 2003
 Model ID / Product Line : EM2203JW / A
 Miles / Hours : 101,000
 In Service Date : 03/11/2003
 Months In Use : 98
 Engine Number : D17A23440875
 Originating Dealer No. / Name : 206746 / SILKO HONDA
 Selling Dealer No. / Name : 207270 / SACCUCCI HONDA
 Trim : EX SSRS
 No. Of Doors : 2
 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
N012011-05-1900555-1 / ██████████	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-05-1900555-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 5/19/2011 10:55:18 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 5/19/2011 10:55:27 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 : N012011-05-1900555

Case Title : [REDACTED] - HEADLIGHT CONCERN

*** CASE CREATE 5/19/2011 10:47:50 AM, kkim

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

*** NOTES 5/19/2011 10:54:51 AM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

The customer's best contact number is 508-364-2692.

The customer called ACS and stated that there are some electrical issues on his 2003 Civic. The customer states that the low-beam headlights continue to go out. The customer had to replace them twice, and has been two weeks between each replacement. The customer would like to know what to do next.

ACS advised the customer to contact a Honda dealership for technical assistance, and was unable to provide the necessary information to the customer.

The customer understood and required no further assistance.

*** CASE MODIFY 5/19/2011 10:54:56 AM, kkim

into WIP default and Status of Solving.

*** SUBCASE N012011-05-1900555-1 CREATE 5/19/2011 10:55:18 AM, kkim

Created in WIP Default with Due Date 5/19/2011 10:55:18 AM.

*** SUBCASE N012011-05-1900555-1 CLOSE 5/19/2011 10:55:27 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2011 10:55:27 AM, kkim

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

Case Details

Case ID : N012005-09-1600998	Division : Honda - Auto	Condition : Closed	Open Date : 9/16/2005 12:52:24 PM
Case Originator : Chris Martinez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/22/2005 7:57:22 AM
Case Owner : Rena Curtis (Team HG)	Method : Phone	Queue :	Days Open : 6
Last Closed By : Rena Curtis (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 6L(FLOW HONDA) - [REDACTED] - ELECTRICAL/DEALER DIAGNOSIS No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 556
 VIN Type / No. : US VIN / 1HGES267131 [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2673MW / A
 Miles / Hours : 34,000
 In Service Date : 09/29/2003
 Months In Use : 24
 Engine Number : D17A23523311
 Originating Dealer No. / Name : 207042 / FLOW HONDA
 Selling Dealer No. / Name : 207042 / FLOW HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207042 / FLOW HONDA
 Phone No. : 336-785-3380
 Address : 2600 PETERS CREEK PKWY
 City / State / Zip : WINSTON-SALEM, NC 27127
 Svc District / Sls District : 06L / F06
 Warranty Labor Rate / Date : \$99.90 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-09-1600998-1 / [REDACTED]	PRO Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012005-09-1600998-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Rena Curtis	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2005 2:31:34 PM
Issue Owner : Rena Curtis	Type 2 : Operation	Queue :	Close Date : 9/22/2005 7:57:22 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 : Repaired/Warranty
Component Category : II - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-09-1600998

Case Title : 6L(FLOW HONDA) - [REDACTED] - ELECTRICAL/DEALER DIAGNOSIS

*** CASE CREATE 9/16/2005 12:52:24 PM, cmartine

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

*** CASE CLAIMS LOOKUP 9/16/2005 12:52:38 PM, cmartine

CLAIM CHECK 09/16/2005 12:52:38 PM cmartine

The following Claim History information was found

0; 2004-11-22; 207042; 397771; 510; 712110 ; HEADLIGHT BULB, LEFT - REPLACE.

*** CASE MODIFY 9/16/2005 12:52:51 PM, cmartine

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 9/16/2005 12:58:15 PM, cmartine

CLAIM CHECK 09/16/2005 12:58:15 PM cmartine

The following Claim History information was found

0; 2004-11-22; 207042; 397771; 510; 712110 ; HEADLIGHT BULB, LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 9/16/2005 12:58:17 PM, cmartine

CAMPAIGN CHECK 09/16/2005 12:58:17 PM cmartine

No data found for VIN

*** CASE VSC LOOKUP 9/16/2005 12:58:20 PM, cmartine

VSC-CUC CHECK 09/16/2005 12:58:19 PM cmartine

No data found for VIN.

*** NOTES 9/16/2005 1:00:53 PM, cmartine, Action Type : Call from Customer

ACS received inbound call regarding electrical concerns.

Customer states that he is calling ACS because he has had to take his vehicle to the dealer 207042 FLOW HONDA five times. He states that the vehicles headlights have lost power, the dash lights have lost power and the headlights failed again twice. He states that on 09/12/05 he had to take the vehicle to the dealer because the lights failed again. The customer states that the dealer is having a very difficult time repairing the vehicle and he is not sure if the dealer contacted the tech line. Customer states that he has been working with SM Kelly Moore and is calling ACS for assistance in getting his vehicle repaired. I apologized to the customer for his frustrations and advised him that I would dispatch his request for assistance to a RCM for review.

*** CASE MODIFY 9/16/2005 1:01:11 PM, cmartine

into WIP default and Status of Solving.

*** CASE MODIFY 9/16/2005 1:01:21 PM, cmartine

into WIP default and Status of Solving.

*** CASE DISPATCH 9/16/2005 1:01:34 PM, cmartine

from WIP default to Queue Honda Team A.

*** CASE ACCEPT 9/16/2005 2:24:21 PM, rcurtis

from Queue Honda Team A to WIP default.

*** COMMIT 9/16/2005 2:26:40 PM, rcurtis, Action Type : N/A

Made to [REDACTED] due 09/19/2005 02:26:42 PM.

DCS Follow-Up/call

*** NOTES 9/16/2005 2:30:48 PM, rcurtis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/19/2005

Case History

Case ID : N012005-09-1600998

Case Title : 6L(FLOW HONDA) - [REDACTED] ELECTRICAL/DEALER DIAGNOSIS

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

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 states that he is calling ACS because he has had to take his vehicle to the dealer 207042 FLOW HONDA five times. He states that the vehicles headlights have lost power, the dash lights have lost power and the headlights failed again twice. He states that on 09/12/05 he had to take the vehicle to the dealer because the lights failed again. The customer states that the dealer is having a very difficult time repairing the vehicle and he is not sure if the dealer contacted the tech line. Customer states that he has been working with SM Kelly Moore and is calling ACS for assistance in getting his vehicle repaired"

Please contact me with service history information for this vehicle. Has techline been contacted? Thank you for your help.

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.

Rena Curtis
Automobile Customer Service
(800) 999-1009
ext 118141

*** CASE MODIFY COMMITMENT 9/16/2005 2:31:02 PM, rcurtis
with [REDACTED] due 09/20/2005 02:26:42 PM.

*** SUBCASE N012005-09-1600998-1 CREATE 9/16/2005 2:31:34 PM, rcurtis
Created in WIP Default with Due Date 9/16/2005 2:31:34 PM.

*** CASE MODIFY 9/16/2005 2:31:55 PM, rcurtis
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 9/20/2005 12:10:12 PM, rcurtis
CLAIM CHECK 09/20/2005 12:10:12 PM rcurtis
The following Claim History information was found
0; 2005-07-13; 207042; 423435; 510; 747100 ; FUSE BOX AND/OR DASH MULTIPLEX UNIT, LEFT OR RIGHT -
REPLACE.

*** CASE CLAIMS LOOKUP 9/20/2005 12:15:32 PM, rcurtis
CLAIM CHECK 09/20/2005 12:15:32 PM rcurtis
The following Claim History information was found
0; 2005-07-13; 207042; 423435; 510; 747100 ; FUSE BOX AND/OR DASH MULTIPLEX UNIT, LEFT OR RIGHT -
REPLACE.

*** CASE CLAIMS LOOKUP 9/20/2005 12:16:34 PM, rcurtis
CLAIM CHECK 09/20/2005 12:16:34 PM rcurtis
The following Claim History information was found
0; 2005-07-13; 207042; 423435; 510; 747100 ; FUSE BOX AND/OR DASH MULTIPLEX UNIT, LEFT OR RIGHT -
REPLACE.

Case History

Case ID : N012005-09-1600998

Case Title : 6L(FLOW HONDA) [REDACTED] ELECTRICAL/DEALER DIAGNOSIS

*** CASE CLAIMS LOOKUP 9/20/2005 12:28:36 PM, rcurtis

CLAIM CHECK 09/20/2005 12:28:36 PM rcurtis

The following Claim History information was found

0; 2005-07-13; 207042; 423435; 510; 747100 ; FUSE BOX AND/OR DASH MULTIPLEX UNIT, LEFT OR RIGHT - REPLACE.

*** NOTES 9/20/2005 12:30:08 PM, rcurtis, Action Type : Call to Dealer

Spoke to SM, Kelly, and he was very aware of the situation. He stated that the car has been in for electrical repairs at 10,000 miles, 20,000 miles and 30,000. He stated that the most recent repair was on 09/16 and everything was operating as designed at that point. Kelly stated that the headlights seem to fail about every 10,000 miles and that it seems to be fuse box or wiring related each time. He stated that techline was involved but he did not have a reference number. He feels Mr Franklin is looking for reassurance that this problem will be taking care of after the warranty period if it continues to happen.

*** NOTES 9/20/2005 12:30:36 PM, rcurtis, Action Type : Call to Customer

L/M for Mr Franklin providing contact information and requesting a return call.

*** CASE FULFILL 9/20/2005 12:30:43 PM, rcurtis

Fulfilled for [REDACTED] due 09/20/2005 02:26:42 PM.

*** COMMIT 9/20/2005 12:30:47 PM, rcurtis, Action Type : N/A

follow up cust

*** NOTES 9/22/2005 7:56:35 AM, rcurtis, Action Type : Call to Customer

Spoke to Mr [REDACTED] and he stated that his electrical concern has seemed to pop up every 10,000 miles or so. He explained that he is concerned that his warranty will expire and he will continue to have trouble outside of the warranty. I explained to Mr [REDACTED] that his concerns have been well documented with AHM, in both the form of his warranty claims and his current case. I assured him that if this same concern continues outside of the factory warranty period, that ACS would be available to assist him at that time, if the dealership was unwilling to. I advised that AHM is a company that is very concerned about customer satisfaction, along with product quality, and he need not be worried that he would be automatically denied assistance based on warranty expiration. Mr [REDACTED] accepted this explanation and thanked me for following up with him....closing case.

*** SUBCASE N012005-09-1600998-1 CLOSE 9/22/2005 7:57:22 AM, rcurtis

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/22/2005 7:57:22 AM, rcurtis

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

Case Details

Case ID : N012010-07-2301548 Division : Honda - Auto Condition : Closed Open Date : 7/23/2010 3:34:59 PM
 Case Originator : Lindsey Albrethsen (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 7/23/2010 3:43:00 PM
 Case Owner : Lindsey Albrethsen (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Lindsey Albrethsen (Team HE) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] LIGHT SWITCH 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 : FRESNO, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 1HGEM22023L [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : EM2203JW / A
 Miles / Hours : 126,000
 In Service Date : 05/04/2003
 Months In Use : 86
 Engine Number : D17A23468306
 Originating Dealer No. / Name : 208187 / THOMASON HONDA
 Selling Dealer No. / Name : 208187 / THOMASON HONDA
 Trim : EX SSRS
 No. Of Doors : 2
 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
N012010-07-2301548-1 / [REDACTED]	PR Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-07-2301548-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Lindsey Albrethsen	Type 1 : Product	Status : Subcase Close	Open Date : 7/23/2010 3:41:19 PM
Issue Owner : Lindsey Albrethsen	Type 2 : Operation	Queue :	Close Date : 7/23/2010 3:43:00 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
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-07-2301548

Case Title : [REDACTED] - LIGHT SWITCH COMPLAINT

*** CASE CREATE 7/23/2010 3:34:59 PM, lalbreth
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE VSC LOOKUP 7/23/2010 3:35:01 PM, lalbreth
VSC-CUC CHECK 07/23/2010 03:35:01 PM lalbreth
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/23/2010 3:35:05 PM, lalbreth
CAMPAIGN CHECK 07/23/2010 03:35:05 PM lalbreth
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE CLAIMS LOOKUP 7/23/2010 3:35:07 PM, lalbreth
CLAIM HISTORY CHECK 07/23/2010 03:35:06 PM lalbreth
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/23/2010 3:35:09 PM, lalbreth
WARRANTY CHECK 07/23/2010 03:35:09 PM lalbreth
No data found for VIN.

*** CASE MODIFY 7/23/2010 3:38:55 PM, lalbreth
into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 7/23/2010 3:39:02 PM, lalbreth
CAMPAIGN CHECK 07/23/2010 03:39:02 PM lalbreth
The following Campaign information was found
06-009; Q08; 99-04 OPDS WARRANTY EXTENSION; ; ;
06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE CLAIMS LOOKUP 7/23/2010 3:39:07 PM, lalbreth
CLAIM HISTORY CHECK 07/23/2010 03:39:07 PM lalbreth
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/23/2010 3:39:11 PM, lalbreth
WARRANTY CHECK 07/23/2010 03:39:11 PM lalbreth
No data found for VIN.

*** CASE VSC LOOKUP 7/23/2010 3:39:14 PM, lalbreth
VSC-CUC CHECK 07/23/2010 03:39:14 PM lalbreth
No data found for VIN.

*** CASE MODIFY 7/23/2010 3:39:19 PM, lalbreth
into WIP Default and Status of Solving.

*** CASE MODIFY 7/23/2010 3:39:51 PM, lalbreth
into WIP Default and Status of Solving.

*** SUBCASE N012010-07-2301548-1 CREATE 7/23/2010 3:41:19 PM, lalbreth
Created in WIP Default with Due Date 7/23/2010 3:41:19 PM.

Case History

Case ID : N012010-07-2301548

Case Title : [REDACTED] LIGHT SWITCH COMPLAINT

*** NOTES 7/23/2010 3:42:48 PM, lalbreth, Action Type : Call from Customer

Updated Owner Information

Best Phone: [REDACTED]

Situation: Customer states that the combination light switch has gone out.

Request: Customer is calling to report this failure.

Customer States: Customer had to take the vehicle in to the local Honda dealer. About 18 months ago she was having trouble with the low beams going off by themselves. Customer rarely drives at night, so this has not been a cause for concern.

A couple of weeks ago it happened again.

Customer states that the dealer is fixing the vehicle, the issue is the switch. Customer states that the 2002 Civics had a recall on this issue, and the customer wants to know if she got a 2002 switch in her vehicle.

Customer wanted to warn us and let us know that this is the exact same problem happening on the 2002s.

Customer wanted

Inbound Summary: ACS advised the customer that the complaint would be documented. ACS advised of when the recall came out for the other vehicles and advised that at this age and mileage it would not be unreasonable to have a failure.

ACS thanked customer for notifying us of the concern.

Customer had no additional questions.

Case closed.

