

PE11-034

HONDA

11/29/2011

#Q4 Claim_Lawsuit

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

Attachment #4

Claim/Lawsuit

RECEIVED
JAN 28 2011

Jacksonville Office:
One Independent Drive, Suite 3201, Jacksonville, Florida 32202
Phone: 904-482-4071 | Fax: 904-677-7887

 **Scott D. Sheftall**
Board Certified Civil Trial Lawyer

Brian M. Torres
Attorney at Law

ACS

Miami Office:
One S.E. Third Avenue, Suite 3000, Miami, Florida 33131
Phone: 305-358-5959 | Fax: 305-358-5958

Settlement Communication/Strictly Confidential

January 24, 2011

VIA CERTIFIED MAIL/RETURN RECEIPT REQUESTED

American Honda Motor Co.
Mail Stop 500-2N-7D
1919 Torrence Boulevard
Torrence, California 90501

**Re: [REDACTED] v. American Honda Motor Co.
Our File No. 1155-01**

Dear Sirs:

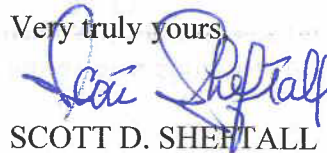
Our law firm is legal counsel to Mr. [REDACTED], a resident of Jacksonville, Florida. On July 7, 2010, Mr. [REDACTED] spine was seriously injured when the rear power liftgate on his 2008 Honda Odyssey suddenly and unexpectedly came down on his back from the fully open position.

Our research indicates that for years Honda has known about the premature deterioration in the gas struts which have caused many sudden closures of the liftgates on its Odyssey models. This product defect presents a serious safety hazard because it allows the liftgates to unexpectedly close with great force from the fully open position onto the closing path of the liftgate. Mr. [REDACTED] was an unfortunate victim of this dangerous condition.

We are prepared to file a suit for compensatory and punitive damages against Honda and the dealer who sold the vehicle to the [REDACTED]. However, before doing so, I want to determine whether Honda is interested in negotiating a reasonable settlement of Mr. [REDACTED] claim for compensatory damages. In order to defer the filing of our suit, Honda must contact me in writing ***no later than February 15, 2011.***

Please direct my letter to the appropriate department within your company for an effective and timely response.

Very truly yours,


SCOTT D. SHEFTALL

SDS/mr

CC: [REDACTED]

AM

0013013103100

PE11-034

HONDA

11/29/2011

#Q4 Consumer Complaints

Attachment #4
Consumer Complaints
2008 Odyssey Touring

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/29/2009 6:26:29 AM
 Case Originator : Cristine Perez (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 7/16/2009 1:01:09 PM
 Case Owner : Candice Sherrard (Team HE) Method : Phone Queue : Days Open : 17
 Last Closed By : Candice Sherrard (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 6F (BROWN'S) - [REDACTED] - REAR TRUNK LIDS PARTS NO E.T.A ON ARRI No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38958B [REDACTED]
 Model / Year : ODYSSEY / 2008
 Model ID / Product Line : RL3898KW / A
 Miles / Hours : 24,000
 In Service Date : 11/26/2007
 Months In Use : 19
 Engine Number : J35A74006553
 Originating Dealer No. / Name : 208370 / NORRIS HONDA
 Selling Dealer No. / Name : 208370 / NORRIS HONDA
 Trim : TOUR
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207479 / BROWNS HONDA CITY HONDA &
 Phone No. : 410-553-8014
 Address : 7160 RITCHIE HIGHWAY
 City / State / Zip : GLEN BURNIE, MD 21061
 Svc District / Sls District : 06F / B06
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	746	Integrated switc

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Candice Sherrard	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2009 7:22:21 AM
Issue Owner : Candice Sherrard	Type 2 : Operation	Queue :	Close Date : 7/16/2009 1:01:08 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 746 / Integrated switc
 Condition Code Desc TrunkLockSwitch 7463
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 6F (BROWN'S) - [REDACTED] - REAR TRUNK LIDS PARTS NO E.T.A ON ARRIVAL

- *** CASE CREATE 6/29/2009 6:26:29 AM, cperez
Contact = [REDACTED] Priority = N/A, Status = Solving.
- *** CASE EXTENDED WARRANTY LOOKUP 6/29/2009 6:27:06 AM, cperez
WARRANTY CHECK 06/29/2009 06:27:06 AM cperez
No data found for VIN.
- *** CASE CLAIMS LOOKUP 6/29/2009 6:27:11 AM, cperez
CLAIM CHECK 06/29/2009 06:27:11 AM cperez
The following Claim History information was found
0; 2008-07-24; 207479; 156271; 510; 110199 ; ENGINE ASSEMBLY - REPLACE.
- *** CASE CAMPAIGN LOOKUP 6/29/2009 6:27:12 AM, cperez
CAMPAIGN CHECK 06/29/2009 06:27:12 AM cperez
No data found for VIN
- *** CASE VSC LOOKUP 6/29/2009 6:27:15 AM, cperez
VSC-CUC CHECK 06/29/2009 06:27:15 AM cperez
No data found for VIN.
- *** CASE VSC LOOKUP 6/29/2009 6:32:37 AM, cperez
VSC-CUC CHECK 06/29/2009 06:32:37 AM cperez
No data found for VIN.
- *** CASE MODIFY 6/29/2009 6:32:45 AM, cperez
into WIP default and Status of Solving.
- *** NOTES 6/29/2009 6:34:36 AM, cperez, Action Type : Call from Customer
Verified Customer Information//

Situation: Customer is calling about vehicle

Request: Customer would like to know about power sensor switch.

Probing Questions: Customer states the trunk lid slammed shut on her back, about two weeks, ago, needs new shocks, and the pressure sensor dose not work. Customer states they cannot get the part. Customer states they have been waiting for 2 weeks, customer states at Brown Honda 4/12/09, and was told by SA John that the part was not available. Customer was told that the vehicle would be in 4/16/09. Customer states she went back in and was told they would not get the part in and was told they would get the part in 6/18/09. Customer states she was not given a call back since 4/16/09 about the issue, and finally she was told that there is not E.T.A on the part. Customer dose not have the part number of the necessary parts. Customer states she also was not provided a loaner vehicle, and customer states the trunk also fell on her 13 year old before. Customer is not very satisfied, with the help she is getting from the dealership as well as her vehicle. Customer would like AHM to assist her in obtaining the parts necessary for her trunk latch to work properly, and not fall on people.

Inbound Summary: ACS documented her concern and for customer satisfaction ACS will be dispatching her case to an RCM for further review she would be receiving a call back with in 1-2 business days. ACS also advised the customer that it is on a case by case basis that RCM make their decisions. The customer understood ACS position and no further assistance was needed.

- *** NOTES 6/29/2009 6:34:51 AM, cperez, Action Type : Call from Customer

Case History

Case ID : [REDACTED] Case Title : 6F (BROWN'S) - [REDACTED] - REAR TRUNK LIDS PARTS NO E.T.A ON ARRIVAL

best number 4438294466

*** CASE DISPATCH 6/29/2009 6:36:00 AM, cperez
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 6/29/2009 8:06:42 AM, csherrarr
from Queue Honda Team E to WIP Default.

*** CASE MODIFY 6/30/2009 7:20:53 AM, csherrarr
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/30/2009 7:22:21 AM, csherrarr
Created in WIP Default with Due Date 6/30/2009 7:22:21 AM.

*** CASE MODIFY 6/30/2009 7:22:30 AM, csherrarr
into WIP Default and Status of Solving.

*** NOTES 6/30/2009 7:25:29 AM, csherrarr, Action Type : Call to Customer

CM contacted the customer and left a message at the daytime number acknowledging that AHM has received the case and explained that AHM will need to follow up with the dealership regarding the part shock and contact them on 7/02/2009. CM provided contact information, office hours and ended the message.

*** CASE MODIFY 6/30/2009 7:25:55 AM, csherrarr
into WIP Default and Status of Solving.

*** COMMIT 6/30/2009 7:25:58 AM, csherrarr, Action Type :

Made to [REDACTED] due 07/03/2009 07:26:00 AM.