*** CASE MODIFY 7/23/2010 3:42:57 PM, lalbreth
into WIP Default and Status of Solving.

*** SUBCASE N012010-07-2301548-1 CLOSE 7/23/2010 3:43:00 PM, lalbreth
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/23/2010 3:43:00 PM, lalbreth
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-11-1901343	Division : Honda - Auto	Condition : Closed	Open Date : 11/19/2010 3:56:53 PM
Case Originator : Noell Jessie (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/19/2010 4:05:24 PM
Case Owner : Noell Jessie (Team HA)	Method : Phone	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 : CHICO, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 745
 VIN Type / No. : US VIN / 1HGEM21523L [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : EM2153PW / A
 Miles / Hours : 81,000
 In Service Date : 09/12/2003
 Months In Use : 86
 Engine Number : D17A13595293
 Originating Dealer No. / Name : 207397 / LODI HONDA
 Selling Dealer No. / Name : 207837 / HONDA OF OAKLAND
 Trim : LX
 No. Of Doors : 2
 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
N012010-11-1901343-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-11-1901343-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2010 4:04:32 PM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 11/19/2010 4:05:23 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, 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 : N012010-11-1901343

Case Title : [REDACTED] LOW BEAM HEADLIGHT COMPLAINT

*** CASE CREATE 11/19/2010 3:56:53 PM, njessie

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

*** NOTES 11/19/2010 4:03:43 PM, njessie, Action Type : Call from Customer

Updated customer contact info

Best contact # [REDACTED]

Customer states that in the last few days the low beam headlights went out. Customer states that both bulbs went out at the same time. Customer states that after inspecting it he noticed that the light bulbs were fine but there was a faint smell of burning wires. Customer states that after doing some research found out that the 2001 models had a recall on the low beam headlights regarding the same issue. Customer states that the would like to know if this recall has been expanded to include this vehicle. Customer states that the vehicle was purchased a month ago from a private party.

ACS informed the customer that currently this recall does not apply to this vehicle. ACS informed the customer that at this time there is currently no warranty on the vehicle either. ACS informed the customer that AHM would not be able to assist with the repairs.

Customer needed no further assistance.

*** CASE MODIFY 11/19/2010 4:04:03 PM, njessie

into WIP default and Status of Solving.

*** SUBCASE N012010-11-1901343-1 CREATE 11/19/2010 4:04:32 PM, njessie

Created in WIP Default with Due Date 11/19/2010 4:04:32 PM.

*** SUBCASE N012010-11-1901343-1 CLOSE 11/19/2010 4:05:23 PM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/19/2010 4:05:24 PM, njessie

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

Case Details

Case ID : N012010-10-1200901	Division : Honda - Auto	Condition : Closed	Open Date : 10/12/2010 10:08:53
Case Originator : David Mendoza (Team HH)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/12/2010 10:28:22
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 : PROVIDENCE, RI [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / SHHEP33573U [REDACTED]
 Model / Year : CIVIC HB / 2003
 Model ID / Product Line : EP3353EW / A
 Miles / Hours : 71,820
 In Service Date : 12/11/2002
 Months In Use : 94
 Engine Number : K20A32700946
 Originating Dealer No. / Name : 208285 / BOCH HONDA
 Selling Dealer No. / Name : 208285 / BOCH HONDA
 Trim : SI
 No. Of Doors : 3
 Transmission Code : 5MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-1200901-1 / [REDACTED] - PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-10-1200901-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2010 10:28:03
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 10/12/2010 10:28:17
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 : N012010-10-1200901

Case Title : [REDACTED] - HEADLIGHT COMPLAINT

*** CASE CREATE 10/12/2010 10:08:53 AM, dmendoza
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 10/12/2010 10:08:57 AM, dmendoza
CAMPAIGN CHECK 10/12/2010 10:08:57 AM dmendoza
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/12/2010 10:08:59 AM, dmendoza
VSC-CUC CHECK 10/12/2010 10:08:59 AM dmendoza
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/12/2010 10:09:02 AM, dmendoza
CLAIM HISTORY CHECK 10/12/2010 10:09:02 AM dmendoza
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/12/2010 10:09:05 AM, dmendoza
WARRANTY CHECK 10/12/2010 10:09:05 AM dmendoza
No data found for VIN.

*** CASE MODIFY 10/12/2010 10:09:09 AM, dmendoza
into WIP default and Status of Solving.

*** CASE MODIFY 10/12/2010 10:10:15 AM, dmendoza
into WIP default and Status of Solving.

*** NOTES 10/12/2010 10:13:52 AM, dmendoza, Action Type : Call from Customer
Updated the customer's contact information.
Best Contact # 401-678-6548

The customer states that he is having problems with his headlights. The customer states that the high-beams are not working but the low-beams are. The customer states that he is calling to find out if there are any recalls affecting his vehicle's headlights. ACS advised the customer that there are currently no recalls affecting his vehicle. ACS advised the customer to contact his local dealership for assistance with diagnosing his headlights. The customer needed no further assistance.

*** CASE MODIFY 10/12/2010 10:14:15 AM, dmendoza
into WIP default and Status of Solving.

*** SUBCASE N012010-10-1200901-1 CREATE 10/12/2010 10:28:03 AM, dmendoza
Created in WIP Default with Due Date 10/12/2010 10:28:03 AM.

*** SUBCASE N012010-10-1200901-1 CLOSE 10/12/2010 10:28:17 AM, dmendoza
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/12/2010 10:28:20 AM, dmendoza
into WIP default and Status of Solving.

*** CASE CLOSE 10/12/2010 10:28:22 AM, dmendoza
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-11-1901376 Division : Honda - Auto Condition : Closed Open Date : 11/19/2009 4:41:05 PM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/19/2009 4:45:31 PM
 Case Owner : Crystal Baldassarre (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Crystal Baldassarre (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - LOW BEAM LIGHTS NOT WORKING 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 : FAIRFIELD, CT ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 00
 VIN Type / No. : US VIN / SHHEP33503U ██████████
 Model / Year : CIVIC HB / 2003
 Model ID / Product Line : EP3353EW / A
 Miles / Hours : 60,000
 In Service Date : 07/12/2003
 Months In Use : 76
 Engine Number : K20A32702272
 Originating Dealer No. / Name : 206866 / HONDA AUTOMOBILES OF WESTPO
 Selling Dealer No. / Name : 206866 / HONDA AUTOMOBILES OF WESTPO
 Trim : SI
 No. Of Doors : 3
 Transmission Code : SMT
 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
N012009-11-1901376-1 / ██████████ CAMPAIGN	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012009-11-1901376-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Baldassarre	Type 1 : Campaign	Status : Subcase Close	Open Date : 11/19/2009 4:43:21 PM
Issue Owner : Crystal Baldassarre	Type 2 : Eligibility	Queue :	Close Date : 11/19/2009 4:45:30 PM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-11-1901376

Case Title : [REDACTED] LOW BEAM LIGHTS NOT WORKING

*** CASE CREATE 11/19/2009 4:41:05 PM, cbaldas

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

*** CASE CAMPAIGN LOOKUP 11/19/2009 4:41:10 PM, cbaldas

CAMPAIGN CHECK 11/19/2009 04:41:09 PM cbaldas

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE CLAIMS LOOKUP 11/19/2009 4:41:11 PM, cbaldas

CLAIM HISTORY CHECK 11/19/2009 04:41:11 PM cbaldas

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 11/19/2009 4:41:13 PM, cbaldas

WARRANTY CHECK 11/19/2009 04:41:13 PM cbaldas

No data found for VIN.

*** CASE VSC LOOKUP 11/19/2009 4:41:16 PM, cbaldas

VSC-CUC CHECK 11/19/2009 04:41:16 PM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/19/2009 4:42:39 PM, cbaldas

CLAIM HISTORY CHECK 11/19/2009 04:42:39 PM cbaldas

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 11/19/2009 4:42:42 PM, cbaldas

WARRANTY CHECK 11/19/2009 04:42:42 PM cbaldas

No data found for VIN.

*** CASE VSC LOOKUP 11/19/2009 4:42:45 PM, cbaldas

VSC-CUC CHECK 11/19/2009 04:42:45 PM cbaldas

No data found for VIN.

*** SUBCASE N012009-11-1901376-1 CREATE 11/19/2009 4:43:21 PM, cbaldas

Created in WIP Default with Due Date 11/19/2009 4:43:21 PM.

*** NOTES 11/19/2009 4:45:25 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. Phn # [REDACTED]

Situation: Customer wanted to know if there was a recall/campaign for headlight low beams being out.

Request: Customer wanted to check to see if there were any recall/campaigns with the low beam on the headlights being out.

Probing Questions: N/A

Inbound Summary: Advised customer at this time there are no recalls or campaigns out on this particular vehicle.

Customer required no further assistance. Case closed.

*** SUBCASE N012009-11-1901376-1 CLOSE 11/19/2009 4:45:30 PM, cbaldas

Case History

Case ID : N012009-11-1901376

Case Title : [REDACTED] LOW BEAM LIGHTS NOT WORKING

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/19/2009 4:45:31 PM, cbaldas

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

Case Details

Case ID : N012007-07-0300690 Division : Honda - Auto Condition : Closed Open Date : 7/3/2007 10:35:36 AM
 Case Originator : Vanna Chhauy (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/24/2007 1:28:07 PM
 Case Owner : Kevin Wong (Team AB) Method : Phone Queue : Days Open : 21
 Last Closed By : Kevin Wong (Team AB) Point of Origin : Customer Wipbin :
 Case Title : 10H [REDACTED] - COMBINATION 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 : BOUDER CITY, NV [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 1516
 VIN Type / No. : US VIN / SHHEP33543U [REDACTED]
 Model / Year : CIVIC HB / 2003
 Model ID / Product Line : EP3353EW / A
 Miles / Hours : 68,439
 In Service Date : 08/01/2003
 Months In Use : 47
 Engine Number : K20A32706659
 Originating Dealer No. / Name : 208191 / DESERT HONDA
 Selling Dealer No. / Name : 208191 / DESERT HONDA
 Trim : SI
 No. Of Doors : 3
 Transmission Code : 5MT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208191 / DESERT HONDA
 Phone No. : 702-369-3099
 Address : 1700 E. SAHARA AVENUE
 City / State / Zip : LAS VEGAS, NV 89104
 Svc District / SIs District : 10H / E10
 Warranty Labor Rate / Date : \$101.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-07-0300690-1 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights
N012007-07-0300690-2 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights
N012007-07-0300690-3 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-07-0300690-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Vanna Chhauy	Type 1 : Product	Status : Subcase Close	Open Date : 7/3/2007 10:58:35 AM
Issue Owner : Vanna Chhauy	Type 2 : Operation	Queue :	Close Date : 7/3/2007 10:59:02 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, Referred to Dealer
 Component Category : 12 - Exterior Lighting
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-07-0300690-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Wong	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2007 8:34:41 AM
Issue Owner : Kevin Wong	Type 2 : Operation	Queue :	Close Date : 7/17/2007 2:24:52 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
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : N012007-07-0300690-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Wong	Type 1 : Product	Status : Subcase Close	Open Date : 7/18/2007 9:38:56 AM
Issue Owner : Kevin Wong	Type 2 : Operation	Queue :	Close Date : 7/24/2007 1:28:06 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 : CR Generated Gdwill
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

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

Check Req Info :

Check Requisition No. : 12115
 Primary Amount : \$92.49
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$92.49
 Approved By : acaswell
 Approval Date : 7/18/2007
 Status : PROCESSED
 Check No. : 1674687
 Check Date : 7/20/2007

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : BOUDER CITY, NV ██████████
 Campaign Template # :
 Contention Code : 01201
 Defect Code : 03217
 Category : Regular
 Failed Part # : 35012-S5A-307

Case History

Case ID : N012007-07-0300690

Case Title : 10[REDACTED] COMBINATION SWITCH ISSUE

*** CASE CREATE 7/3/2007 10:35:36 AM, vchhauy

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

*** CASE MODIFY 7/3/2007 10:35:43 AM, vchhauy
into WIP default and Status of Solving.*** CASE MODIFY 7/3/2007 10:35:54 AM, vchhauy
into WIP default and Status of Solving.*** CASE MODIFY 7/3/2007 10:36:00 AM, vchhauy
into WIP default and Status of Solving.*** CASE MODIFY 7/3/2007 10:36:17 AM, vchhauy
into WIP default and Status of Solving.

*** NOTES 7/3/2007 10:57:39 AM, vchhauy, Action Type : Call from Customer

ACS received inbound call from [REDACTED] regarding his low beam switch going out. Customer stated this problem started about 6-7 month ago. Customer stated he started researching the problem and found safety recall and SB04-015 with the 2002 Civic. He stated he feels it is the same problem. He stated he does not qualify for the recall. Customer stated he contacted SM at Desert Honda and they told him it was the combination switch. Customer stated he purchased the switch and replaced it himself. He stated that was 6 month ago and he spent \$47.00 for the switch. Customer stated last night his wife was driving and the low beam stopped working. He stated this is a safety issue and wants it corrected. He stated this problem has left a very sour taste in his mouth. He stated he knows he has to eat the cost again however he plans on taking the vehicle to Desert Honda on Thursday and if SM wants to replace the switch he is not having it. He stated it cannot be a switch problem unless AH is making inferior switch. Customer stated if he has to put another switch in he will get the problem corrected then sell vehicle and purchase a Toyota. Customer stated he owned other Honda vehicle and have never had any problem. Explained to customer I completely understand his concern and frustration. I will document his concern and first thing is getting it into dealer for diagnostic and if he still needs assistance from ACS he is welcome to contact back. Customer understood, and did not have any further question at this point.

*** CASE MODIFY 7/3/2007 10:57:50 AM, vchhauy
into WIP default and Status of Solving.*** CASE EXTENDED WARRANTY LOOKUP 7/3/2007 10:57:52 AM, vchhauy
WARRANTY CHECK 07/03/2007 10:57:52 AM vchhauy
No data found for VIN.*** CASE CLAIMS LOOKUP 7/3/2007 10:57:55 AM, vchhauy
CLAIM CHECK 07/03/2007 10:57:55 AM vchhauy
The following Claim History information was found
0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.*** CASE CAMPAIGN LOOKUP 7/3/2007 10:57:57 AM, vchhauy
CAMPAIGN CHECK 07/03/2007 10:57:57 AM vchhauy
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ;*** CASE VSC LOOKUP 7/3/2007 10:57:58 AM, vchhauy
VSC-CUC CHECK 07/03/2007 10:57:58 AM vchhauy
No data found for VIN.

*** SUBCASE N012007-07-0300690-1 CREATE 7/3/2007 10:58:35 AM, vchhauy

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] - COMBINATION SWITCH ISSUE

Created in WIP Default with Due Date 7/3/2007 10:58:35 AM.

*** SUBCASE N012007-07-0300690-1 CLOSE 7/3/2007 10:59:02 AM, vchhauy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/3/2007 10:59:02 AM, vchhauy

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

*** CASE REOPEN 7/5/2007 3:33:13 PM, cvillanu

with Condition of Open and Status of Solving.

*** NOTES 7/5/2007 3:45:54 PM, cvillanu, Action Type : Call from Customer

Customer called AHM in regards to his low beams failing. I verified the customer's contact information. The customer had called 2 days before in regards to this same issue. I reopened the case and read that ACS had advised the customer to bring the vehicle into have the problem diagnosed. The service advisor at Desert Honda Lenard Hedstrom had advised that he would have to replace a light switch, loom connector and red/white wire which would cost at total of \$225. Invoice #3U406118, 562551. The customer paid for these repairs and wants to know if Honda would be able to assist him. He expresses his concerns about this problem since it is a safety issue. ACS stated that we understand and appreciate his concerns and that an RCM will be contacting him shortly. Customer thanked AHM and call ended.

*** CASE MODIFY 7/5/2007 3:46:04 PM, cvillanu

into WIP default and Status of Solving.

*** CASE MODIFY 7/5/2007 3:46:06 PM, cvillanu

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 7/5/2007 3:46:10 PM, cvillanu

WARRANTY CHECK 07/05/2007 03:46:10 PM cvillanu

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/5/2007 3:46:13 PM, cvillanu

CLAIM CHECK 07/05/2007 03:46:13 PM cvillanu

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/5/2007 3:46:16 PM, cvillanu

CAMPAIGN CHECK 07/05/2007 03:46:16 PM cvillanu

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 7/5/2007 3:46:25 PM, cvillanu

VSC-CUC CHECK 07/05/2007 03:46:25 PM cvillanu

No data found for VIN.

*** CASE MODIFY 7/5/2007 3:46:38 PM, cvillanu

into WIP default and Status of Solving.

*** CASE DISPATCH 7/5/2007 3:48:02 PM, cvillanu

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 7/5/2007 4:49:54 PM, kwong

from Queue Honda Team C to WIP default.

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] COMBINATION SWITCH ISSUE

*** CASE MODIFY 7/5/2007 4:53:34 PM, kwong
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 7/6/2007 8:33:08 AM, kwong

CLAIM CHECK 07/06/2007 08:33:08 AM kwong

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

*** CASE CAMPAIGN LOOKUP 7/6/2007 8:33:11 AM, kwong

CAMPAIGN CHECK 07/06/2007 08:33:11 AM kwong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** COMMIT 7/6/2007 8:33:58 AM, kwong, Action Type :

Made to [REDACTED] due 07/09/2007 08:34:01 AM.

DCS Follow-Up

*** NOTES 7/6/2007 8:34:16 AM, kwong, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/9/2007 8

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:

ACS received inbound call from [REDACTED] regarding his low beam switch going out. Customer stated this problem started about 6-7 month ago. Customer stated he started researching the problem and found safety recall and SB04-015 with the 2002 Civic. He stated he feels it is the same problem. He stated he does not qualify for the recall. Customer stated he contacted SM at Desert Honda and they told him it was the combination switch. Customer stated he purchased the switch and replaced it himself. He stated that was 6 month ago and he spent \$47.00 for the switch. Customer stated last night his wife was driving and the low beam stopped working. He stated this is a safety issue and wants it corrected. He stated this problem has left a very sour taste in his mouth. He stated he knows he has to eat the cost again however he plans on taking the vehicle to Desert Honda on Thursday and if SM wants to replace the switch he is not having it. He stated it cannot be a switch problem unless AH is making inferior switch.

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.

Kevin Wong

Automobile Customer Service

*** SUBCASE N012007-07-0300690-2 CREATE 7/6/2007 8:34:41 AM, kwong

Created in WIP Default with Due Date 7/6/2007 8:34:41 AM.

*** COMMIT 7/6/2007 8:34:47 AM, kwong, Action Type : N/A

Call cust.

*** CASE MODIFY 7/6/2007 8:34:57 AM, kwong

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 7/6/2007 10:23:14 AM, kwong

CLAIM CHECK 07/06/2007 10:23:14 AM kwong

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] - COMBINATION SWITCH ISSUE

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

*** CASE MODIFY 7/6/2007 10:24:19 AM, kwong

into WIP 10H and Status of Solving.

*** NOTES 7/6/2007 10:24:24 AM, kwong, Action Type : Call to Customer

I contacted customer but was redirected to voicemail. I introduced myself as Case Manager for customer's case. I provided customer with phone number and ext. where customer can reach me.

*** CASE FULFILL 7/6/2007 1:59:20 PM, kwong

Fulfilled for [REDACTED] due 07/06/2007 05:00:00 PM.

*** CASE MODIFY 7/11/2007 9:44:45 AM, kwong

into WIP 10H and Status of Solving.

*** CASE CLAIMS LOOKUP 7/11/2007 9:46:30 AM, kwong

CLAIM CHECK 07/11/2007 09:46:30 AM kwong

The following Claim History information was found

0; 2005-02-11; 208191; 842594; 510; 745199 ; KEYLESS ENTRY SYSTEM CONTROL/RECEIVER UNIT - REPLACE.

*** NOTES 7/11/2007 9:53:13 AM, kwong, Action Type : Call to Dealer

Spoke to S/A Leonard at Desert Honda regarding low beam switch issue. Leonard states that customer brought vehicle in for low beam issue and diagnosed faulty combination switch. Leonard states that customer claimed combination switch was purchased 6 months ago and installed by customer. Leonard advised customer to documents of parts purchase and parts will be warranted but customer could not provide documents. Leonard states that customer has no service history with Desert Honda thus not offering goodwill assistance.

*** CASE FULFILL 7/11/2007 9:53:30 AM, kwong

Fulfilled for [REDACTED] due 07/09/2007 08:34:01 AM.

*** CASE MODIFY 7/11/2007 10:16:31 AM, kwong

into WIP 10H and Status of Solving.

*** NOTES 7/11/2007 2:00:13 PM, kwong, Action Type : Call from Customer

Received call from customer regarding combination switch repair. Customer states that combination switch was purchased from Desert Honda approximately four ago but misplaced parts receipt. Customer states that he was seeking assistance for these repairs and feels that combination switch is related to 2002 Honda Civic 3 door safety recall. I advised customer that vehicle has exceeded limited vehicle warranty and combination switch recall does not apply to his VIN. I informed customer that if i could verify through Desert Honda Parts that combination switch was purchased ACS would further review case. Customer understood and ended call.

*** NOTES 7/11/2007 2:13:32 PM, kwong, Action Type : Call to Dealer

Spoke to Parts Rep. Mario at Desert Honda and was advised that customer purchased Combination switch (part no. 35255-S5A-A02) invoice number: 119373 and returned combination switch part return invoice: 199377 to Desert Honda Parts Department.

*** CASE MODIFY 7/11/2007 2:13:56 PM, kwong

into WIP 10H and Status of Solving.

*** CASE MODIFY 7/11/2007 2:14:11 PM, kwong

into WIP 10H and Status of Solving.

*** NOTES 7/11/2007 2:15:44 PM, kwong, Action Type : Call to Customer

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] - COMBINATION SWITCH ISSUE

I contacted customer but was redirected to voicemail. I provided customer with phone number and ext. where customer can reach me.

*** CASE MODIFY 7/12/2007 4:09:13 PM, kwong
into WIP Finish Denied and Status of Solving.

*** NOTES 7/17/2007 2:24:33 PM, kwong, Action Type : Call to Customer

Received call from customer regarding status of case. I informed customer that parts representative was contacted at Desert Honda and pulled parts purchase/return records. I informed customer that combination was purchased but returned at a later time in new condition. Customer states that he did purchase combination switch but did not recall returning it nor saw refund to credit card statement. Customer states that he will contact Desert Honda and credit card company to further discuss parts purchase. I verified customer contact information. Customer ended call.

*** SUBCASE N012007-07-0300690-2 CLOSE 7/17/2007 2:24:52 PM, kwong
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/17/2007 2:24:53 PM, kwong
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/17/2007 4:19:45 PM, tbarnett
with Condition of Open and Status of Solving.

*** NOTES 7/17/2007 4:20:21 PM, tbarnett, Action Type : Letter/Fax
On 7/17/07 ACS received a 1-page fax from customer.

*** CASE DISPATCH 7/17/2007 4:20:48 PM, tbarnett
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 7/17/2007 4:33:36 PM, kwong
from Queue Honda Team C to WIP default.

*** SUBCASE N012007-07-0300690-3 CREATE 7/18/2007 9:38:56 AM, kwong
Created in WIP Default with Due Date 7/18/2007 9:38:56 AM.

*** COMMIT 7/18/2007 9:40:38 AM, kwong, Action Type : N/A
Call cust.

*** CASE MODIFY 7/18/2007 9:40:52 AM, kwong
into WIP default and Status of Solving.

*** CASE MODIFY 7/18/2007 9:41:57 AM, kwong
into WIP default and Status of Solving.

*** NOTES 7/18/2007 9:43:19 AM, kwong, Action Type : Call to Customer

I contacted customer but was redirected to voicemail. I provided customer with phone number and ext. where customer can reach me.

*** CASE MODIFY 7/18/2007 9:43:26 AM, kwong
into WIP default and Status of Solving.

*** CASE FULFILL 7/18/2007 9:43:41 AM, kwong
Fulfilled for [REDACTED] due 07/18/2007 05:00:00 PM.

*** NOTES 7/18/2007 2:12:29 PM, kwong, Action Type : Call to Customer

Spoke to customer regarding documentation received. I advised customer that documentation has been received and reviewed. I apologized to customer for presented by Desert Honda Service and advised him that as a one time goodwill gesture AHM will offer goodwill assistance for 50% of combination switch repair.

Case History

Case ID : N012007-07-0300690

Case Title : 10H (DESERT) [REDACTED] - COMBINATION SWITCH ISSUE

Customer accepted offer. I verified customer contact information and advised him that check request will be processed for amount of \$92.49. I advised customer that check request will process by the end of this week and arrive at his residence in 2-3 weeks. Customer understood, thanked me, and ended call.

*** SUBCASE N012007-07-0300690-3 DISPATCH 7/18/2007 2:12:43 PM, kwong
from WIP default to Queue CkReq - Caswell.

*** SUBCASE N012007-07-0300690-3 7/18/2007 4:53:53 PM, acaswell, Action Type :
Check Requisition for 92.49 \$ submitted
Check Requisition for 92.49 \$ submitted by acaswell

*** SUBCASE N012007-07-0300690-3 RETURN 7/18/2007 4:53:57 PM, acaswell
from Queue CkReq - Caswell to WIP Check Request.

*** SUBCASE N012007-07-0300690-3 COMMIT 7/23/2007 8:05:01 AM, kwong, Action Type : External Commitment
Check processed for check_req_no = 12115 on 2007-07-20-00.00.00.000000

*** NOTES 7/24/2007 1:20:29 PM, sscott, Action Type : Note-General
check mailed.

*** SUBCASE N012007-07-0300690-3 CLOSE 7/24/2007 1:28:06 PM, kwong
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/24/2007 1:28:07 PM, kwong
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-09-0700295	Division : Honda - Auto	Condition : Closed	Open Date : 9/7/2010 7:15:52 AM
Case Originator : Marshon McKenzie (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/7/2010 7:22:32 AM
Case Owner : Marshon McKenzie (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marshon McKenzie (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ WIRING HARNESS- DENIED		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 : HOLLYWOOD, MD ██████████
 E Mail : ██████████
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ 2572
 VIN Type / No. : US VIN / SHHEP33513U ██████████
 Model / Year : CIVIC HB / 2003
 Model ID / Product Line : EP3353EW / A
 Miles / Hours : 112,000
 In Service Date : 10/19/2003
 Months In Use : 83
 Engine Number : K20A32708645
 Originating Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Selling Dealer No. / Name : 207907 / COLLEGE PARK HONDA
 Trim : SI
 No. Of Doors : 3
 Transmission Code : 5MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208308 / HONDA OF BOWIE
 Phone No. : 301-218-3100
 Address : 2260 CRAIN HIGHWAY
 City / State / Zip : BOWIE, MD 20716
 Svc District / SIs District : 06B / A06
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-09-0700295- ██████████ - PRODUCT	Subcase Close	Product	Operation	737	Wire harness

Issue Details

Issue ID : N012010-09-0700295-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 9/7/2010 7:20:49 AM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 9/7/2010 7:21:04 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 : Documented Concern, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-09-0700295

Case Title : ██████████ - WIRING HARNESS- DENIED

*** CASE CREATE 9/7/2010 7:15:52 AM, mmckenz

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

*** CASE VSC LOOKUP 9/7/2010 7:16:04 AM, mmckenz

VSC CHECK 09/07/2010 07:16:04 AM mmckenz

The following VSC information was found

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

*** CASE CUC LOOKUP 9/7/2010 7:16:05 AM, mmckenz

CUC CHECK 09/07/2010 07:16:04 AM mmckenz

The following CUC information was found

BRIAN;STARK;ACTIVE;105000;55496;68096;2006-04-01;2010-10-19;2003-10-19;2006-04-01;2006-04-01;208229;2007-08-25
;70211;2006-04-30;2006-04-04

*** CASE CAMPAIGN LOOKUP 9/7/2010 7:16:07 AM, mmckenz

CAMPAIGN CHECK 09/07/2010 07:16:07 AM mmckenz

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 9/7/2010 7:16:10 AM, mmckenz

CLAIM CHECK 09/07/2010 07:16:10 AM mmckenz

The following Claim History information was found

0; 2007-08-25; 208301; 666485; 510; 112102 ; ENGINE FRONT MOUNT - REPLACE. S/B# 06-030
05-ON ODYSSEY < PER WO 40012-V6.

*** CASE EXTENDED WARRANTY LOOKUP 9/7/2010 7:16:11 AM, mmckenz

WARRANTY CHECK 09/07/2010 07:16:11 AM mmckenz

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/7/2010 7:16:24 AM, mmckenz

CAMPAIGN CHECK 09/07/2010 07:16:23 AM mmckenz

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 9/7/2010 7:19:54 AM, mmckenz

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/7/2010 7:19:58 AM, mmckenz

WARRANTY CHECK 09/07/2010 07:19:58 AM mmckenz

No data found for VIN.

*** SUBCASE N012010-09-0700295-1 CREATE 9/7/2010 7:20:49 AM, mmckenz

Created in WIP Default with Due Date 9/7/2010 7:20:49 AM.

*** SUBCASE N012010-09-0700295-1 CLOSE 9/7/2010 7:21:04 AM, mmckenz

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/7/2010 7:21:35 AM, mmckenz

into WIP default and Status of Solving.

Case History

Case ID : N012010-09-0700295

Case Title : [REDACTED] WIRING HARNESS- DENIED

*** NOTES 9/7/2010 7:22:20 AM, mmcken, Action Type : Call from Customer

SHHET33513U [REDACTED]
[REDACTED]

Customer said that the wiring Harness is melting and heating. Customer said that the Low beams will not come on at all. 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. Customer was told that Honda does warrant these items against manufacturing defects, however if there are no defects Customer will be responsible for the repairs. Customer understood.