DCS Follow-Up

*** NOTES 6/30/2009 7:27:38 AM, csherrarr, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/3/2009 7

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

1. Trunk hydraulic shock

The customer contacted our office and indicated that the part is not available. Is the part on CBO?

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

Please check for any open/closed invoices regarding the above issue and contact me by 7/02/2009 to discuss the findings and service history of the vehicle.

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

Candice Sherrard

1-310-783-7702 DPSM - Dealer Use Only

Automobile Customer Service

*** CASE MODIFY 6/30/2009 7:27:43 AM, csherrarr
into WIP Default and Status of Solving.

*** CASE FULFILL 6/30/2009 7:27:47 AM, csherrarr
Fulfilled for [REDACTED] due 07/03/2009 07:26:00 AM.

Case History

Case ID : [REDACTED] Case Title : 6F (BROWN'S) - [REDACTED] - REAR TRUNK LIDS PARTS NO E.T.A ON ARRIVAL

*** COMMIT 6/30/2009 7:27:50 AM, csherrar, Action Type : N/A

Call dlr CC!

*** CASE MODIFY 6/30/2009 7:28:04 AM, csherrar

into WIP Default and Status of Solving.

*** NOTES 7/1/2009 8:24:42 AM, csherrar, Action Type : Call from Dealer

T2 Case Manager spoke to SM - Bob Burkhart, provided the call disclosure and he indicated that the customer's concern is that the Rear Hatch Struts are on back order and the release date keeps being pushed back. The SM stated that the customer is a good customer but at this time there is not much els they can do because the part was put on C.B.O.

T2 Case Manager requested that the SM provide CM with the part number and AHM may be able to et some better information for him and the customer. The SM stated that he will get the Part# and contact me sometime today. CM thanked the SM and ended the call.

*** CASE MODIFY 7/1/2009 8:25:09 AM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** NOTES 7/1/2009 9:17:32 AM, csherrar, Action Type : Call from Dealer

CM received a call from SM - Bob, provided the call disclosure and he provided CM with part #74820-SHJ-A71. CM checked the dealer back order list and found that they did not upgrade to CBO. CM requested that he upgrade the order to CBO so that CM can interface with a CBO representative at AHM to see if we can get the part to their store immediately. CM thanked the SM and ended the call.

*** CASE MODIFY 7/1/2009 9:21:02 AM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** CASE MODIFY 7/1/2009 9:38:21 AM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** NOTES 7/6/2009 1:59:37 PM, csherrar, Action Type : Call to Customer

T2 Case Manager contacted Ms. [REDACTED] provided the call disclosure and inquire if the customer received a call form the dealership regarding receipt of the order. The customer stated that she took her vehicle into the dealership today for repair and should be picking it up tomorrow. I then informed her that CM will follow up with her on 7/9/2009 to make sure that she is satisfied with the repairs. The customer agreed, thanked me and ended the call.

*** CASE MODIFY 7/6/2009 1:59:44 PM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** CASE MODIFY 7/6/2009 2:02:11 PM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** CASE FULFILL 7/6/2009 2:02:14 PM, csherrar

Fulfilled for [REDACTED] due 07/02/2009 12:00:00 AM.

*** COMMIT 7/6/2009 2:02:18 PM, csherrar, Action Type : N/A

LAST CALL - Satisfied with Repairs!!!!!!

*** CASE MODIFY 7/6/2009 2:02:37 PM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** CASE MODIFY 7/7/2009 7:24:38 AM, csherrar

into WIP 6F - Bill Wheatley (PA) and Status of Solving.

*** CASE MODIFY 7/9/2009 10:30:01 AM, csherrar

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED] Case Title : 6F (BROWN'S) - [REDACTED] - REAR TRUNK LIDS PARTS NO E.T.A ON ARRIVAL
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/9/2009 10:40:14 AM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** NOTES 7/9/2009 10:41:04 AM, csherrar, Action Type : Call to Customer
CM contacted the customer and left a message at the daytime number inquiring if his repairs were performed on his vehicle and requested a return call. CM provided contact information and follow up date of 7/16/2009. CM ended the call.
*** CASE MODIFY 7/9/2009 10:41:37 AM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE FULFILL 7/9/2009 10:41:40 AM, csherrar
Fulfilled for [REDACTED] due 07/09/2009 12:00:00 AM.
*** COMMIT 7/9/2009 10:41:44 AM, csherrar, Action Type : N/A
Lasr call repaired? CLOSE CASE NOW!
*** CASE MODIFY 7/9/2009 10:42:52 AM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/9/2009 10:45:44 AM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/9/2009 10:46:06 AM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/9/2009 10:46:45 AM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/16/2009 12:55:45 PM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/16/2009 12:57:47 PM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** NOTES 7/16/2009 1:00:25 PM, csherrar, Action Type : Call to Customer
CM contacted the customer and left a message indicating that CM as made efforts to contact the customer and due to no response AHM will close the case at this time and presume that the repairs that were done on his vehicle were to his satisfaction. CM thanked customer, left contact information for any further questions and ended the message.
*** CASE MODIFY 7/16/2009 1:00:31 PM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/16/2009 1:00:41 PM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/16/2009 1:00:52 PM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** CASE MODIFY 7/16/2009 1:01:06 PM, csherrar
into WIP 6F - Bill Wheatley (PA) and Status of Solving.
*** SUBCASE N012009-06-2900057-1 CLOSE 7/16/2009 1:01:08 PM, csherrar

Case History

Case ID : [REDACTED]

Case Title : 6F (BROWN'S) [REDACTED] - REAR TRUNK LIDS PARTS NO E.T.A ON ARRIVAL

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/16/2009 1:01:09 PM, csherrar

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2011 1:24:25 PM
Case Originator : Sopana Sann (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/14/2011 2:06:52 PM
Case Owner : Wayne Zitter (Team HF)	Method :	Phone	Queue :		Days Open :	28
Last Closed By : Wayne Zitter (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title : 8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKI No. of Attachments : 0						

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38908B [REDACTED]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	25,000
In Service Date :	01/24/2008
Months In Use :	43
Engine Number :	J35A74011624
Originating Dealer No. / Name :	206952 / MUNGENAST ST. LOUIS HONDA
Selling Dealer No. / Name :	206952 / MUNGENAST ST. LOUIS HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208563 / WEST COUNTY HONDA
Phone No. :	636-391-6900
Address :	15532 MANCHESTER ROAD
City / State / Zip :	ELLISVILLE, MO 63011
Svc District / Sls District :	08H / E08
Warranty Labor Rate / Date :	\$99.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PR	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2011 4:03:20 PM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 9/14/2011 2:06:49 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial, CR Generated Gdwill, Documented Concern,
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKING REQ.

*** CASE CREATE 8/17/2011 1:24:25 PM, ssann

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

*** CASE MODIFY 8/17/2011 1:25:05 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2011 1:27:10 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2011 1:29:33 PM, ssann

into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2011 1:31:37 PM, ssann

into WIP default and Status of Solving.

*** NOTES 8/17/2011 1:34:02 PM, ssann, Action Type : Call from Customer

I verified the customer contact information.

The customer best contact number is: [REDACTED]

The customer called ACS and states that he took his vehicle to the dealership for an alignment service and finds that the struts is leaking. He states that he notice that there was a noise in the rear struts before. The customer states that the Service Advisor will not replace it and told him to call ACS. The customer is calling to having his vehicle repaired. He is the original owner / Per Air Base 18 services.

ACS advised the customer that the case will be dispatch to a RCM for further review and consideration to see if there is any goodwill assistance outside the warranty period. ACS advised the customer that these cases are being reviewed on a case by case basis and that there are no guaranteed of assistance/resolution. ACS advised that a RCM will contact him within 1-2 business days.

The customer understood and ended the call

*** CASE MODIFY 8/17/2011 1:34:11 PM, ssann

into WIP default and Status of Solving.

*** CASE DISPATCH 8/17/2011 1:34:20 PM, ssann

from WIP default to Queue Honda Team F.

*** CASE MODIFY 8/17/2011 1:34:22 PM, ssann

into WIP default and Status of Solving.

*** CASE ACCEPT 8/17/2011 2:04:17 PM, wzitter

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 8/17/2011 4:02:55 PM, wzitter

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/17/2011 4:03:20 PM, wzitter

Created in WIP Default with Due Date 8/17/2011 4:03:20 PM.

*** CASE MODIFY 8/17/2011 4:03:23 PM, wzitter

into WIP Default and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : 8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKING REQ.

*** COMMIT 8/17/2011 4:15:50 PM, wzitter, Action Type :
 Made to [REDACTED] due 08/22/2011 04:15:54 PM.
 DCS Follow-Up

*** NOTES 8/17/2011 4:16:08 PM, wzitter, Action Type : Dealer Communication
 ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/22/2011

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

Rear Struts

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

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Wayne Zitter
 Automobile Customer Service

*** CASE MODIFY 8/17/2011 4:16:13 PM, wzitter
 into WIP Default and Status of Solving.

*** CASE MODIFY 8/18/2011 7:08:38 AM, wzitter
 into WIP Default and Status of Solving.

*** NOTES 8/18/2011 7:10:14 AM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the rear strut leaking. I did advise the customer that we would welcome a callback to further discuss the concerns. I did advise the customer that should we not hear from them by 08/23/2011 we would try them again. I provided the ACS contact information and direct extension.

*** CASE MODIFY 8/18/2011 7:10:28 AM, wzitter
 into WIP Default and Status of Solving.

*** COMMIT 8/18/2011 7:10:35 AM, wzitter, Action Type : N/A

Made to [REDACTED] due 08/23/2011 12:00:00 AM.
 Follow-up w/Customer w/ Rear Strut

*** NOTES 8/22/2011 10:29:38 AM, wzitter, Action Type : Note-General

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
ODOMETER	DLRID	MAKE	MODEL			
238388619	A23698020	[REDACTED]	[REDACTED]	5FNRL38908E	[REDACTED]	03/04/2010 12:00:00

Case History

Case ID :	[REDACTED]	Case Title :	8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKING REQ.
AM 607.88	15010 208469 HOND ODYSSEY		
262165780	A23698020 [REDACTED] GILYARD	5FNRL38908B [REDACTED]	11/09/2010 12:00:00
AM 112.02	20919 20856 [REDACTED] SSEY		
250914984	A23698020 [REDACTED] GILYARD	5FNRL38908B	08/04/2010 12:00:00
AM 24	18846 208563 [REDACTED] SSEY		
238006582	A23698020 [REDACTED] GILYARD	5FNRL38908B	03/01/2010 12:00:00
AM 188.5	15128 20851 [REDACTED] SSEY		
224108493	A23698020 [REDACTED] GILYARD	5FNRL38908B	02/06/2008 12:00:00
AM 569.24	100 206952 [REDACTED] SSEY		
224108497	A23698020 [REDACTED] GILYARD	5FNRL38908B	09/26/2008 12:00:00
AM 44.95	6264 208510 [REDACTED] SSEY		
224108491	A23698020 [REDACTED] GILYARD	5FNRL38908B	10/10/2008 12:00:00
AM 376.2	6873 208563 [REDACTED] SSEY		
224108489	A23698020 [REDACTED] GILYARD	5FNRL38908B	10/17/2008 12:00:00
AM 0	7202 208563 [REDACTED] SSEY		
224108490	A23698020 [REDACTED] GILYARD	5FNRL38908B	10/31/2008 12:00:00
AM 0	7763 208563 [REDACTED] SSEY		
224108495	A23698020 [REDACTED] GILYARD	5FNRL38908B	11/01/2008 12:00:00
AM 65.4	7837 208469 [REDACTED] SSEY		
224108496	A23698020 [REDACTED] GILYARD	5FNRL38908B	11/05/2008 12:00:00
AM 76.3	8053 208469 [REDACTED] SSEY		
224108494	A23698020 [REDACTED] GILYARD	5FNRL38908B	11/12/2008 12:00:00
AM 21.8	8299 208469 [REDACTED] SSEY		
224108498	A23698020 [REDACTED] GILYARD	5FNRL38908B	11/26/2008 12:00:00
AM 103.48	8566 20851 [REDACTED] SSEY		
224108492	A23698020 [REDACTED] GILYARD	5FNRL38908B	03/17/2009 12:00:00
AM 726.73	10458 20856 [REDACTED] SSEY		
224108502	A23698020 [REDACTED] GILYARD	5FNRL38908B	07/23/2009 12:00:00
AM 77.65	11401 20846 [REDACTED] SSEY		
224108501	A23698020 [REDACTED] GILYARD	5FNRL38908B	07/23/2009 12:00:00
AM 0	11420 208469 [REDACTED] SSEY		
224108503	A23698020 [REDACTED] GILYARD	5FNRL38908B	09/02/2009 12:00:00
AM 272.5	11675 20846 [REDACTED] SSEY		
240425721	A23698020 [REDACTED] GILYARD	5FNRL38908B	04/01/2010 12:00:00
AM 0	15400 208469 HOND ODYSSEY		

*** CASE MODIFY 8/22/2011 10:29:46 AM, wzzitter
 into WIP 08H - John Lenon and Status of Solving.
 *** NOTES 8/22/2011 10:57:45 AM, wzzitter, Action Type : Call to Dealer
 I spoke with the SM, Matt and that he will look into the customer's concerns and get back to ACS.
 *** CASE FULFILL 8/22/2011 10:57:50 AM, wzzitter
 Fulfilled for [REDACTED] due 08/22/2011 04:15:54 PM.

Case History

Case ID : [REDACTED] Case Title : 8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKING REQ.

*** CASE MODIFY 8/23/2011 2:45:44 PM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE MODIFY 8/23/2011 2:45:55 PM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** NOTES 8/23/2011 2:46:14 PM, wzitter, Action Type : Call from Dealer

SM, Matt did get back to ACS in regards to the customer concerns of the rear struts. SM, Matt indicated that the rear strut is about \$693.33 to replace.

*** NOTES 8/23/2011 2:47:44 PM, wzitter, Action Type : Call from Customer

I called the customer and left a voicemail message in regards to the concerns of the rear strut leaking. I did advise the customer that we would welcome a callback to further discuss the concerns. I did advise the customer that should we not hear from them by 08/29/2011 we would try them again. I provided the ACS contact information and direct extension.

*** CASE MODIFY 8/23/2011 2:47:50 PM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE FULFILL 8/23/2011 2:47:57 PM, wzitter
Fulfilled for [REDACTED] due 08/23/2011 12:00:00 AM.

*** COMMIT 8/23/2011 2:48:00 PM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Rear Strut

*** CASE MODIFY 8/29/2011 7:47:24 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE MODIFY 8/29/2011 7:47:59 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE MODIFY 8/29/2011 7:48:10 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE MODIFY 8/29/2011 7:48:11 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** NOTES 8/29/2011 8:12:55 AM, emataali, Action Type : Call from Customer

Verified customer's contact information

Best contact number: [REDACTED]

Customer was calling to see if he can speak with his CM. Customer states he has not been able to speak with his CM about his case yet. ACS verified that the numbers on file are his best contact number and didn't provide any other numbers.

ACS warm transferred the customer to his CM.

*** NOTES 8/29/2011 8:25:48 AM, wzitter, Action Type : Call from Customer

I spoke with the customer in regards to the rear struts. Customer stated that he has been talking to the SM, Todd. I explained to the customer that the SM, is Matt Annis. I explained to the customer that I still need to review the case with the SM, Matt however he was out of the dealership last week.

Customer stated that he is only out of warranty by 8 months and under mileage. Customer stated that he is looking for any type of assistance towards the cost of the repairs. I did advise the based upon the age of the vehicle there are no guarantees that assistance would be provided. I did advise the customer that

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : 8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKING REQ.

I would follow-up with him no later then 09/01/2011. Customer agreed.

*** CASE MODIFY 8/29/2011 8:32:28 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** NOTES 8/29/2011 8:32:55 AM, wzitter, Action Type : Call to Dealer

I spoke with the SM, Matt in regards to the concerns. SM, Matt indicated that the customer has some history and that the rear hatch struts is leaking from the seals. I did advise the SM, Matt that based upon the age and the mileage of the vehicle I would provide assistance as follows.