*** CASE CLOSE 9/7/2010 7:22:32 AM, mmcken

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

Case Details

Case ID : N012009-12-2801280	Division : Honda - Auto	Condition : Closed	Open Date : 12/28/2009 11:40:50
Case Originator : Allan Perez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/28/2009 11:50:08
Case Owner : Allan Perez (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Allan Perez (Team HF)	Point of Origin : Third Party	Wipbin :	
Case Title : [REDACTED] LOW BEAMS CONCERN/ASSISTANCE REQUEST	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : () - [REDACTED]
 Address : UNKNOWN
 City / State / Zip : TORRANCE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 354
 VIN Type / No. : US VIN / 2HGES15553H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1553PW / A
 Miles / Hours : 105,000
 In Service Date : 12/27/2002
 Months In Use : 84
 Engine Number : D17A13406182
 Originating Dealer No. / Name : 207924 / CAPITOL HONDA
 Selling Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208176 / HONDA OF SERRAMONTE
 Phone No. : 650-758-4800
 Address : 485 SERRAMONTE BLVD.
 City / State / Zip : COLMA, CA 94014
 Svc District / SIs 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
N012009-12-2801280-1 [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012009-12-2801280-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 12/28/2009 11:49:23
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 12/28/2009 11:49:38
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 : 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 : N012009-12-2801280

Case Title : [REDACTED] LOW BEAMS CONCERN/ASSISTANCE REQUEST

*** CASE CREATE 12/28/2009 11:40:50 AM, aperez1

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

*** CASE EXTENDED WARRANTY LOOKUP 12/28/2009 11:43:20 AM, aperez1

WARRANTY CHECK 12/28/2009 11:43:20 AM aperez1

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/28/2009 11:43:26 AM, aperez1

CLAIM HISTORY CHECK 12/28/2009 11:43:25 AM aperez1

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/28/2009 11:43:30 AM, aperez1

CAMPAIGN CHECK 12/28/2009 11:43:30 AM aperez1

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 12/28/2009 11:43:31 AM, aperez1

VSC-CUC CHECK 12/28/2009 11:43:31 AM aperez1

No data found for VIN.

*** CASE MODIFY 12/28/2009 11:47:24 AM, aperez1

into WIP default and Status of Solving.

*** NOTES 12/28/2009 11:48:57 AM, aperez1, Action Type : Call from Customer

Customer did not provide address, best contact # 415-370-1763

Situation: Low beams concern.

Request: Assistance request.

Probing questions: Customer states that he works at a Lexus dealer. Customer states that he is calling on behalf of the owner. Customer states that the low beams are not working, only the high beams. Customer states that he has diagnosed the vehicle and found that a connection on the head light switch is burnt which is the same problem indicated on a recall that AHM has for some of these vehicle's. Customer states that he has a copy of S/B 04-015 with him and he believes that it is the same problem. Customer wants AHM to repair this vehicle.

Inbound summary: ACS advised the customer that S/B 04-015 does not affect 2003 Civic's. ACS advised the customer that the vehicle is too far outside of the factory warranty for AHM to offer assistance at this time.

Customer understood, call ended.

*** SUBCASE N012009-12-2801280-1 CREATE 12/28/2009 11:49:23 AM, aperez1

Created in WIP Default with Due Date 12/28/2009 11:49:23 AM.

*** SUBCASE N012009-12-2801280-1 CLOSE 12/28/2009 11:49:38 AM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/28/2009 11:49:40 AM, aperez1

into WIP default and Status of Solving.

Case History

Case ID : N012009-12-2801280

Case Title : [REDACTED] - LOW BEAMS CONCERN/ASSISTANCE REQUEST

*** CASE MODIFY 12/28/2009 11:49:48 AM, aperez1
into WIP default and Status of Solving.

*** CASE MODIFY 12/28/2009 11:49:53 AM, aperez1
into WIP default and Status of Solving.

*** CASE CLOSE 12/28/2009 11:50:08 AM, aperez1
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-03-0800115	Division : Honda - Auto	Condition : Closed	Open Date : 3/8/2011 6:49:08 AM
Case Originator : Bridgette Samonte (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/8/2011 7:22:38 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] BOTH 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 : CHICAGO, IL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HGES16563H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours : 150,000
 In Service Date : 01/22/2003
 Months In Use : 98
 Engine Number : D17A13429992
 Originating Dealer No. / Name : 208280 / APPLE HONDA
 Selling Dealer No. / Name : 208280 / APPLE HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : YR
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208310 / FLETCHER JONES HONDA
 Phone No. : 312-944-0500
 Address : 1100 NORTH CLARK ST.
 City / State / Zip : CHICAGO, IL 60610
 Svc District / Sls District : 08D / B08
 Warranty Labor Rate / Date : \$108.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-03-0800115-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-03-0800115-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2011 7:21:56 AM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 3/8/2011 7:22:19 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, 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 : N012011-03-0800115

Case Title : [REDACTED] - BOTH HEADLIGHTS WENT OUT

*** CASE CREATE 3/8/2011 6:49:08 AM, bsamonte

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

*** CASE MODIFY 3/8/2011 6:49:44 AM, bsamonte

into WIP default and Status of Solving.

*** NOTES 3/8/2011 7:20:05 AM, bsamonte, Action Type : Call from Customer

Info Updated/phone 240-447-6733

Customer says both headlights went out yesterday. Customer is aware that the 2001 had a recall. Customer inquired if there was a recall. ACS referred to owners.honda.com and advised there is not. ACS recommended having vehicle formally diagnosed. Customer inquired what was the local dealer. ACS referred to FLETCHER JONES HONDA.

*** SUBCASE N012011-03-0800115-1 CREATE 3/8/2011 7:21:56 AM, bsamonte

Created in WIP Default with Due Date 3/8/2011 7:21:56 AM.

*** SUBCASE N012011-03-0800115-1 CLOSE 3/8/2011 7:22:19 AM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/8/2011 7:22:38 AM, bsamonte

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

Case Details

Case ID : N012004-01-1301415	Division : Honda - Auto	Condition : Closed	Open Date : 1/13/2004 2:42:23 PM
Case Originator : David Kitchen (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/13/2004 3:56:27 PM
Case Owner : David Kitchen (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : David Kitchen (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - HEADLIGHT 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 : CLEVELAND, TN ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 4984
 VIN Type / No. : US VIN / 2HGES25773H ██████████
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2573MW / A
 Miles / Hours : 5,000
 In Service Date : 04/22/2003
 Months In Use : 9
 Engine Number : D17A23477309
 Originating Dealer No. / Name : 207626 / DARRELL WALTRIP HONDA
 Selling Dealer No. / Name : 208194 / HONDA OF CLEVELAND
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208194 / HONDA OF CLEVELAND
 Phone No. : 423-478-5301
 Address : 2701 S. LEE HIGHWAY
 City / State / Zip : CLEVELAND, TN 37311
 Svc District / Sls District : 07B / E07
 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
N012004-01-1301415-1 ██████████	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012004-01-1301415-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 1/13/2004 3:55:59 PM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 1/13/2004 3:56:24 PM
Issue Title : ██████████ - PRODUCT COMPLAINT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012004-01-1301415

Case Title : [REDACTED] - HEADLIGHT ISSUE

*** CASE CREATE 1/13/2004 2:42:23 PM, dkitchen

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

*** NOTES 1/13/2004 2:42:24 PM, dkitchen, Action Type :

Customer called to say his low beams are not working and wanted to talk with a technician. He said the dealers are closed right now and he needs his lights to be able to drive to Chattanooga for a meeting and then return home.

While I was researching his issue through iN, and informing him that I see nothing with regards to any problems relating to the headlights, the customer said the low beam happened to come on.

I informed customer that he should visit a Honda dealership ASAP. I told him I will send a DCS message to the dealer to let them know he will be visiting them.

Customer thanked me for all of my help.

*** CASE MODIFY 1/13/2004 2:42:39 PM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2004 2:45:38 PM, dkitchen

into WIP default and Status of Solving.

*** NOTES 1/13/2004 2:47:37 PM, dkitchen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer called to say his low beams are not working and wanted to talk with a technician. He said the dealers are closed right now and he needs his lights to be able to drive to Chattanooga for a meeting and then return home.

While I was researching his issue through iN, and informing him that I see nothing with regards to any problems relating to the headlights, the customer said the low beam happened to come on.

I informed customer that he should visit a Honda dealership ASAP. I told him I will send a DCS message to the dealer to let them know he will be visiting them.

Customer thanked me for all of my help.

This is for your information only.

Thank you for your attention to this matter.

David Kitchen

Automobile Customer Service

*** CASE MODIFY 1/13/2004 2:47:54 PM, dkitchen

into WIP default and Status of Solving.

Case History

Case ID : N012004-01-1301415

Case Title : [REDACTED] - HEADLIGHT ISSUE

*** CASE MODIFY 1/13/2004 3:55:12 PM, dkitchen
into WIP default and Status of Solving.

*** SUBCASE N012004-01-1301415-1 CREATE 1/13/2004 3:55:59 PM, dkitchen
Created in WIP Default with Due Date 1/13/2004 3:55:59 PM.

*** CASE MODIFY 1/13/2004 3:56:10 PM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2004 3:56:18 PM, dkitchen
into WIP default and Status of Solving.

*** SUBCASE N012004-01-1301415-1 CLOSE 1/13/2004 3:56:24 PM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/13/2004 3:56:25 PM, dkitchen
into WIP default and Status of Solving.

*** CASE CLOSE 1/13/2004 3:56:27 PM, dkitchen
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-02-0800130	Division : Honda - Auto	Condition : Closed	Open Date : 2/8/2008 7:33:14 AM
Case Originator : Amanda Esquivel (Team CD)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/11/2008 2:20:50 PM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6K-#207534- [REDACTED] HEADLIGHT 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 : ROCK HILL, SC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 901
 VIN Type / No. : US VIN / 2HGES16503H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES1653PW / A
 Miles / Hours : 35,000
 In Service Date : 06/20/2003
 Months In Use : 56
 Engine Number : D17A13560520
 Originating Dealer No. / Name : 208183 / EAST COAST HONDA
 Selling Dealer No. / Name : 208183 / EAST COAST HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : YR
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207534 / HONDA CARS OF ROCK HILL
 Phone No. : 803-366-8161
 Address : 686 GALLERIA BOULEVARD
 City / State / Zip : ROCK HILL, SC 29731
 Svc District / Sls District : 06K / E06
 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
N012008-02-0800130-1 / [REDACTED] - PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-02-0800130-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2008 6:06:36 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 2/11/2008 2:19:53 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 : Assist - AHM Partial
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-02-0800130

Case Title : 6K-#207534-- [REDACTED] - HEADLIGHT ASSISTANCE

*** CASE CREATE 2/8/2008 7:33:14 AM, aesquive

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

*** CASE EXTENDED WARRANTY LOOKUP 2/8/2008 7:33:17 AM, aesquive

WARRANTY CHECK 02/08/2008 07:33:17 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/8/2008 7:33:20 AM, aesquive

CLAIM HISTORY CHECK 02/08/2008 07:33:20 AM aesquive

No data found for VIN.

*** CASE VSC LOOKUP 2/8/2008 7:33:24 AM, aesquive

VSC-CUC CHECK 02/08/2008 07:33:24 AM aesquive

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/8/2008 7:33:24 AM, aesquive

CAMPAIGN CHECK 02/08/2008 07:33:24 AM aesquive

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 2/8/2008 7:33:30 AM, aesquive

VSC-CUC CHECK 02/08/2008 07:33:30 AM aesquive

No data found for VIN.

*** CASE MODIFY 2/8/2008 7:33:35 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2008 7:34:37 AM, aesquive

into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2008 7:39:34 AM, aesquive

into WIP default and Status of Solving.

*** NOTES 2/8/2008 7:43:37 AM, aesquive, Action Type : Call from Customer

The customer is asking for AHM to assist them with the head lights going completely out once the high beams are on. He states this happened to him two nights ago when he was driving on the highway. He was driving with his regular lights on, then he turned on high beam lights then all of his lights shut off. He states that this has happened often, but not each time he uses his lights, however often enough for him to be scared for his safety because he would be left driving without lights at night. He feels this is a safety issue and is persistent with AHM providing him assistance for this. He is very persistent about this not being responsible to repair this because this is safety related and AHM should cover the cost of this.

I explained to the customer that if he is asking for assistance he will need to take the vehicle to a dealership for a diagnosis. He states he will take the vehicle to Honda Cars of Rock Hill.

I explained to the customer that because they are outside of the warranty for 3 years 26k (the new vehicle limited warranty). The customer is asking if AHM can assist them with this because this is a safety issue. He states it is a defect with the dimmer switch. This is the customer's first Honda.

In the interest of customer satisfaction, I informed the customer that I will dispatch their case for further review to a case manager, however cases are reviewed on a case by case basis and assistance cannot be guaranteed. I advised him a case manager will be contacting him. I also provided him with his case number.

Updated customer's contact information, his home number is [REDACTED]

Case History

Case ID : N012008-02-0800130

Case Title : 6K-#207534- - HEADLIGHT ASSISTANCE

The customer is asking for transmission assistance.
The case will be dispatched to Honda Team

*** CASE MODIFY 2/8/2008 7:43:38 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2008 7:56:48 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2008 7:58:19 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2008 7:58:33 AM, aesquive
into WIP default and Status of Solving.

*** NOTES 2/8/2008 8:02:46 AM, aesquive, Action Type : Note-General
The case will be dispatched to Honda Team F.

*** CASE MODIFY 2/8/2008 8:02:47 AM, aesquive
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2008 8:03:04 AM, aesquive
into WIP default and Status of Solving.

*** CASE DISPATCH 2/8/2008 8:03:17 AM, aesquive
from WIP default to Queue Honda Team F.

*** CASE ASSIGN 2/8/2008 12:01:52 PM, kroyster
N012008-02-0800130 to cdavis, WIP

*** CASE RULE ACTION 2/8/2008 12:01:53 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/11/2008 6:04:10 AM, cdavis
into WIP default and Status of Solving.

*** SUBCASE N012008-02-0800130-1 CREATE 2/11/2008 6:06:36 AM, cdavis
Created in WIP Default with Due Date 2/11/2008 6:06:36 AM.

*** COMMIT 2/11/2008 6:06:39 AM, cdavis, Action Type : N/A
Made to due 02/14/2008 06:06:42 AM.
call cust-asst w/parts

*** NOTES 2/11/2008 6:08:18 AM, cdavis, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 2/14/2008

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

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Customer contacted our office seeking assistance with a headlight issue. Please provide me with any information you can regarding this matter.
Please transmit a DCS response to the Customer Service Office by the due date. Thank you for your prompt attention to this matter.