DPSM involved? No

Customer pay quote from Dealership:

Total Warranty Repair Cost \$ 200.00

Total Amount Authorized for claim: \$ 150.00

Percentage of Goodwill Authorized: 75%

Total the Customer will pay \$ 50.00 + Applicable tax

SM, Matt to contact the customer with goodwill offer.

*** CASE MODIFY 8/29/2011 8:34:50 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE FULFILL 8/29/2011 8:34:59 AM, wzitter

Fulfilled for [REDACTED] due 08/29/2011 12:00:00 AM.

*** COMMIT 8/29/2011 8:35:01 AM, wzitter, Action Type : N/A

Follow-up w/Customer w/ Rear Hatch Struts

*** NOTES 9/1/2011 12:56:03 PM, wzitter, Action Type : Call to Customer

I called the customer in regards to the rear struts. Customer stated that the dealership did call him back with the offer. Customer is just a little concerned that the diagnosis maybe incorrect but he was going to talk to the SM, Matt. I did advise the customer that I would follow-up with him on 09/08/2011. Customer agreed.

*** CASE FULFILL 9/1/2011 12:56:09 PM, wzitter

Fulfilled for [REDACTED] due 09/01/2011 12:00:00 AM.

*** COMMIT 9/1/2011 12:56:11 PM, wzitter, Action Type : N/A

Follow-up w/Repairs and Close

*** NOTES 9/8/2011 9:06:47 AM, wzitter, Action Type : Note-General

I called the customer and left a voicemail message in regards to the concerns of the rear hatch strut concerns. I did advise the customer that I would welcome a callback to further review the case. I did advise the customer that should I not hear form them by 09/14/2011 I would try them again. I provided the ACS contact information and direct extension.

*** CASE FULFILL 9/8/2011 9:06:53 AM, wzitter

Fulfilled for [REDACTED] due 09/08/2011 12:00:00 AM.

*** COMMIT 9/8/2011 9:06:54 AM, wzitter, Action Type : N/A

Follow-up w/Repairs and Close

*** CASE RULE ACTION 9/14/2011 12:24:25 PM, sa

Case History

Case ID : [REDACTED]

Case Title : 8H - (WEST COUNTY HONDA) - [REDACTED] - REAR STRUTS LEAKING REQ.

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/14/2011 2:04:11 PM, wzitter, Action Type : Call to Dealer
SM, Matt indicated that the repairs have been completed.

*** NOTES 9/14/2011 2:06:26 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message to follow-up with the repairs. I did advise the customer that should he require any further assistance to contact our office and we would be more than happy to assist to see what we can do. I provided the ACS contact information.

*** SUBCASE [REDACTED] CLOSE 9/14/2011 2:06:49 PM, wzitter

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/14/2011 2:06:50 PM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** CASE CLOSE 9/14/2011 2:06:52 PM, wzitter

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/6/2010 10:41:59 AM
Case Originator :	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/6/2010 10:52:25 AM
Case Owner :	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Point of Origin :	Customer	Wipbin :			
Case Title :			No. of Attachments :	0		

Site / Contact Info :

Site Name :	
Dealer No. :	
Site Phone No. :	
Contact Name :	
Day Phone No. :	
Evening Phone No. :	
Cell / Pager No. :	
Fax No. :	
Address :	
City / State / Zip :	RANCHO SANTA MAR, CA
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38958B
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	41,824
In Service Date :	02/17/2008
Months In Use :	32
Engine Number :	J35A74023896
Originating Dealer No. / Name :	206559 / HARDIN HONDA
Selling Dealer No. / Name :	206559 / HARDIN HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207237 / FLADEBOE HONDA
Phone No. :	949-830-7600
Address :	16 AUTO CENTER DR.
City / State / Zip :	IRVINE, CA 92618
Svc District / Sls District :	01F / C01
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODUCT -	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 10/6/2010 10:52:00 AM
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 10/6/2010 10:52:18 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc : Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] -

*** CASE CREATE 10/6/2010 10:41:59 AM, renrique

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

*** CASE EXTENDED WARRANTY LOOKUP 10/6/2010 10:46:41 AM, renrique

WARRANTY CHECK 10/06/2010 10:46:41 AM renrique

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/6/2010 10:46:48 AM, renrique

CLAIM CHECK 10/06/2010 10:46:47 AM renrique

The following Claim History information was found

0; 2010-02-02; 207237; 578361; 510; 218100 ; TORQUE CONVERTER - REPLACE. INCLUDES TEST DRIVE
05-ON ODYSSEY > 40016-6 + 40018-6. RDGLN >40915-

*** CASE CAMPAIGN LOOKUP 10/6/2010 10:47:33 AM, renrique

CAMPAIGN CHECK 10/06/2010 10:47:33 AM renrique

The following Campaign information was found

10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; 05/05/10; FX;
09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/05/10; FX;

*** CASE VSC LOOKUP 10/6/2010 10:47:36 AM, renrique

VSC-CUC CHECK 10/06/2010 10:47:36 AM renrique

No data found for VIN.

*** CASE MODIFY 10/6/2010 10:50:36 AM, renrique

into WIP default and Status of Solving.

*** NOTES 10/6/2010 10:50:55 AM, renrique, Action Type : Call from Customer

Updated Customers Info

[REDACTED]

Customer called in stating that the tail gate is malfunctioning. Customer stated that the tail gate door slams closed. Customer stated that they took in the vehicle to dealer FLADEBOE HONDA DLR#207237 and they quoted the repair to be 183.00. Customer also stated that the repair is not covered under the limited warranty and they should try to contact AHM for assistance. Customer is calling to see if AHM would provide financial assistance.

ACS advised that the part is outside of the warranty parameter of 3 yr/ 36k miles whichever comes first. ACS advised since the vehicle is already at the Dealership they can speak to SM for further assistance. Customer understood and needed no further assistance.

*** CASE VSC LOOKUP 10/6/2010 10:51:03 AM, renrique

VSC-CUC CHECK 10/06/2010 10:51:03 AM renrique

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 10/6/2010 10:52:00 AM, renrique

Created in WIP Default with Due Date 10/6/2010 10:52:00 AM.

*** SUBCASE [REDACTED] CLOSE 10/6/2010 10:52:18 AM, renrique

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/6/2010 10:52:20 AM, renrique

Case History

Case ID : [REDACTED]

Case Title : [REDACTED]

into WIP default and Status of Solving.

*** CASE CLOSE 10/6/2010 10:52:25 AM, renrique

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

Spool Report

Run Date : 10/12/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/6/2011 10:10:05 AM
 Case Originator : LaTanya Ducksworth (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/15/2011 7:08:09 AM
 Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 9
 Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 07J-(GERMAIN HONDA) - [REDACTED] - TAILGATE ANCHOR COMPLAI No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : MARCO ISLAND, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38938B [REDACTED]
 Model / Year : ODYSSEY / 2008
 Model ID / Product Line : RL3898KW / A
 Miles / Hours : 55,000
 In Service Date : 02/18/2008
 Months In Use : 41
 Engine Number : J35A74027214
 Originating Dealer No. / Name : 207367 / BRAMAN HONDA
 Selling Dealer No. / Name : 208299 / RICK CASE HONDA
 Trim : TOUR
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207316 / GERMAIN HONDA OF NAPLES
 Phone No. : 239-643-4044
 Address : 3707 DAVIS BOULEVARD
 City / State / Zip : NAPLES, FL 34104
 Svc District / Sls District : 07J / F07
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Accident/Injury	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTanya Ducksworth	Type 1 : Product	Status : Subcase Close	Open Date : 7/6/2011 10:17:28 AM
Issue Owner : Kai Makaena	Type 2 : Accident/Injury	Queue :	Close Date : 7/15/2011 7:08:08 AM
Issue Title : [REDACTED] - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate Anchor 8238
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 07J-(GERMAIN HONDA) - [REDACTED] - TAILGATE ANCHOR COMPLAINT

*** CASE CREATE 7/6/2011 10:10:05 AM, lduckswo

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

*** SUBCASE [REDACTED] CREATE 7/6/2011 10:17:28 AM, lduckswo

Created in WIP Default with Due Date 7/6/2011 10:17:28 AM.

*** CASE MODIFY 7/6/2011 10:20:49 AM, lduckswo

into WIP default and Status of Solving.

*** NOTES 7/6/2011 10:23:39 AM, lduckswo, Action Type : Call from Customer

Updated customer information

Best contact number: [REDACTED]

The customer states that last week his son was loading some things into the rear of the vehicle when the hydraulic on the tailgate gave in and dropped the door on him. He states that his son had a bump on his head where the tailgate came down. The customer states that he took the vehicle to the dealership and they advised him the vehicle is outside of the warranty and he would have to pay for the repairs on the tailgate. The customer feels this is a safety issue and wanted to make AHM aware of the issue because he feels someone could seriously be hurt by the tailgate. The customer would like to know what AHM will do to fix this issue because his son could have been injured more seriously by the tailgate.

AHM advised the customer that I would forward his complaint to a CM for review. I advised him a CM would respond within 1-2 business days and provided the customer with his case number. I advised the customer that I cannot guarantee assistance because his vehicle is outside of the warranty, however we can review his request on a case by case basis.

*** SUBCASE [REDACTED] MODIFY 7/6/2011 10:24:02 AM, lduckswo

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] DISPATCH 7/6/2011 10:24:13 AM, lduckswo

from WIP default to Queue Honda Team E.

*** CASE MODIFY 7/6/2011 10:24:32 AM, lduckswo

into WIP default and Status of Solving.

*** CASE DISPATCH 7/6/2011 10:24:37 AM, lduckswo

from WIP default to Queue Honda Team E.

*** CASE MODIFY 7/6/2011 10:24:43 AM, lduckswo

into WIP default and Status of Solving.

*** CASE ASSIGN 7/6/2011 11:13:29 AM, ltafoya

[REDACTED] to kmakaena, WIP

*** CASE RULE ACTION 7/6/2011 11:13:30 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] ASSIGN 7/6/2011 12:48:27 PM, ltafoya

[REDACTED] to kmakaena, WIP

*** SUBCASE [REDACTED] RULE ACTION 7/6/2011 12:48:27 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/6/2011 1:32:34 PM, kmakaena, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : 07J-(GERMAIN HONDA) - [REDACTED] - TAILGATE ANCHOR COMPLAINT

24

*** CASE MODIFY 7/6/2011 1:32:55 PM, kmakaena
into WIP NEW CASES and Status of Solving.

*** CASE FULFILL 7/7/2011 1:35:52 PM, kmakaena
Fulfilled for [REDACTED] due 07/07/2011 12:00:00 AM.

*** COMMIT 7/7/2011 1:35:58 PM, kmakaena, Action Type : N/A
call customer

*** NOTES 7/7/2011 1:36:15 PM, kmakaena, Action Type : Call to Customer

ACS left the customer a voice message introducing myself as the RCM. I informed the customer that his case will be in review concerning the tailgate anchors. I informed the customer that I will provide a update by 07/11 and provided him my contact information if assistance was needed before my call back date.

*** CASE MODIFY 7/7/2011 1:36:22 PM, kmakaena
into WIP 7J - Erin Bailey and Status of Solving.

*** NOTES 7/11/2011 12:46:47 PM, kmakaena, Action Type : Call to Dealer

ACS spoke with Willy(sm) concerning the customer vehicle. Willy informed ACS that he has no records of the customer complaining about the tailgate lifts. I thanked Willy for the update.

*** CASE FULFILL 7/11/2011 12:48:21 PM, kmakaena
Fulfilled for [REDACTED] due 07/11/2011 12:00:00 AM.

*** COMMIT 7/11/2011 12:48:28 PM, kmakaena, Action Type : N/A
call customer

*** NOTES 7/11/2011 12:48:43 PM, kmakaena, Action Type : Call to Customer

ACS called the customer for a update, no answer. ACS will try again by 07/12.

*** CASE MODIFY 7/11/2011 12:48:59 PM, kmakaena
into WIP 7J - Erin Bailey and Status of Solving.

*** NOTES 7/12/2011 1:47:32 PM, kmakaena, Action Type : Call to Customer

ACS left the customer a voice message for a call back. I provided my contact information.

*** NOTES 7/13/2011 9:12:14 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning his vehicle. The customer confirmed that the rear tailgate lift needed to be replaced because the are failing. The customer stated that he was able to speak with Willy(sm) yesterday and he reviewed the issue with Georges(sa) and he confirmed that the both lifts needed to be replaced. The customer stated that Willy informed him that they will replace the lifts free of charge and will have the parts in by 07/15. The customer stated that he was happy with the outcome. I thanked the customer for the update and advised him that I will provide a update by 07/15 to confirm the repairs have been completed.

*** CASE FULFILL 7/13/2011 9:12:34 AM, kmakaena
Fulfilled for [REDACTED] due 07/12/2011 12:00:00 AM.

*** COMMIT 7/13/2011 9:12:41 AM, kmakaena, Action Type : N/A
follow up with repairs.

*** CASE MODIFY 7/13/2011 9:13:05 AM, kmakaena
into WIP 7J - Erin Bailey and Status of Solving.

Case History

Case ID : ██████████

Case Title : 07J-(GERMAIN HONDA) - ██████████ - TAILGATE ANCHOR COMPLAINT

*** NOTES 7/13/2011 9:17:40 AM, kmakaena, Action Type : Call to Dealer

ACS spoke with Willy(sm) for a update. Willy informed ACS that he reviewed the customer concerns with George(sa) and he confirmed that both lifts for the tailgate needs to be replaced because they are failing. Willy stated that it was not documented on the Repair order because the customer did not tell them about the concerns until he was ready to pick his vehicle from service. Willy stated that he spoke with the customer yesterday and offered to cover the repairs. I thanked Willy for his assistance.

*** CASE MODIFY 7/13/2011 9:17:51 AM, kmakaena

into WIP 7J - Erin Bailey and Status of Solving.

*** NOTES 7/15/2011 7:04:22 AM, kmakaena, Action Type : Call from Dealer

Willy(sm) informed ACS that the repairs were completed on 07/14 and the customer was happy with the assistance provided.

*** NOTES 7/15/2011 7:07:31 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer for a update. The customer confirmed that the repairs were completed on 07/14. I thanked the customer for the update and asked if further assistance was needed from ACS at this time? he stated no and thanked ACS for calling.

*** CASE MODIFY 7/15/2011 7:08:01 AM, kmakaena

into WIP 7J - Erin Bailey and Status of Solving.

*** SUBCASE ██████████ CLOSE 7/15/2011 7:08:08 AM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/15/2011 7:08:09 AM, kmakaena

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/16/2010 1:57:51 PM	
Case Originator :	Kawana Riley (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/16/2010 2:32:29 PM
Case Owner :	Kawana Riley (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kawana Riley (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - TAILGATE KEEPS FALLING DOWN				No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38908B [REDACTED]
 Model / Year : ODYSSEY / 2008
 Model ID / Product Line : RL3898KW / A
 Miles / Hours : 44,000
 In Service Date : 03/17/2008
 Months In Use : 25
 Engine Number : J35A74027408
 Originating Dealer No. / Name : 207709 / CHAMPION HONDA
 Selling Dealer No. / Name : 207709 / CHAMPION HONDA
 Trim : TOUR
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2010 2:31:49 PM
Issue Owner : Kawana Riley	Type 2 : Operation	Queue :	Close Date : 4/16/2010 2:32:01 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate Anchor 8238
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE KEEPS FALLING DOWN

*** CASE CREATE 4/16/2010 1:57:51 PM, kriley

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

*** CASE CAMPAIGN LOOKUP 4/16/2010 1:58:19 PM, kriley

CAMPAIGN CHECK 04/16/2010 01:58:19 PM kriley

The following Campaign information was found

10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; ; ;

*** CASE CLAIMS LOOKUP 4/16/2010 1:58:28 PM, kriley

CLAIM CHECK 04/16/2010 01:58:28 PM kriley

The following Claim History information was found

0; 2008-09-16; 207709; 233685; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIONS

*** CASE EXTENDED WARRANTY LOOKUP 4/16/2010 1:58:29 PM, kriley

WARRANTY CHECK 04/16/2010 01:58:29 PM kriley

No data found for VIN.