Case History

Case ID : N012008-02-0800130

Case Title : 6K-#207534- [REDACTED] HEADLIGHT ASSISTANCE

Chris Davis
Automobile Customer Service

*** CASE MODIFY COMMITMENT 2/11/2008 6:08:48 AM, cdavis
with [REDACTED] due 09/03/2008 06:06:42 AM.

*** CASE MODIFY 2/11/2008 6:08:52 AM, cdavis
into WIP default and Status of Solving.

*** CASE YANKED 2/11/2008 7:24:26 AM, mkim
Yanked by mkim into WIPbin DEFAULT.

*** SUBCASE N012008-02-0800130-1 YANKED 2/11/2008 7:24:54 AM, mkim
Yanked by mkim into WIPbin DEFAULT.

*** SUBCASE N012008-02-0800130-1 MODIFY 2/11/2008 7:28:44 AM, mkim
into WIP DEFAULT and Status of Solving.

*** NOTES 2/11/2008 7:29:10 AM, mkim, Action Type : Call from Dealer
SM-Dave from Honda Cars of Rock Hill called to review the case.

SM said both headlights on the vehicle went out possibly due to shortage and fuse box also needs to be replaced. SM said there are no aftermarket parts on the vehicle that could have caused the fuses to be shorted out. However, SM said the vehicle has a dealer installed day time running lights. SM said the customer recently moved to his area so this is the first time they have seen the vehicle. After reviewing, I informed the SM AHM can assist in covering the parts (\$295 CP) as one time GW since vehicle only has 35,000 miles. I provided my authorization for the repair.

*** CASE MODIFY 2/11/2008 7:29:23 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/11/2008 7:29:28 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 2/11/2008 7:29:54 AM, mkim
with [REDACTED] due 02/11/2008 05:00:00 PM.

*** CASE MODIFY 2/11/2008 7:29:58 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/11/2008 1:14:17 PM, mkim
into WIP DEFAULT and Status of Solving.

*** SUBCASE N012008-02-0800130-1 CLOSE 2/11/2008 2:19:53 PM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 2/11/2008 2:20:40 PM, mkim
Fulfilled for LE ROY SANDERSON due 02/11/2008 05:00:00 PM.

*** NOTES 2/11/2008 2:20:43 PM, mkim, Action Type : Call to Customer
I called customer and introduced myself as the CM.

I informed the customer AHM has agreed to assist in covering the parts as one time GW since he has been a loyal customer to Honda. I advised the customer to contact the dealership to set up an appointment to have the vehicle repaired.

Customer thanked me and no further assistance was needed at this time.

Case History

Case ID : N012008-02-0800130

Case Title : 6K-#207534- [REDACTED] HEADLIGHT ASSISTANCE

*** CASE MODIFY 2/11/2008 2:20:48 PM, mkim
into WIP 6 and Status of Solving.

*** CASE CLOSE 2/11/2008 2:20:50 PM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

*** NOTES 2/21/2008 11:23:36 AM, mkim, Action Type : Inbound DCS
ASSISTED PART ONLY

*** COMMIT 2/21/2008 11:23:36 AM, mkim, Action Type : External Commitment
Inbound DCS received from Dealer # 207534

*** NOTES 2/21/2008 2:22:48 PM, mkim, Action Type : Inbound DCS
ASSISTED PART ONLY

*** COMMIT 2/21/2008 2:22:48 PM, mkim, Action Type : External Commitment
Inbound DCS received from Dealer # 207534

*** NOTES 2/21/2008 5:22:30 PM, mkim, Action Type : Inbound DCS
ASSISTED PART ONLY

*** COMMIT 2/21/2008 5:22:30 PM, mkim, Action Type : External Commitment
Inbound DCS received from Dealer # 207534

*** CASE FULFILL 2/25/2008 6:06:08 AM, mkim
Fulfilled for [REDACTED] due ?/?/? ??:?.

*** CASE FULFILL 2/25/2008 6:06:14 AM, mkim
Fulfilled for LE ROY SANDERSON due ?/?/? ??:?.

*** CASE FULFILL 2/25/2008 6:06:21 AM, mkim
Fulfilled for [REDACTED] due ?/?/? ??:?.

Case Details

Case ID : N012008-03-1301156	Division : Honda - Auto	Condition : Closed	Open Date : 3/13/2008 2:04:38 PM
Case Originator : Juan Toscano (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/14/2008 12:15:27 PM
Case Owner : Jamahl Brown (Team HD)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Jamahl Brown (Team HD)	Point of Origin : Customer	Wipbin :	
Case Title : 01K- [REDACTED] - WIRE HARNESS--PACIFIC		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 12
 VIN Type / No. : US VIN / 2HGES25703H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2573MW / A
 Miles / Hours : 60,000
 In Service Date : 08/09/2003
 Months In Use : 55
 Engine Number : D17A23509754
 Originating Dealer No. / Name : 206545 / TIPTON HONDA
 Selling Dealer No. / Name : 207539 / PACIFIC HONDA
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 5MT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207539 / PACIFIC HONDA
 Phone No. : 858-694-1000
 Address : 4761 CONVOY STREET
 City / State / Zip : SAN DIEGO, CA 92111
 Svc District / Sls District : 01H / C01
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-03-1301156-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-03-1301156-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jamahl Brown	Type 1 : Product	Status : Subcase Close	Open Date : 3/14/2008 8:33:11 AM
Issue Owner : Jamahl Brown	Type 2 : Operation	Queue :	Close Date : 3/14/2008 12:15:25 PM
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 06/06/2011

Case History

Case ID : N012008-03-1301156

Case Title : 01K- [REDACTED] - WIRE HARNESS--PACIFIC

*** CASE CREATE 3/13/2008 2:04:38 PM, jtoscano

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

*** CASE MODIFY 3/13/2008 2:05:09 PM, jtoscano

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2008 2:05:20 PM, jtoscano

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2008 2:05:24 PM, jtoscano

into WIP default and Status of Solving.

*** CASE MODIFY 3/13/2008 2:05:26 PM, jtoscano

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/13/2008 2:05:33 PM, jtoscano

CAMPAIGN CHECK 03/13/2008 02:05:33 PM jtoscano

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 3/13/2008 2:05:34 PM, jtoscano

VSC-CUC CHECK 03/13/2008 02:05:34 PM jtoscano

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/13/2008 2:05:37 PM, jtoscano

CLAIM CHECK 03/13/2008 02:05:37 PM jtoscano

The following Claim History information was found

0; 2005-06-22; 206956; 741442; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.

INCLUDES: REPLACE BRAKE PADS IF NECESSARY. S

*** CASE EXTENDED WARRANTY LOOKUP 3/13/2008 2:05:38 PM, jtoscano

WARRANTY CHECK 03/13/2008 02:05:38 PM jtoscano

No data found for VIN.

*** CASE MODIFY 3/13/2008 2:05:40 PM, jtoscano

into WIP default and Status of Solving.

*** NOTES 3/13/2008 2:13:37 PM, jtoscano, Action Type : Call from Customer

Dealer: Pacific Honda

SM: Does not recall name.

Problem: The customer stated that he took the vehicle into his dealer since the headlamps are not working. He was informed that the main wire harness would need to be replaced for a cost of \$2130.84. He isomer that this vehicle has never been abused or in an accident and he should not be encountering such an issue. The customer stated that he spoke with the SM and was informed that he would be accountable for the cost.

Customer History: This is the customer's 3rd Honda vehicle it has always been maintained at Pacific Honda.

Request: The customer is requesting that AHM cover the cost of repair for vehicle.

Case History

Case ID : N012008-03-1301156

Case Title : 01K [REDACTED] - WIRE HARNESS--PACIFIC

I informed him that I would forward the case to a RCM for review but assistance was not guaranteed. I provided him the case number and informed him that the RCM would follow up with him within 1-2 business days.

He understood, thanked me and ended the call.

*** CASE MODIFY 3/13/2008 2:13:38 PM, jtosciano
into WIP default and Status of Solving.

*** CASE DISPATCH 3/13/2008 2:13:50 PM, jtosciano
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 3/13/2008 2:57:48 PM, dpippin
N012008-03-1301156 to jbrown, WIP 0

*** CASE RULE ACTION 3/13/2008 2:57:49 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012008-03-1301156-1 CREATE 3/14/2008 8:33:11 AM, jbrown
Created in WIP Default with Due Date 3/14/2008 8:33:11 AM.

*** CASE MODIFY 3/14/2008 8:33:12 AM, jbrown
into WIP default and Status of Solving.

*** NOTES 3/14/2008 12:00:05 PM, jbrown, Action Type : Call to Dealer

Spoke w/ SD Bill Kulek at Pacific Honda and advised that I am following up on the customer's contact to our office requesting assistance with the wire harness repairs required for the vehicle. Bill responded stating that he is familiar with the customer's concerns and advised that he has been in contact with DPSM Brian Derbyshire who authorized to cover 50% of the repair. Bill advised that the customer agreed to the offer. Thanked Bill for his attention to the customer's concerns and no further assistance was required.

*** NOTES 3/14/2008 12:15:08 PM, jbrown, Action Type : Call to Customer

Spoke w/ the customer and advised that I am following up on the call that he made to our office requesting assistance with the wire harness repairs required for your vehicle. Informed the customer that I have been in contact with Pacific Honda and they advised that you were able to be assisted with the repair by paying for 50%. Customer confirmed that this was the information that he received. Customer expressed his disappointment in the failure but was thankful for the assistance. Asked if there was anything further that he is looking for from our office. Customer responded stating that he requires no further involvement from our office.

*** SUBCASE N012008-03-1301156-1 CLOSE 3/14/2008 12:15:25 PM, jbrown
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/14/2008 12:15:27 PM, jbrown
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-04-0401729	Division : Honda - Auto	Condition : Closed	Open Date : 4/4/2011 6:50:47 AM
Case Originator : Justice Najee (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/4/2011 7:03:01 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 : [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 : WACONIA, MN [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 304
 VIN Type / No. : US VIN / 2HGES26733H [REDACTED]
 Model / Year : CIVIC / 2003
 Model ID / Product Line : ES2673MW / A
 Miles / Hours : 160,000
 In Service Date : 09/28/2003
 Months In Use : 91
 Engine Number : D17A23518494
 Originating Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
 Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-04-0401729-1 / [REDACTED]	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N012011-04-0401729-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/4/2011 7:02:38 AM
Issue Owner : Justice Najee	Type 2 : Eligibility	Queue :	Close Date : 4/4/2011 7:03:01 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-04-0401729

Case Title : [REDACTED] HEADLIGHT CONCERN

*** CASE CREATE 4/4/2011 6:50:47 AM, jnajee

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

*** NOTES 4/4/2011 7:01:09 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that his low beam headlights don't work at all. Customer stated that the low beam headlights stopped working this week. Customer stated that he saw online that there is a recall on this issue and he wanted to know if his vehicle is associated with the recall.

ACS informed customer that his vehicle is not associated with the recall. ACS informed customer that the cost of repair will be his responsibility. Customer understood. No further assistance required.

*** CASE MODIFY 4/4/2011 7:01:50 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012011-04-0401729-1 CREATE 4/4/2011 7:02:38 AM, jnajee

Created in WIP Default with Due Date 4/4/2011 7:02:38 AM.

*** CASE MODIFY 4/4/2011 7:02:57 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012011-04-0401729-1 CLOSE 4/4/2011 7:03:01 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/4/2011 7:03:01 AM, jnajee

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

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Consumer Complaints

Civic 2004

Case Details

Case ID : N012007-01-3100559 Division : Honda - Auto Condition : Closed Open Date : 1/31/2007 9:06:12 AM
 Case Originator : Vika Bryant (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/16/2007 8:32:52 AM
 Case Owner : Wayne Zitter (Team HF) Method : Phone Queue : Days Open : 16
 Last Closed By : Wayne Zitter (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 7R - [REDACTED] - HEADLIGHT NO LONGER WORK No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 1232
 VIN Type / No. : US VIN / 1HGEM22914L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : EM2294MW / A
 Miles / Hours : 28,562
 In Service Date : 02/25/2004
 Months In Use : 35
 Engine Number : D17A24443644
 Originating Dealer No. / Name : 207553 / DCH ACADEMY HONDA
 Selling Dealer No. / Name : 207553 / DCH ACADEMY HONDA
 Trim : EX
 No. Of Doors : 2
 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 : 207367 / BRAMAN HONDA
 Phone No. : 305-266-9900
 Address : 7000 CORAL WAY
 City / State / Zip : MIAMI, FL 33155
 Svc District / Sls District : 07N / C07
 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
N012007-01-3100559-1 [REDACTED]	PROD Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012007-01-3100559-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 2/1/2007 12:07:01 PM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 2/16/2007 8:32:49 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, Referred to 3rd Party, 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 : N012007-01-3100559

Case Title : 7R- [REDACTED] HEADLIGHT NO LONGER WORKING

*** CASE CREATE 1/31/2007 9:06:12 AM, vbryant

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

*** CASE EXTENDED WARRANTY LOOKUP 1/31/2007 9:06:15 AM, vbryant

WARRANTY CHECK 01/31/2007 09:06:15 AM vbryant

No data found for VIN.

*** CASE MODIFY 1/31/2007 9:09:58 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 1/31/2007 9:10:03 AM, vbryant

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 1/31/2007 9:10:20 AM, vbryant

CLAIM HISTORY CHECK 01/31/2007 09:10:20 AM vbryant

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/31/2007 9:10:22 AM, vbryant

CAMPAIGN CHECK 01/31/2007 09:10:22 AM vbryant

No data found For VIN

*** CASE VSC LOOKUP 1/31/2007 9:10:24 AM, vbryant

VSC-CUC CHECK 01/31/2007 09:10:24 AM vbryant

No data found for VIN.

*** CASE MODIFY 1/31/2007 9:10:29 AM, vbryant

into WIP default and Status of Solving.

*** CASE MODIFY 1/31/2007 9:18:28 AM, vbryant

into WIP default and Status of Solving.

*** NOTES 1/31/2007 9:18:38 AM, vbryant, Action Type : Call from Customer

ACS received call from customer stating that his son has the vehicle and is in college. Customer said his son took the vehicle to Brandon Honda on 1/24/07 because the headlights would intermittently turn on and off. Customer's son was also heard coming from the brakes and that problem has since been fixed.

Customer said that his son took the vehicle home and noticed that the headlights were not working. When the customer's son got home, he opened the hood and noticed that one of the wires was deliberately cut. Customer's son said that now the headlights will not turn on at all. Customer said to emphasize on my documentation that the headlights would turn on and off intermittently before it was taken to the dealership and now the headlights will not turn on at all, which the customer has a HUGE problem with. Customer said that his son took the vehicle to the dealership and that they've advised him that it would cost them \$350 to repair the wiring to the headlights. Customer strongly feels that AHM should pay for the repairs, especially since the wiring looks as if it were deliberately cut. Customer said that he's owned several Honda vehicles and has never had any problems in the past. Customer said this is a huge inconvenience for his son, because for safety and legal reasons he cannot drive without his headlights. Customer would like ACS to follow-up and is also seeking goodwill. ACS advised customer that this will be forwarded to RCM to investigate further. Customer did not need any further assistance and then the call ended.

*** CASE MODIFY 1/31/2007 9:18:45 AM, vbryant

into WIP default and Status of Solving.

*** NOTES 1/31/2007 9:31:08 AM, vbryant, Action Type : Call from Customer

CORRECTION TO NOTES LISTED ABOVE - SORRY, HIT SAVE BY ACCIDENT

Case History

Case ID : N012007-01-3100559

Case Title : 7R - [REDACTED] - HEADLIGHT NO LONGER WORKING

ACS received call from customer stating that his son has the vehicle and is in college. Customer said his son took the vehicle to Brandon Honda on 1/24/07 because the headlights would intermittently turn on and off. Customer's son also heard noise coming from the brakes and that problem has since been fixed.

Customer said that his son took the vehicle home and noticed that the headlights were not working. When the customer's son got home, he opened the hood and noticed that one of the wires were deliberately cut. Customer's son said that now the headlights will not turn on at all. Customer said to emphasize on my documentation that the headlights would turn on and off intermittently before it was taken to the dealership and now the headlights will not turn on at all, which the customer has a HUGE problem with. Customer said that his son took the vehicle to the dealership and that they've advised him that it would cost them \$350 to repair the wiring to the headlights. Customer strongly feels that AHM should pay for the repairs, especially since the wiring looks as if it were deliberately cut. Customer said that the person his son has been working with in the Service Department is Kareem. Customer mentioned that he's owned several Honda vehicles and has never had any problems in the past. Customer said this is a huge inconvenience for his son, because for safety and legal reasons he cannot drive without his headlights. Customer would like ACS to follow-up and is also seeking goodwill. ACS advised customer that this will be forwarded to RCM to investigate further. Customer did not need any further assistance and then the call ended.

*** CASE MODIFY 1/31/2007 9:31:15 AM, vbryant
into WIP default and Status of Solving.

*** CASE DISPATCH 1/31/2007 9:31:27 AM, vbryant
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 2/1/2007 7:43:43 AM, wzitter
from Queue Honda Team E to WIP Default.

*** CASE EXTENDED WARRANTY LOOKUP 2/1/2007 10:56:58 AM, wzitter
WARRANTY CHECK 02/01/2007 10:56:58 AM wzitter
No data found for VIN.

*** CASE MODIFY 2/1/2007 10:58:12 AM, wzitter
into WIP Default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/1/2007 10:58:31 AM, wzitter
WARRANTY CHECK 02/01/2007 10:58:31 AM wzitter
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/1/2007 10:58:34 AM, wzitter
CLAIM HISTORY CHECK 02/01/2007 10:58:34 AM wzitter
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/1/2007 10:58:37 AM, wzitter
CAMPAIGN CHECK 02/01/2007 10:58:37 AM wzitter
No data found For VIN

*** CASE VSC LOOKUP 2/1/2007 10:58:40 AM, wzitter
VSC-CUC CHECK 02/01/2007 10:58:40 AM wzitter
No data found for VIN.

*** CASE MODIFY 2/1/2007 11:54:05 AM, wzitter
into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/1/2007 11:58:57 AM, wzitter

Case History

Case ID : N012007-01-3100559 Case Title : 7R - (BRAMAN HONDA) - [REDACTED] HEADLIGHT NO LONGER WORKING

CAMPAIGN CHECK 02/01/2007 11:58:57 AM wzitter
No data found For VIN

*** CASE CLAIMS LOOKUP 2/1/2007 11:59:01 AM, wzitter
CLAIM HISTORY CHECK 02/01/2007 11:59:01 AM wzitter
No data found for VIN.

*** CASE MODIFY 2/1/2007 11:59:07 AM, wzitter
into WIP Default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/1/2007 12:00:16 PM, wzitter
CAMPAIGN CHECK 02/01/2007 12:00:16 PM wzitter
No data found For VIN

*** CASE CLAIMS LOOKUP 2/1/2007 12:00:19 PM, wzitter
CLAIM HISTORY CHECK 02/01/2007 12:00:19 PM wzitter
No data found for VIN.

*** CASE VSC LOOKUP 2/1/2007 12:00:22 PM, wzitter
VSC-CUC CHECK 02/01/2007 12:00:22 PM wzitter
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 2/1/2007 12:00:24 PM, wzitter
WARRANTY CHECK 02/01/2007 12:00:24 PM wzitter
No data found for VIN.

*** NOTES 2/1/2007 12:06:26 PM, wzitter, Action Type : Call to Customer
Called the customer, received the father, who directed me to his son. Contacted the son on the cell phone, who was not able to take the call. Advised would
callback at a later date.

*** CASE MODIFY 2/1/2007 12:06:28 PM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE N012007-01-3100559-1 CREATE 2/1/2007 12:07:01 PM, wzitter
Created in WIP Default with Due Date 2/1/2007 12:07:01 PM.

*** CASE MODIFY 2/1/2007 12:07:05 PM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 2/1/2007 12:07:06 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 2/1/2007 12:07:22 PM, wzitter, Action Type : Call to Customer
Called the customer, received the father, who directed me to his son. Contacted the son on the cell phone, who was not able to take the call. Advised would
callback at a later date.

*** CASE MODIFY 2/1/2007 12:07:27 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 2/2/2007 10:37:01 AM, cpinkney, Action Type : Call from Customer
Received an incoming call from Hubert Vincent requesting to speak with RCM. Advised customer of RCM extension and offered to transfer, advised customer if
RCM is not available they can leave a message on their voicemail and request a call back. Customer thanked.

Case History

Case ID : N012007-01-3100559

Case Title : 7R - (BRAMAN HONDA) - [REDACTED] HEADLIGHT NO LONGER WORKING

*** NOTES 2/2/2007 10:39:45 AM, mstaplet, Action Type : Call from Customer
Customer called and stated the name of the dealer is Braman Honda.

*** CASE MODIFY 2/7/2007 12:51:50 PM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** CASE MODIFY 2/7/2007 12:52:56 PM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** NOTES 2/7/2007 2:28:38 PM, cjusty, Action Type : Call from Customer

The customer's father states that he has attempted to contact his case manager several times, but has not received a call. He is requesting to speak with a supervisor. I advised the customer that I cannot put him directly on the line with a supervisor. I informed him that I can print his case and leave it to a supervisor for review. I advised the customer that someone, not necessarily the supervisor, will contact him regarding his case.

The customer's father is requesting to be contacted at [REDACTED] the customer thanked me for my assistance and ended the call.

*** NOTES 2/8/2007 5:53:14 AM, wzitter, Action Type : Call to Customer

Spoke with the son on 02/07/2007 in regards to his headlight concerns. Explained to the son that ACS now has the correct information for the correct dealer. Informed the son that ACS will send out a message to Braman Honda in regards to the concerns of his headlight wiring being cut.

*** CASE MODIFY 2/8/2007 5:58:17 AM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** NOTES 2/8/2007 6:39:04 AM, wzitter, Action Type : Call to Customer

Contacted the father and left a vm, to inform him that ACS has made contact with his son, and that we were able to get the correct dealer information to further proceed. Informed the father that ACS will be in contact with his son. Provided a callback number if he wishes to speak to CM.

*** CASE MODIFY 2/8/2007 6:39:36 AM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** CASE MODIFY 2/12/2007 2:10:12 PM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** NOTES 2/12/2007 2:11:44 PM, wzitter, Action Type : Call to Customer

Called the SM, Manny Diaz and left a message to contact ACS back. Provided a callback number and direct extension.

*** COMMIT 2/12/2007 2:11:57 PM, wzitter, Action Type : N/A

Made to [REDACTED] due 02/13/2007 12:00:00 AM.

Follow-up w/SM on diagnosis

*** CASE VSC LOOKUP 2/13/2007 8:38:22 AM, wzitter
VSC-CUC CHECK 02/13/2007 08:38:22 AM wzitter
No data found for VIN.

*** CASE MODIFY 2/13/2007 8:38:34 AM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** CASE MODIFY 2/13/2007 8:47:43 AM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** CASE FULFILL 2/13/2007 8:50:42 AM, wzitter

Case History

Case ID : N012007-01-3100559

Case Title : 7R - (BRAMAN HONDA) - [REDACTED] - HEADLIGHT NO LONGER WORKING

Fulfilled for [REDACTED] due 02/13/2007 12:00:00 AM.

*** COMMIT 2/13/2007 8:50:45 AM, wzitter, Action Type : N/A

Follow-up w/SM Diagnosis

*** NOTES 2/13/2007 8:52:04 AM, wzitter, Action Type : Call to Dealer

Called the SM, Manny and left a vm to contact ACS back in regard to the customer concern of the INOP headlight.

*** CASE MODIFY 2/13/2007 8:52:28 AM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** NOTES 2/15/2007 7:28:47 AM, wzitter, Action Type : Call from Dealer

Received a vm from SM, Manny from Brahman Honda. He has indicated to ACS that the customer has after-market windshield washer (lighted) nozzles. SM, Manny did deny warranty work, as they are tied into the headlight electrical. He also indicated to ACS that there are exposed wires that have been tampered with by an IRF. He did provide the customer with a quote at a customer pay to fix the problem. SM, Manny has indicated that they will not work on the vehicle unless it is properly corrected by a Honda dealer. SM, Manny declined services based upon modifications to the vehicle's headlight system.

*** NOTES 2/15/2007 7:47:22 AM, wzitter, Action Type : Call to Customer

Contacted and spoke with the son who currently drives the vehicle in Florida. Informed him that based off the findings of our dealer, there are after-market modifications to the vehicles headlight electrical system. Informed him that AHM does not recommend any type of modifications to the vehicle. I did inform him that based upon the inspection of Braman Honda they did find the after-market lighted hood windshield washer nozzles. I did refer the customer back to his IRF. Customer understood and is satisfied.

*** NOTES 2/15/2007 7:50:07 AM, wzitter, Action Type : Call to Customer

Called the father, but received vm. Left a message to contact ACS back. Provided a callback number and direct extension.

*** CASE MODIFY 2/15/2007 7:50:13 AM, wzitter
into WIP 7M Donald Logan and Status of Solving.

*** NOTES 2/16/2007 8:29:07 AM, wzitter, Action Type : Call to Customer

Tried to contact the father, but received vm. Left a vm, to contact ACS back. Provided a callback number an direct extension.

*** NOTES 2/16/2007 8:32:22 AM, wzitter, Action Type : Note-General
If father contacts ACS in regards to the vehicle transfer the call to RCM.

Closing case as the son who has the vehicle has been informed of the denial, and ACS could not get ahold of the father, and has left several message for father to contact ACS back.

*** CASE MODIFY 2/16/2007 8:32:25 AM, wzitter
into WIP Cases in Progress and Status of Solving.*** SUBCASE N012007-01-3100559-1 CLOSE 2/16/2007 8:32:49 AM, wzitter
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 2/16/2007 8:32:52 AM, wzitter
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-01-3102959 Division : Honda - Auto Condition : Closed Open Date : 1/31/2011 10:27:13 AM
 Case Originator : Erin Quintero (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 1/31/2011 10:55:16 AM
 Case Owner : Erin Quintero (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Erin Quintero (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] HEADLIGHTS 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 : TRACY, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 793
 VIN Type / No. : US VIN / IHGEM21584L [REDACTED]
 Model / Year : CIVIC / 2004
 Model ID / Product Line : EM2154PW / A
 Miles / Hours : 138,000
 In Service Date : 08/26/2004
 Months In Use : 77
 Engine Number : D17A14602598
 Originating Dealer No. / Name : 208053 / TRACY HONDA
 Selling Dealer No. / Name : 208053 / TRACY HONDA
 Trim : LX
 No. Of Doors : 2
 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
N012011-01-3102959-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012011-01-3102959-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erin Quintero	Type 1 : Product	Status : Subcase Close	Open Date : 1/31/2011 10:54:21 AM
Issue Owner : Erin Quintero	Type 2 : Operation	Queue :	Close Date : 1/31/2011 10:54:48 AM
Issue Title : ██████████	OPERATION		

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-01-3102959

Case Title : [REDACTED] HEADLIGHTS CONCERN

*** CASE CREATE 1/31/2011 10:27:13 AM, emataali

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

*** CASE MODIFY 1/31/2011 10:28:24 AM, emataali

into WIP default and Status of Solving.

*** NOTES 1/31/2011 10:34:55 AM, emataali, Action Type : Call from Customer

Updated customers contact information.

Best contact number: 209-261-8062

Dealership: unknown

Contact: unknown

Customer was driving home from work last night and he is on the highway, and his low beams went out. Customer states that he has never had a big issue with his vehicle. Customer states that he changed the lights and checked the fuses, and it still doesn't work. Customer states that there was a recall for the 02 Civics and other model vehicles. Customer is concerned because he feels that this is a safety issue and could have caused an accident.

ACS apologized to the customer that he experienced this with his vehicle and advised him that that his concern will definitely be documented and will be available to our Honda Company. ACS advised the customer that I am not a technician and therefore he needs to have it inspected by a Honda dealership. ACS confirmed that there was no recalls for his vehicle for the headlight issue. Customer states that he will try to take it to a Honda dealership for a diagnosis and he will be responsible for the diagnostic fee.

Customer understood and didn't need further assistance.

*** CASE MODIFY 1/31/2011 10:53:43 AM, emataali

into WIP default and Status of Solving.

*** CASE MODIFY 1/31/2011 10:53:51 AM, emataali

into WIP default and Status of Solving.

*** SUBCASE N012011-01-3102959-1 CREATE 1/31/2011 10:54:21 AM, emataali

Created in WIP Default with Due Date 1/31/2011 10:54:21 AM.

*** SUBCASE N012011-01-3102959-1 CLOSE 1/31/2011 10:54:48 AM, emataali

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/31/2011 10:54:50 AM, emataali

into WIP default and Status of Solving.

*** NOTES 1/31/2011 10:54:56 AM, emataali, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

Dealership: unknown

Contact: unknown

Customer was driving home from work last night and he is on the highway, and his low beams went out. Customer states that he has never had a big issue with his vehicle. Customer states that he changed the lights and checked the fuses, and it still doesn't work. Customer states that there was a recall for the 02 Civics and other model vehicles. Customer is concerned because he feels that this is a safety issue and could have caused an accident.

Case History

Case ID : N012011-01-3102959

Case Title : [REDACTED] HEADLIGHTS CONCERN

ACS apologized to the customer that he experienced this with his vehicle and advised him that that his concern will definitely be documented and will be available to our Honda Company. ACS advised the customer that I am not a technician and therefore he needs to have it inspected by a Honda dealership. ACS confirmed that there was no recalls for his vehicle for the headlight issue. Customer states that he will try to take it to a Honda dealership for a diagnosis and he will be responsible for the diagnostic fee.

Customer understood and didn't need further assistance.