*** CASE VSC LOOKUP 4/16/2010 1:58:32 PM, kriley

VSC-CUC CHECK 04/16/2010 01:58:32 PM kriley

No data found for VIN.

*** CASE MODIFY 4/16/2010 2:22:18 PM, kriley

into WIP default and Status of Solving.

*** NOTES 4/16/2010 2:30:44 PM, kriley, Action Type : Call from Customer

Verified customer contact information.

situation: tailgate keeps falling down

probing questions: The customer says that his tailgate keeps falling down and he is calling to ask why. He says he left 3 messages for a dealership to ask that question but no one is calling him back. He is looking to get a diagnoses over the phone. He has not taken his vehicle to the dealership.

Inbound summary: acs explained that a diagnoses over the phone is not possible with acs or the dealership. He should call the dealership back to make an appointment for inspection or just drive there if he cant get through on the phone. He thanked acs and ended the call.

*** SUBCASE [REDACTED] CREATE 4/16/2010 2:31:49 PM, kriley

Created in WIP Default with Due Date 4/16/2010 2:31:49 PM.

*** SUBCASE [REDACTED] CLOSE 4/16/2010 2:32:01 PM, kriley

Status = Solving, Resolution Code = Instruction Given

*** CASE EXTENDED WARRANTY LOOKUP 4/16/2010 2:32:06 PM, kriley

WARRANTY CHECK 04/16/2010 02:32:06 PM kriley

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/16/2010 2:32:17 PM, kriley

CLAIM CHECK 04/16/2010 02:32:17 PM kriley

The following Claim History information was found

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE KEEPS FALLING DOWN

0; 2008-09-16; 207709; 233685; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023
REF. REVISED 560-561-562 DEFECT CODE DESCRIPTIONS

*** CASE CAMPAIGN LOOKUP 4/16/2010 2:32:20 PM, kriley

CAMPAIGN CHECK 04/16/2010 02:32:20 PM kriley

The following Campaign information was found
10-017; R30; 07-08 ODYSSEY ELEMENT SOFT BRK; ; ;

*** CASE MODIFY 4/16/2010 2:32:24 PM, kriley

into WIP default and Status of Solving.

*** CASE CLOSE 4/16/2010 2:32:29 PM, kriley

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/15/2010 10:36:57	
Case Originator :	Robert Enriquez (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/15/2010 10:52:34
Case Owner :	Robert Enriquez (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Robert Enriquez (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	TAILGATE FAILURE 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 : CARY, NC
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 5FNRL389X8B
 Model / Year : ODYSSEY / 2008
 Model ID / Product Line : RL3898KW / A
 Miles / Hours : 44,000
 In Service Date : 03/04/2008
 Months In Use : 32
 Engine Number : J35A74030994
 Originating Dealer No. / Name : 207904 / HENDRICK HONDA
 Selling Dealer No. / Name : 207789 / AUTO PARK HONDA
 Trim : TOUR
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BU
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
- PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Robert Enriquez	Type 1 : Product	Status : Subcase Close	Open Date : 11/15/2010 10:52:10
Issue Owner : Robert Enriquez	Type 2 : Operation	Queue :	Close Date : 11/15/2010 10:52:27
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - TAILGATE FAILURE CONCERN

*** CASE CREATE 11/15/2010 10:36:57 AM, renrique
Contact = ██████████ Priority = N/A, Status = Solving.

*** CASE MODIFY 11/15/2010 10:42:26 AM, renrique
into WIP default and Status of Solving.

*** NOTES 11/15/2010 10:44:07 AM, renrique, Action Type : Call from Customer
Updated Customers Contact

Best Contact #9193808119

Customer called stating that they are having a problem with the lift gate. Customer stated that they would have to lift the tailgate manually and stated that it wont stay up.

Customer stated that they contacted the Honda Dealership and was advised that the customer is outside of the new vehicle limited warranty of 3yrs/36k miles.

Customer would like to know if this is a known issue. Customer stated that if it is a know issue then will AHM cover the cost of repairs.

ACS advised that the vehicle would have to be inspected. ACS advised that since the vehicle is outside of the NVLW parameters the AHM would not be able to assist financially for the repairs. Customer understood and will wait to have the vehicle inspected. Customer needed no further assistance.

*** SUBCASE ██████████ CREATE 11/15/2010 10:52:10 AM, renrique
Created in WIP Default with Due Date 11/15/2010 10:52:10 AM.

*** SUBCASE ██████████ CLOSE 11/15/2010 10:52:27 AM, renrique
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/15/2010 10:52:29 AM, renrique
into WIP default and Status of Solving.

*** CASE CLOSE 11/15/2010 10:52:34 AM, renrique
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/30/2009 8:26:59 AM
Case Originator :	David Kitchen (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/20/2009 2:26:10 PM
Case Owner :	Cynthia Castanon (Team HA)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :	Cynthia Castanon (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	██████████ - REQUEST FOR EXT. WARRANTY			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 :	BRECKSVILLE, OH ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 5FNRL38958B ██████████
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	35,000
In Service Date :	04/21/2008
Months In Use :	18
Engine Number :	J35A74034997
Originating Dealer No. / Name :	206664 / BROWN HONDA
Selling Dealer No. / Name :	206659 / JAY HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206659 / JAY HONDA
Phone No. :	440-232-5005
Address :	175 BROADWAY AVE.
City / State / Zip :	BEDFORD, OH 44146
Svc District / Sls District :	04H / C04
Warranty Labor Rate / Date :	\$109.50 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Warranty - Extended	VSC		

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Warranty - Extended	Status : Subcase Close	Open Date : 10/30/2009 8:39:10 AM
Issue Owner : David Kitchen	Type 2 : VSC	Queue :	Close Date : 10/30/2009 8:39:26 AM
Issue Title : [REDACTED] - WARRANTY - EXTENDED - VSC			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - REQUEST FOR EXT. WARRANTY

*** CASE CREATE 10/30/2009 8:26:59 AM, dkitchen

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

*** NOTES 10/30/2009 8:27:00 AM, dkitchen, Action Type :

Customer called to express concern with the vehicle. Customer said he has been having some issues with the vehicle. Customer said that he has been having issues with the tailgate malfunctioning and warning lights coming on.

He said he had taken the vehicle back to the selling dealership and it made some repairs to it about 14 months ago. Customer said that after the repairs the tailgate was not working still. Customer said then he has a rock hit the condenser and he had a rental car for this matter. Customer went on to describe all the issues he was having with the vehicle. He said they have repaired them but customer is not happy with the time he has spent on these matters.

I asked the customer what is it he looking for.

Customer said he is looking for AHM to give him an ext. warranty to compensate him for the trouble he has experienced.

I informed the customer AHM is committed to repair a vehicle under the warranty parameters. I informed him that he would have to contact a dealer to obtain an ext. warranty. I informed the customer I can document this matter and that is it. I recommended the customer call the dealer to discuss ext. warranties.

Customer thanked me for the info.

*** CASE MODIFY 10/30/2009 8:27:09 AM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/30/2009 8:39:10 AM, dkitchen

Created in WIP Default with Due Date 10/30/2009 8:39:10 AM.

*** CASE MODIFY 10/30/2009 8:39:21 AM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 10/30/2009 8:39:26 AM, dkitchen

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/30/2009 8:39:28 AM, dkitchen

into WIP default and Status of Solving.

*** CASE MODIFY 10/30/2009 8:39:40 AM, dkitchen

into WIP default and Status of Solving.

*** CASE CLOSE 10/30/2009 8:39:54 AM, dkitchen

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

*** CASE REOPEN 11/20/2009 2:12:37 PM, ccastano

with Condition of Open and Status of Solving.

*** CASE VSC LOOKUP 11/20/2009 2:16:40 PM, ccastano

VSC-CUC CHECK 11/20/2009 02:16:40 PM ccastano

No data found for VIN.

*** NOTES 11/20/2009 2:24:16 PM, ccastano, Action Type : Call from Customer

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - REQUEST FOR EXT. WARRANTY

Customer contact information verified

Customer indicated that he is having transmission issues. He said he has been having the same issue as the one he was having when he first called. Customer indicated that the vehicle was taken to Jay Honda 5 days ago because the transmission was jerking. The vehicle had part of the transmission replaced. customer just picked up the vehicle today. he is calling because he would like for AHM to pay for a warranty extension since he has had several issues with the vehicle since he bought it. He feels that AHM should be paying for Honda Care. ACS informed the customer that AHM is not in a position to pay for or assist with the cost of Honda Care. Customer wanted to speak to a supervisor. ACS informed the customer that the position that I was giving him was AHM's position. Customer asked for my name and I provided him my name and my supervisors name TL DH. Customer indicated if he would be able to call another department and ACS informed him this was the appropriate department for his complaint. No further assistance is needed

*** CASE CLOSE 11/20/2009 2:26:10 PM, ccastano

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/20/2011 9:26:36 AM	
Case Originator :	Danielle Mixon (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/3/2011 6:38:39 AM
Case Owner :	Ron Rubinoff (Team HE)	Method :	Phone	Queue :		Days Open :	13
Last Closed By :	Ron Rubinoff (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	7F (HONDA OF PANAMA CITY) - [REDACTED] - REAR HATCH STRUT RE No. of Attachments : 1						

Site / Contact Info :

Site Name :	[REDACTED]
Dealer No. :	[REDACTED]
Site Phone No. :	[REDACTED]
Contact Name :	[REDACTED]
Day Phone No. :	[REDACTED]
Evening Phone No. :	[REDACTED]
Cell / Pager No. :	[REDACTED]
Fax No. :	[REDACTED]
Address :	[REDACTED]
City / State / Zip :	PANAMA CITY BEACH, FL [REDACTED]
E Mail :	
Svc District / SIs District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38988E [REDACTED]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	36,486
In Service Date :	04/26/2008
Months In Use :	36
Engine Number :	J35A74046048
Originating Dealer No. / Name :	206801 / JERRY DAMSON HONDA
Selling Dealer No. / Name :	206815 / TAMERON HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208402 / HONDA OF PANAMA CITY		
Phone No. :	850-763-5495		
Address :	708 WEST 15TH STREET		
City / State / Zip :	PANAMA CITY, FL 32401		
Svc District / SIs District :	07F / G07		
Warranty Labor Rate / Date :	\$92.00 /		
Agent Name :	Comp Ind. :		

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRO	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ron Rubinoff	Type 1 : Product	Status : Subcase Close	Open Date : 4/21/2011 6:14:35 AM
Issue Owner : Ron Rubinoff	Type 2 : Operation	Queue :	Close Date : 5/3/2011 6:38:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Other 823X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Cust. Pay, CR Generated Gdwill
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 3951	Payee Name : [REDACTED]
Primary Amount : \$199.30	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : PANAMA CITY BEAC, FL [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$199.30	Contention Code : 03220
Approved By : mfenner	Defect Code : 03217
Approval Date : 4/28/2011	Category : Regular
Status : PROCESSED	Failed Part # : 74820-SHJ-A71
Check No. : 1908772	
Check Date : 4/29/2011	

Case History

Case ID : [REDACTED]

Case Title : 7F (HONDA OF PANAMA CITY) - [REDACTED] - REAR HATCH STRUT REPAIR

*** CASE CREATE 4/20/2011 9:26:36 AM, dmixon

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

*** NOTES 4/20/2011 9:32:25 AM, dmixon, Action Type : Call from Customer

I updated the customer's information.

The best contact number is [REDACTED]

The customer states that his rear struts went out and he was charged \$500 for the repair. The customer states that his hatch will not work. The customer is working with Russel, the service advisor at Panama City Honda. The customer is asking for financial assistance on the repair of his vehicle because he is outside of the warranty by only 400 miles. I advised the customer that I would dispatch this to a case manager and gave case number. I stated that no financial assistance is guaranteed because he is technically out of warranty. The customer understood and needed no further assistance.

*** CASE MODIFY 4/20/2011 9:32:32 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:02 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:04 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:13 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:16 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:24 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:27 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 4/20/2011 9:33:27 AM, dmixon

into WIP default and Status of Solving.

*** CASE DISPATCH 4/20/2011 9:33:37 AM, dmixon

from WIP default to Queue Honda Team E.

*** CASE ASSIGN 4/20/2011 10:41:38 AM, ltafoya

[REDACTED] to rrubinof, WIP -20 06:02:15

*** CASE RULE ACTION 4/20/2011 10:41:38 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/21/2011 6:14:26 AM, rrubinof

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/21/2011 6:14:35 AM, rrubinof

Created in WIP Default with Due Date 4/21/2011 6:14:35 AM.

*** NOTES 4/21/2011 7:15:31 AM, rrubinof, Action Type : Call to Customer

LM for the customer informing that I was his RCM. Provided my ext. and the 800# to ACS.

Case History

Case ID : [REDACTED] Case Title : 7F (HONDA OF PANAMA CITY) - [REDACTED] - REAR HATCH STRUT REPAIR

*** COMMIT 4/21/2011 7:16:00 AM, rrubinof, Action Type : N/A
Made to [REDACTED] due 04/25/2011 07:16:02 AM.
Customer respond?
*** CASE MODIFY COMMITMENT 4/22/2011 8:40:11 AM, rrubinof
with [REDACTED] due 04/26/2011 07:16:02 AM.
*** CASE FULFILL 4/25/2011 10:08:35 AM, rrubinof
Fulfilled for [REDACTED] due 04/26/2011 07:16:02 AM.
*** CASE MODIFY 4/25/2011 12:20:59 PM, rrubinof
into WIP 7F and Status of Solving.
*** CASE MODIFY 4/25/2011 12:24:19 PM, rrubinof
into WIP 7F and Status of Solving.
*** CASE MODIFY 4/25/2011 12:24:37 PM, rrubinof
into WIP 7F and Status of Solving.
*** NOTES 4/25/2011 12:27:17 PM, rrubinof, Action Type : Call to Customer
The customer was informed that I was his RCM.

Problem:

The customer states that his rear struts went out and he was charged \$500 for the repair. The customer states that his hatch will not work. The customer is working with Russell, the service advisor at Panama City Honda. The customer added he purchased the vehicle used in 12/10 from a private party.

Expectation:

The customer is asking for financial assistance on the repair of his vehicle because he is outside of the warranty by only 400 miles. Provided the customer with a fax # to ACS and asked that he please fax the RO and proof of payment to my attention for review. The customer stated he would do so.

*** COMMIT 4/25/2011 12:27:51 PM, rrubinof, Action Type : N/A
Made to [REDACTED] due 04/27/2011 12:27:52 PM.
Customer's fax come in?
*** NOTES 4/26/2011 12:19:54 PM, fdiaz, Action Type : Letter/Fax
On 04/26/11 ACS received a 1 page faxed cover letter from the customer with 1 page Ro from Honda of Panama City.
*** CASE ADD ATTACHMENT 4/26/2011 12:30:16 PM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-04-2000416_1.PDF
*** CASE FULFILL 4/27/2011 9:51:39 AM, rrubinof
Fulfilled for [REDACTED] due 04/27/2011 12:27:52 PM.
*** COMMIT 4/27/2011 9:51:50 AM, rrubinof, Action Type : N/A
Made to [REDACTED] due 04/28/2011 09:51:50 AM.
Review and submit for check req.
*** NOTES 4/28/2011 12:49:40 PM, rrubinof, Action Type : Letter/Fax

Case History

Case ID : [REDACTED] Case Title : 7F (HONDA OF PANAMA CITY) - [REDACTED] - REAR HATCH STRUT REPAIR

Customer faxed RO from HONDA OF PANAMA CITY for a rear hatch strut replacement at 36,486 miles performed on 4/20/11 amounting to \$265.74.

*** NOTES 4/28/2011 12:54:13 PM, rrubinof, Action Type : Note-General

DPSM involved? No

Total Amount the customer paid \$265.74

Total Goodwill assistance offered: \$ 199.31

Percentage of Goodwill Authorized: 75%

*** NOTES 4/28/2011 12:55:28 PM, rrubinof, Action Type : Letter/Fax

No notes on RO indicating hat the DPSM was contacted.