*** CASE MODIFY 1/31/2011 10:55:11 AM, emataali
into WIP default and Status of Solving.

*** CASE CLOSE 1/31/2011 10:55:16 AM, emataali
Status = Closed, Resolution Code = Instruction Given, State = Open

PE11-017

HONDA

9/8/2011

ATTACHMENT Q4

Consumer Complaints

Civic 2005

Case Details

Case ID : N012005-10-1401120 Division : Honda - Auto Condition : Closed Open Date : 10/14/2005 4:07:51 PM
 Case Originator : Carla Siders (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 11/1/2005 6:41:34 AM
 Case Owner : Chris Martinez (Team HF) Method : Phone Queue : Days Open : 18
 Last Closed By : Chris Martinez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 5E [REDACTED] ((DC HONDA OF TENAFLY))INTERMITTENT 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 : NEW MILFORD, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 57
 VIN Type / No. : [REDACTED] US VIN / INDEM22995L [REDACTED]
 Model / Year : CIVIC / 2005
 Model ID / Product Line : EM2295MXW / A
 Miles / Hours : 7,917
 In Service Date : 02/19/2005
 Months In Use : 8
 Engine Number : D17A25447898
 Originating Dealer No. / Name : 206702 / D & C HONDA OF TENAFLY
 Selling Dealer No. / Name : 206702 / D & C HONDA OF TENAFLY
 Trim : EX-SE
 No. Of Doors : 2
 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 : 206702 / D & C HONDA OF TENAFLY
 Phone No. : 201-568-7000
 Address : 28 COUNTY ROAD
 City / State / Zip : TENAFLY, NJ 07670
 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.
208140	HUDSON 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
N012005-10-1401120-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	712105	HEADLIGHT BULB, BOT

Issue Details

Issue ID : N012005-10-1401120-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Martinez	Type 1 : Product	Status : Subcase Close	Open Date : 10/17/2005 10:58:49
Issue Owner : Chris Martinez	Type 2 : Operation	Queue :	Close Date : 11/1/2005 6:41:30 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 712105 / HEADLIGHT BULB, BOTH - REPLACE.
 Condition Code Desc Headlight Out 7121
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Repaired/Warranty, Offered Incentive
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 13759	Payee Name : ██████████
Primary Amount : \$133.41	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : NEW MILFORD, NJ ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$133.41	Contention Code : 01201
Approved By : dcopelan	Defect Code : 03217
Approval Date : 10/27/2005	Category : Regular
Status : PROCESSED	Failed Part # : 35255-S5A-A02
Check No. : 1529668	
Check Date : 10/28/2005	

Case History

Case ID : N012005-10-1401120

Case Title : 5E [REDACTED] ((DC HONDA OF TENAFLY))INTERMITTENT HEADLIGHT FAILUR

*** CASE CREATE 10/14/2005 4:07:51 PM, csiders

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

*** CASE MODIFY 10/14/2005 4:09:33 PM, csiders

into WIP default and Status of Solving.

*** NOTES 10/14/2005 4:21:42 PM, csiders, Action Type : Call from Customer

The customer called ACS regarding intermittent failure of the headlights. The customer said he took the car to Hudson Honda on a Saturday, but the dealer could not duplicate the problem. They told him to bring the car back when it happens again. The customer said on his way home the light went out. The customer said he took the car to D & C Honda of Tenafly. They also were not able to duplicate the problem and told him to come back. The problem reoccurred he took the car in to D & C Honda and before he left the problem recurred and the dealer was able to figure out the problem

The dealer kept the car for four days and the customer had to rent a car. The customer is asking for reimbursement back for the rental car. The amount he was charged was \$225.00. He said it was cheaper for him to rent it by the week, instead of by the day. He said the rental company was charging \$40 plus other charges. I told the customer I would have to dispatch his case to a case manager for possible goodwill assistance. I let him know that I could not guarantee assistance. In the interest of customer satisfaction I am dispatching this case for possible goodwill assistance.

*** CASE MODIFY 10/14/2005 4:21:54 PM, csiders

into WIP default and Status of Solving.

*** CASE DISPATCH 10/14/2005 4:22:04 PM, csiders

from WIP default to Queue Honda Team C.

*** CASE RULE ACTION 10/15/2005 3:22:04 PM, sa

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

*** CASE RULE ACTION 10/16/2005 3:22:04 PM, sa

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

*** CASE ASSIGN 10/17/2005 6:17:07 AM, dhamilto

N012005-10-1401120 to cmartine, WIP U

*** CASE RULE ACTION 10/17/2005 6:17:08 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/17/2005 10:58:12 AM, cmartine

into WIP default and Status of Solving.

*** SUBCASE N012005-10-1401120-1 CREATE 10/17/2005 10:58:49 AM, cmartine

Created in WIP Default with Due Date 10/17/2005 10:58:49 AM.

*** COMMIT 10/17/2005 10:58:53 AM, cmartine, Action Type :

Made to [REDACTED] ue 10/20/2005 10:58:57 AM.

DCS Follow-Up

*** NOTES 10/17/2005 10:59:01 AM, cmartine, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/20/2005

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

Case History

Case ID : N012005-10-1401120

Case Title : 5E [REDACTED] ((DC HONDA OF TENAFLY))INTERMITTENT HEADLIGHT FAILUR

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:

* NOTES 10/14/2005 16:21:42 csiders Action Type: Call from Customer

The customer called ACS regarding intermittent failure of the headlights. The customer said he took the car to Hudson Honda on a Saturday, but the dealer could not duplicate the problem. They told him to bring the car back when it happens again. The customer said on his way home the light went out. The customer said he took the car to D& C Honda of Tenafly. They also were not able to duplicate the problem and told him to come back. The problem reoccurred he took the car in to D & C Honda and before he left the problem recurred and the dealer was able to figure out the problem

The dealer kept the car for four days and the customer had to rent a car. The customer is asking for reimbursement back for the rental car. The amount he was charged was \$225.00. He said it was cheaper for him to rent it by the week, instead of by the day. He said the rental company was charging \$40 plus other charges. I told the customer I would have to dispatch his case to a case manager for possible goodwill assistance. I let him know that I could not guarantee assistance. In the interest of customer satisfaction I am dispatching this case for possible goodwill assistance.

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

Chris Martinez
Automobile Customer Service

*** COMMIT 10/17/2005 10:59:08 AM, cmartine, Action Type : N/A

Call customer

*** NOTES 10/19/2005 7:56:57 AM, cmartine, Action Type : Call from Customer

ACS called the dealer and left a message for SM Bob to return my call.

*** NOTES 10/19/2005 8:33:29 AM, cmartine, Action Type : Call from Customer

ACS called the customer and I introduced myself as the area RCM and we reviewed the case together. I advised the customer that I would like to review the receipts and provided him with the fax and case number, I advised him that I would recontact him after reviewing the receipts and speaking to the dealer. The customer understood and thanked me.

*** CASE FULFILL 10/19/2005 8:33:38 AM, cmartine

Fulfilled for [REDACTED] due 10/19/2005 12:00:00 AM.

*** CASE FULFILL 10/19/2005 8:33:43 AM, cmartine

Fulfilled for JACOB THOMAS due 10/20/2005 10:58:57 AM.

*** COMMIT 10/19/2005 8:33:46 AM, cmartine, Action Type : N/A

Call customer

*** NOTES 10/25/2005 9:56:02 AM, cmartine, Action Type : Call from Customer

ACS called the dealer and spoke to SM Bob, we reviewed the case together and he states that the customer brought the vehicle to the dealer for diagnosis and repair on 10/09/05 as a night drop and the vehicle was diagnosed on 10/10/05. During the diagnosis the tech discovered that the combination switched needed to be replaced, the part was over nighted and the vehicle was repaired and ready for pick up on 10/11/05, the customer was notified. I thanked the SM for his time and assistance.

*** NOTES 10/25/2005 10:13:32 AM, cmartine, Action Type : Call from Customer

ACS called the customer and spoke to Mr. Thomas, I introduced myself as the area RCM and we reviewed the case together. I asked the customer when he took the vehicle to the dealer and when did he pick up the vehicle and he stated that he took the vehicle to the dealer on 10/10/05 and picked up the vehicle on 10/12/05, I advised the customer that as a goodwill gesture AHM would reimburse him for the three days the vehicle was at the dealer and not

Case History

Case ID : N012005-10-1401120

Case Title : 5E- [REDACTED] ((DC HONDA OF TENAFLY))INTERMITTENT HEADLIGHT FAILUR

the two days prior to the vehicle arriving at the dealer. The customer was disappointed that he would not be reimbursed for the full amount, however he understood.

*** CASE FULFILL 10/25/2005 10:16:51 AM, cmartine

Fulfilled for [REDACTED] due 10/25/2005 12:00:00 AM.

*** COMMIT 10/25/2005 10:16:53 AM, cmartine, Action Type : N/A

Check req three days rental

*** SUBCASE N012005-10-1401120-1 DISPATCH 10/27/2005 6:34:35 AM, cmartine

from WIP ALL SUB CASES to Queue Ck Req - Copeland.

*** CASE FULFILL 10/27/2005 6:34:46 AM, cmartine

Fulfilled for [REDACTED] due 10/27/2005 12:00:00 AM.

*** COMMIT 10/27/2005 6:34:49 AM, cmartine, Action Type : N/A

Close

*** SUBCASE N012005-10-1401120-1 10/27/2005 10:49:18 AM, dcopelan, Action Type :

Check Requisition for 133.41 \$ submitted

Check Requisition for 133.41 \$ submitted by dcopelan

*** SUBCASE N012005-10-1401120-1 RETURN 10/27/2005 10:49:29 AM, dcopelan

from Queue Ck Req - Copeland to WIP ALL SUB CASES.

*** SUBCASE N012005-10-1401120-1 COMMIT 10/31/2005 8:02:42 AM, cmartine, Action Type : External Commitment

Check processed for check_req_no = 13759 on 2005-10-28-00.00.00.000000

*** NOTES 10/31/2005 10:22:56 AM, rscott, Action Type : Note-General

CHECK MAILED

*** SUBCASE N012005-10-1401120-1 CLOSE 11/1/2005 6:41:30 AM, cmartine

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2005 6:41:34 AM, cmartine

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

Case Details

Case ID : N012010-01-1800656	Division : Honda - Auto	Condition : Closed	Open Date : 1/18/2010 9:22:25 AM
Case Originator : Fernando Rea (Team MA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/18/2010 12:08:53 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] - HEADLIGHT BULBS TYPE 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 : VILLA RICA, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] W
 VIN Type / No. : US VIN / 2HGES16555H [REDACTED]
 Model / Year : CIVIC / 2005
 Model ID / Product Line : ES1655PW / A
 Miles / Hours : 98,000
 In Service Date : 01/17/2005
 Months In Use : 60
 Engine Number : D17A15423642
 Originating Dealer No. / Name : 206500 / PFLUEGER HONDA
 Selling Dealer No. / Name : 206500 / PFLUEGER HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208432 / HONDA CARLAND NORTH
 Phone No. : 770-382-2282
 Address : 595 EAST MAIN STREET
 City / State / Zip : CARTERSVILLE, GA 30121
 Svc District / SIs District : 07B / D07
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-1800656-1 / [REDACTED] - PR	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-01-1800656-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 1/18/2010 9:30:38 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 1/18/2010 9:31:01 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 Website, Provided Information
Component Category : 12 - Exterior Lighting
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-01-1800656

Case Title : [REDACTED] - HEADLIGHT BULBS TYPE INQUIRY

*** CASE CREATE 1/18/2010 9:22:25 AM, frea

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

*** CASE MODIFY 1/18/2010 9:28:15 AM, frea

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/18/2010 9:28:25 AM, frea

WARRANTY CHECK 01/18/2010 09:28:25 AM frea

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/18/2010 9:28:28 AM, frea

CLAIM HISTORY CHECK 01/18/2010 09:28:28 AM frea

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/18/2010 9:28:32 AM, frea

CAMPAIGN CHECK 01/18/2010 09:28:32 AM frea

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE VSC LOOKUP 1/18/2010 9:28:35 AM, frea

VSC CHECK 01/18/2010 09:28:35 AM frea

The following VSC information was found
; ; ; ; ; ; ; ; ; ; ; 0; 0; 0.0

*** CASE CUC LOOKUP 1/18/2010 9:28:35 AM, frea

CUC CHECK 01/18/2010 09:28:35 AM frea

The following CUC information was found

[REDACTED] ACTIVE; 105000; 7195; 50400; 2008-01-17; 2012-01-17; ; 2005-08-03; 2005-08-03; 208299; ; 0; 2005-08-31; 2005-08-12

*** NOTES 1/18/2010 9:29:45 AM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: 305-733-0863 cell

Situation:

Customer stated that he lost his OM.

Customer stated that the headlights are out on the vehicle. Customer also stated the he has heard that this vehicle has 2 separate bulbs, one each for the high beam and low beam.

Request: Customer would like to know the size and type of the bulbs needed for the headlights.**Probing Questions:**

Customer is not interested in having the service performed at a Honda dealership.

Inbound Summary:

ACS referred customer to page 163 of the OM for the instructions on replacing the head light bulbs and page 209 for the specifications.

ACS referred customer to estore.honda.com and the Owner link website to inquire about all information provided.

Customer was satisfied with information provided and does not require additional assistance at this time.

Case History

Case ID : N012010-01-1800656

Case Title : [REDACTED] - HEADLIGHT BULBS TYPE INQUIRY

*** SUBCASE N012010-01-1800656-1 CREATE 1/18/2010 9:30:38 AM, frea
Created in WIP Default with Due Date 1/18/2010 9:30:38 AM.

*** CASE MODIFY 1/18/2010 9:30:58 AM, frea
into WIP default and Status of Solving.

*** SUBCASE N012010-01-1800656-1 CLOSE 1/18/2010 9:31:01 AM, frea
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/18/2010 9:31:01 AM, frea
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/18/2010 10:04:41 AM, mstaplet
with Condition of Open and Status of Solving.

*** NOTES 1/18/2010 10:06:44 AM, mstaplet, Action Type : Call from Customer
verified the owner information.
The customer said he was having difficulty with registering on ownerlink.
I assisted the customer with the ownerlink account and pointed out the owner's manual location and estore.
I provided the website serviceexpress.honda.com for repair information also.
No further information requested.

*** CASE CLOSE 1/18/2010 12:08:53 PM, mstaplet
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-01-0901010 Division : Honda - Auto Condition : Closed Open Date : 1/9/2008 1:15:25 PM
 Case Originator : Mary Stapleton (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/28/2008 9:38:26 AM
 Case Owner : Morris Lin (Team HE) Method : Dealer Referred Queue : Days Open : 19
 Last Closed By : Morris Lin (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 06C-207964- [REDACTED] HEADLIGHT REPAIR REIMBURSEMENT No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 8220
 VIN Type / No. : US VIN / 2HGES16575H [REDACTED]
 Model / Year : CIVIC / 2005
 Model ID / Product Line : ES1655PW / A
 Miles / Hours : 24,000
 In Service Date : 11/09/2004
 Months In Use : 38
 Engine Number : D17A15427116
 Originating Dealer No. / Name : 208036 / BOB HOWARD HONDA
 Selling Dealer No. / Name : 208036 / BOB HOWARD HONDA
 Trim : LX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207964 / HENDRICK HONDA
 Phone No. : 703-491-4499
 Address : 14201 JEFFERSON DAVIS
 City / State / Zip : WOODBRIDGE, VA 22191
 Svc District / SIs District : 06D / A06
 Warranty Labor Rate / Date : \$96.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-01-0901010-1 / [REDACTED]	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012008-01-0901010-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Morris Lin	Type 1 : Product	Status : Subcase Close	Open Date : 1/10/2008 6:21:04 AM
Issue Owner : Morris Lin	Type 2 : Operation	Queue :	Close Date : 1/28/2008 9:38:26 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
35255-S5A-A02	SWITCH ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 598
 Primary Amount : \$212.07
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$212.07
 Approved By : kroyster
 Approval Date : 1/22/2008
 Status : PROCESSED
 Check No. : 1714179
 Check Date : 1/25/2008

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : SPRINGFIELD, VA ██████████
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03217
 Category : Regular
 Failed Part # : 35255-S5A-A02

Case History

Case ID : N012008-01-0901010

Case Title : 06C-207964- [REDACTED] HEADLIGHT REPAIR REIMBURSEMENT

*** CASE CREATE 1/9/2008 1:15:25 PM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 1/9/2008 1:15:42 PM, mstaplet

WARRANTY CHECK 01/09/2008 01:15:42 PM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/9/2008 1:15:44 PM, mstaplet

CLAIM HISTORY CHECK 01/09/2008 01:15:44 PM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/9/2008 1:15:49 PM, mstaplet

CAMPAIGN CHECK 01/09/2008 01:15:49 PM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; NU;

*** CASE VSC LOOKUP 1/9/2008 1:15:50 PM, mstaplet

VSC-CUC CHECK 01/09/2008 01:15:50 PM mstaplet

No data found for VIN.

*** NOTES 1/9/2008 1:23:33 PM, mstaplet, Action Type : Call from Customer

The customer called ACS and I updated the owner information.

The customer said when you turn the blinkers on his headlights would blink off and sometimes completely and he would be driving without headlights. The dealer Hendrick Honda found it was a faulty headlight switch. The cost of the repair was \$212.07. The dealer referred the customer to AHM for possible reimbursement.

I advised the customer to fax a copy of the purchase order to [REDACTED] I informed him I would send the request for review to a case manager.

I explained he could expect a call back between 1 and 2 business days.

*** CASE MODIFY 1/9/2008 1:24:12 PM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2008 1:39:45 PM, mstaplet

into WIP default and Status of Solving.

*** CASE MODIFY 1/9/2008 1:39:45 PM, mstaplet

into WIP default and Status of Solving.

*** CASE DISPATCH 1/9/2008 1:40:00 PM, mstaplet

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 1/10/2008 6:09:44 AM, mlin

from Queue Honda Team F to WIP default.

*** CASE MODIFY 1/10/2008 6:20:26 AM, mlin

into WIP default and Status of Solving.

*** SUBCASE N012008-01-0901010-1 CREATE 1/10/2008 6:21:04 AM, mlin

Created in WIP Default with Due Date 1/10/2008 6:21:04 AM.

*** NOTES 1/10/2008 6:26:04 AM, mlin, Action Type : Call to Customer

I contacted client and advised him that I would be the case manager working on his case. I then advised client to fax me his document so that I may look

Case History

Case ID : N012008-01-0901010

Case Title : 06C-207964- [REDACTED] HEADLIGHT REPAIR REIMBURSEMENT

into the situation for him. I then provided client with fax # 310 783 7890.

*** COMMIT 1/10/2008 6:26:17 AM, mlin, Action Type : N/A

*** check req

*** NOTES 1/10/2008 10:21:20 AM, tbarnett, Action Type : Letter/Fax

On 1/10/08 ACS received a 3-page fax from customer.

*** NOTES 1/15/2008 6:40:41 AM, mlin, Action Type : Note-Resolution

I am reimbursing client for his head light switch based on the time, mileage and nature of the concern. I verified that client is original owner.

*** NOTES 1/15/2008 6:42:39 AM, mlin, Action Type : Note-Resolution

Reimbursement for \$212.07

*** NOTES 1/15/2008 12:26:01 PM, mlin, Action Type : Call to Customer

I contacted client and left a message to call me back.

*** CASE MODIFY COMMITMENT 1/15/2008 12:26:36 PM, mlin

with JARVIS TAYLOR due 01/16/2008 12:00:00 AM.

*** NOTES 1/16/2008 6:33:55 AM, mlin, Action Type : Call to Customer

I contacted client and left a message to call me back.

*** NOTES 1/17/2008 8:49:39 AM, mlin, Action Type : Call from Customer

I contacted client and left a message to call me back.

*** CASE MODIFY COMMITMENT 1/17/2008 8:49:52 AM, mlin

with JARVIS TAYLOR due 01/22/2008 12:00:00 AM.

*** NOTES 1/21/2008 1:11:40 PM, mlin, Action Type : Call to Customer

I contacted client and left a message to call me back.

*** NOTES 1/22/2008 8:39:15 AM, mlin, Action Type : Letter/Fax

Jan 22, 2008

[REDACTED]
[REDACTED]
SPRINGFIELD VA [REDACTED]

RE: N012008-01-0901010

Dear Mr. ALBARRAN-TORRES

Thank you for affording American Honda Motor Co., Inc. the opportunity to address your concerns regarding your Honda.

Our office attempted to contact you, but we were not successful in reaching you. If you have any current issues, with your Honda, we would like to provide assistance with resolving them. Please contact our office, at your earliest convenience, so that we may discuss your concerns in more detail.

Our office can be reached at (800) 999-1009, Extension 118091. Our office hours are Monday through Friday, from 6:00 a.m. to 2:30 p.m., PST.

Case History

Case ID : N012008-01-0901010

Case Title : 06C-207964- [REDACTED] HEADLIGHT REPAIR REIMBURSEMENT

If we do not hear from you within 7 days from the date of this letter, we 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.

Morris Lin
Regional Case Manager
Automobile Customer Service

*** CASE MODIFY COMMITMENT 1/22/2008 8:39:56 AM, mlin

with [REDACTED] due 02/01/2008 12:00:00 AM.

*** SUBCASE N012008-01-0901010-1 DISPATCH 1/22/2008 8:59:10 AM, mlin

from WIP Subcase to Queue CkReq - Royster.

*** NOTES 1/22/2008 9:00:27 AM, mlin, Action Type : Call from Customer

Client was returning my phone call. I then advised client that AHM would be reimbursing client for the full amount. Client thanked me for investigating the situation for him and call ended.

*** SUBCASE N012008-01-0901010-1 1/22/2008 1:04:06 PM, kroyster, Action Type :

Check Requisition for 212.07 \$ submitted

Check Requisition for 212.07 \$ submitted by kroyster

*** SUBCASE N012008-01-0901010-1 RETURN 1/22/2008 1:04:13 PM, kroyster

from Queue CkReq - Royster to WIP Subcase.

*** SUBCASE N012008-01-0901010-1 NOTES 1/25/2008 3:30:17 PM, krivas, Action Type : Call from Customer

Check mailed

*** SUBCASE N012008-01-0901010-1 COMMIT 1/28/2008 8:02:32 AM, mlin, Action Type : External Commitment

Check processed for check_req_no = 598 on 2008-01-25-00.00.000000

*** SUBCASE N012008-01-0901010-1 CLOSE 1/28/2008 9:38:26 AM, mlin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/28/2008 9:38:26 AM, mlin

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

Case Details

Case ID : N032010-09-2900814	Division : Honda - Auto	Condition : Closed	Open Date : 9/29/2010 11:26:08 AM
Case Originator : Amanda Esquivel (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 9/29/2010 11:29:44 AM
Case Owner : Amanda Esquivel (Team CD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Amanda Esquivel (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - HEADLIGHT RECALL	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HGES26795H ██████████
 Model / Year : CIVIC / 2005
 Model ID / Product Line : ES2675MW / A
 Miles / Hours :
 In Service Date : 06/11/2005
 Months In Use : 63
 Engine Number : D17A25465549
 Originating Dealer No. / Name : 207838 / HONDA OF EL CERRITO
 Selling Dealer No. / Name : 207838 / HONDA OF EL CERRITO
 Trim : EX
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
N032010-09-2900814-1 / ██████████	Subcase Close	Campaign	Eligibility	712	Headlights

Issue Details

Issue ID : N032010-09-2900814-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Amanda Esquivel	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/29/2010 11:28:00 AM
Issue Owner : Amanda Esquivel	Type 2 : Eligibility	Queue :	Close Date : 9/29/2010 11:29:44 AM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

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 : N032010-09-2900814

Case Title : [REDACTED] - HEADLIGHT RECALL

*** CASE CREATE 9/29/2010 11:26:08 AM, aesquive

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

*** CASE EXTENDED WARRANTY LOOKUP 9/29/2010 11:26:09 AM, aesquive

WARRANTY CHECK 09/29/2010 11:26:09 AM aesquive

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/29/2010 11:26:12 AM, aesquive

CLAIM CHECK 09/29/2010 11:26:12 AM aesquive

The following Claim History information was found

0; 2007-12-06; 208381; 070573; 510; 4191B9 ; REAR STABILIZER BAR BUSHINGS/HOLDERS, BOTH - REPLACE.

PILOT REDUCED PER WO 39238 @ 0.8 HR X 2/ JOHN H

*** CASE VSC LOOKUP 9/29/2010 11:26:14 AM, aesquive

VSC-CUC CHECK 09/29/2010 11:26:14 AM aesquive

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/29/2010 11:26:14 AM, aesquive

CAMPAIGN CHECK 09/29/2010 11:26:14 AM aesquive

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE MODIFY 9/29/2010 11:26:20 AM, aesquive

into WIP default and Status of Solving.

*** SUBCASE N032010-09-2900814-1 CREATE 9/29/2010 11:28:00 AM, aesquive

Created in WIP Default with Due Date 9/29/2010 11:28:00 AM.

*** NOTES 9/29/2010 11:29:39 AM, aesquive, Action Type : Call from Customer

Customer states he located a recall for the headlights online and his vehicle having the same issue. I explained recalls are VIN specific. Customer continued to ask to provide me the recall ID #. I explained it is not necessary because his VIN does not show any recalls it is included in. He states he is upset by this and finds it suspicious that there is a recall that exists but is only for the 2002 Civics. I advised I would document his concern and we ended the call.

Verified information

*** CASE MODIFY 9/29/2010 11:29:43 AM, aesquive

into WIP default and Status of Solving.

*** SUBCASE N032010-09-2900814-1 CLOSE 9/29/2010 11:29:44 AM, aesquive

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/29/2010 11:29:44 AM, aesquive

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

Case Details

Case ID : N012010-06-1800751	Division : Honda - Auto	Condition : Closed	Open Date : 6/18/2010 10:38:01 AM
Case Originator : Cicely Gill (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/18/2010 10:49:25 AM
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 : ██████████ - COMPLAINT/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 : CAROL STREAM, IL ██████████
 E Mail : ██████████
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ N
 VIN Type / No. : US VIN / 2HGES16555H ██████████
 Model / Year : CIVIC / 2005
 Model ID / Product Line : ES1655W / A
 Miles / Hours : 45,000
 In Service Date : 08/31/2005
 Months In Use : 58
 Engine Number : D17A15625410
 Originating Dealer No. / Name : 208390 / VALLEY HONDA
 Selling Dealer No. / Name : 208390 / VALLEY HONDA
 Trim : LX-SE
 No. Of Doors : 4
 Transmission Code : 4AT
 Exterior Color : SL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-1800751-1 / ██████████ - PRODUC	Subcase Close	Product	Operation	712	Headlights

Issue Details

Issue ID : N012010-06-1800751-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cicely Gill	Type 1 : Product	Status : Subcase Close	Open Date : 6/18/2010 10:49:00 AM
Issue Owner : Cicely Gill	Type 2 : Operation	Queue :	Close Date : 6/18/2010 10:49:25 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 : 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 : N012010-06-1800751

Case Title : ██████████ - COMPLAINT/LOW BEAM HEADLIGHTS

*** CASE CREATE 6/18/2010 10:38:01 AM, cgill

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

*** CASE MODIFY 6/18/2010 10:38:07 AM, cgill

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 6/18/2010 10:38:45 AM, cgill

CAMPAIGN CHECK 06/18/2010 10:38:44 AM cgill

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 6/18/2010 10:45:13 AM, cgill

CAMPAIGN CHECK 06/18/2010 10:45:12 AM cgill

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 6/18/2010 10:45:17 AM, cgill

VSC CHECK 06/18/2010 10:45:17 AM cgill

The following VSC information was found

██████████ V002437937;D68;NEW 72MO/80K, \$0 DED;CANCELLED;2006-05-13;2005-09-10;2011-08-30;80000;

2;208390;0.00

*** CASE CUC LOOKUP 6/18/2010 10:45:17 AM, cgill

CUC CHECK 06/18/2010 10:45:17 AM cgill

The following CUC information was found

;;;0;0;0;,,,,;0;;

*** CASE EXTENDED WARRANTY LOOKUP 6/18/2010 10:45:20 AM, cgill

WARRANTY CHECK 06/18/2010 10:45:20 AM cgill

No data found for VIN.

*** CASE CLAIMS LOOKUP 6/18/2010 10:45:23 AM, cgill

CLAIM HISTORY CHECK 06/18/2010 10:45:23 AM cgill

No data found for VIN.

*** NOTES 6/18/2010 10:48:29 AM, cgill, Action Type : Call from Customer

Updated Customer s Information

Best number to call: 630-665-7150

Situation: low beam lights have gone out

Request: assistance

Probing Questions: Customer states that both of his low beam headlights went out at the same time. Customer would like to know if this happens often.

Inbound Summary: ACS advised customer that there were no SB addressing the issue and that there wasn't a widely known issue with the lights' life.

Case History

Case ID : N012010-06-1800751

Case Title : [REDACTED] - COMPLAINT/LOW BEAM HEADLIGHTS

Customer understands.

*** CASE MODIFY 6/18/2010 10:48:31 AM, cgill
into WIP default and Status of Solving.

*** SUBCASE N012010-06-1800751-1 CREATE 6/18/2010 10:49:00 AM, cgill
Created in WIP Default with Due Date 6/18/2010 10:49:00 AM.

*** CASE CLOSE 6/18/2010 10:49:25 AM, cgill
Status = Closed, Resolution Code = Instruction Given, State = Open

*** SUBCASE N012010-06-1800751-1 CLOSE 6/18/2010 10:49:25 AM, cgill
Status = Solving, Resolution Code = Instruction Given