*** NOTES 4/28/2011 12:57:11 PM, rrubinof, Action Type : Call to Customer

LM for the customer informing that his case has been reviewed and that AHM is prepared to refund him a portion of the rear hatch support repair. Provided my ext. and the 800# to ACS.

*** CASE FULFILL 4/28/2011 12:57:23 PM, rrubinof

Fulfilled for [REDACTED] due 04/28/2011 09:51:50 AM.

*** COMMIT 4/28/2011 12:57:30 PM, rrubinof, Action Type : N/A

Made to [REDACTED] due 04/29/2011 12:57:31 PM.

Customer respond?

*** NOTES 4/28/2011 2:01:12 PM, rrubinof, Action Type : Call to Customer

Spoke to wife and presented the GW offer to her of 75% of their rear hatch strut repair and the customer accepted the GW offer. Address was verified.

*** SUBCASE [REDACTED] DISPATCH 4/28/2011 2:02:11 PM, rrubinof

from WIP subcases to Queue CkReq - Fenner.

*** CASE FULFILL 4/28/2011 2:02:23 PM, rrubinof

Fulfilled for [REDACTED] due 04/29/2011 12:57:31 PM.

*** COMMIT 4/28/2011 2:02:31 PM, rrubinof, Action Type : N/A

Made to [REDACTED] due 05/03/2011 02:02:33 PM.

Check go out?

*** CASE MODIFY 4/28/2011 2:03:24 PM, rrubinof

into WIP Check Reqs. and Status of Solving.

*** SUBCASE [REDACTED] 4/28/2011 2:28:41 PM, mfenner, Action Type :

Check Requisition for 199.30 \$ submitted

Check Requisition for 199.30 \$ submitted by mfenner

*** SUBCASE [REDACTED] RETURN 4/28/2011 2:28:45 PM, mfenner

from Queue CkReq - Fenner to WIP subcases.

*** NOTES 5/2/2011 6:58:35 AM, mmillen, Action Type : Note-General

Check mailed.

*** SUBCASE [REDACTED] COMMIT 5/2/2011 8:01:38 AM, rrubinof, Action Type : External Commitment

Check processed for check_req_no = 3951 on 2011-04-29-00.00.000000

*** SUBCASE [REDACTED] CLOSE 5/3/2011 6:38:34 AM, rrubinof

Case History

Case ID : [REDACTED]

Case Title : 7F (HONDA OF PANAMA CITY) - [REDACTED] - REAR HATCH STRUT REPAIR

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2011 6:38:39 AM, rrubinof

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/13/2011 2:05:30 PM	
Case Originator :	Jennell Fort (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/13/2011 2:16:35 PM
Case Owner :	Jennell Fort (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Jennell Fort (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	- REAR DOOR WON'T STAY OPEN				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 PABLO, CA
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38958B
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	32,000
In Service Date :	05/30/2008
Months In Use :	40
Engine Number :	J35A74046338
Originating Dealer No. / Name :	207896 / BREWSTER HONDA
Selling Dealer No. / Name :	208433 / TARRYTOWN HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	
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
- PRODUCT	Subcase Close	Product	Operation	821	Door, left rear

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2011 2:16:03 PM
Issue Owner : Jennell Fort	Type 2 : Operation	Queue :	Close Date : 9/13/2011 2:16:31 PM
Issue Title : ██████████	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 821 / Door, left rear
 Condition Code Desc Other 821X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated Information, Documented Concern, Referred to Dealer
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - REAR DOOR WON'T STAY OPEN

*** CASE CREATE 9/13/2011 2:05:30 PM, jfort

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

*** NOTES 9/13/2011 2:13:29 PM, jfort, Action Type : Call from Customer
Updated contact information.[REDACTED]
The customer stated he purchased the vehicle from Berkely Honda in June.
His rear door will not stay up and he wants to know if it is on recall.

I informed the customer it is not and referred the customer to the selling dealership to have it diagnosed.

The customer was also referred to owners.honda.com for VIN specific information.

*** CASE MODIFY 9/13/2011 2:14:09 PM, jfort
into WIP default and Status of Solving.*** SUBCASE [REDACTED] CREATE 9/13/2011 2:16:03 PM, jfort
Created in WIP Default with Due Date 9/13/2011 2:16:03 PM.*** SUBCASE [REDACTED] CLOSE 9/13/2011 2:16:31 PM, jfort
Status = Solving, Resolution Code = Instruction Given*** CASE CLOSE 9/13/2011 2:16:35 PM, jfort
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 10/27/2009 6:50:57 AM
Case Originator : Khia Eaton (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/27/2009 7:12:36 AM
Case Owner : Khia Eaton (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Khia Eaton (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - TAILGATE CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : MICHAEL MAST I PA
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : () - [REDACTED]
 Address : [REDACTED]
 City / State / Zip : BOSTON, MA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38938E [REDACTED]
 Model / Year : ODYSSEY / 2008
 Model ID / Product Line : RL3898KW / A
 Miles / Hours : 14,000
 In Service Date : 05/31/2008
 Months In Use : 17
 Engine Number : J35A74050673
 Originating Dealer No. / Name : 909991 / COMPANY VEHICLE ADMINISTRAT
 Selling Dealer No. / Name : 909991 / COMPANY VEHICLE ADMINISTRATI
 Trim : TOUR
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 10/27/2009 7:12:00 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 10/27/2009 7:12:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE CONCERN

Situation: Customer has contacted ACS stating that his tailgate has been getting stuck and making out of normal beeping noises.

Request: Customer would like to know if this issue that he is experience is an issue that he can troubleshoot, or does she need to set up a service appointment.

Probing Questions: Customer states that his tailgate has been functional up until now, and lately it has been acting really strange. Customer states that when he attempts to lift the tailgate it stops and starts to beep uncontrollably. ACS referenced the customers owners manual on pages 158 and 159 and read through the normal characteristics of the tailgate to determine if the normal characteristics described the symptoms that he customer is experiencing.

Inbound Summary: ACS was not able to verify that the normal characteristics of the tailgate were what the customer was experiencing. Therefore ACS suggested that the customer take the vehicle to the service department to be inspected. ACS offered the customer nearest dealers contact, however the customer explained to ACS that he already had it. Customer thanked ACS for information provided, and required no additional assistance at the moment.

*** CASE MODIFY 10/27/2009 7:11:29 AM, keaton
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/27/2009 7:12:00 AM, keaton
Created in WIP Default with Due Date 10/27/2009 7:12:00 AM.

*** SUBCASE [REDACTED] CLOSE 10/27/2009 7:12:12 AM, keaton
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/27/2009 7:12:36 AM, keaton
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/18/2010 11:01:47	
Case Originator :	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/30/2010 5:58:40 PM	
Case Owner :	Method :	Phone	Queue :		Days Open :	12	
Last Closed By :	Point of Origin :	Customer	Wipbin :				
Case Title :	1G (RSM) - REAR LIFT GATE FAIL ISSUE/ FOLLOW UP ASSIST					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 :	LADERA RANCH, CA
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38908E
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	40,000
In Service Date :	07/02/2008
Months In Use :	28
Engine Number :	J35A74057796
Originating Dealer No. / Name :	208149 / POWAY HONDA
Selling Dealer No. / Name :	208253 / RIVERSIDE HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208519 / RANCHO SANTA MARGARITA
Phone No. :	949-713-2000
Address :	29961 SANTA MARG. PKWY
City / State / Zip :	RANCHO SANTA MA, CA 92688
Svc District / Sls District :	01G / C01
Warranty Labor Rate / Date :	\$105.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207900	WESELOH HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 11/18/2010 4:20:05 PM
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 11/30/2010 5:58:18 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, Documented Concern
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 1G (RSM) - [REDACTED] - REAR LIFT GATE FAIL ISSUE/ FOLLOW UP ASSIST

*** CASE CREATE 11/18/2010 11:01:47 AM, atate

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

*** NOTES 11/18/2010 11:34:49 AM, atate, Action Type : Call from Customer

Updated customer contact info/Best contact # 949-218-6984.

Customer called to advise the problems she is having regarding her vehicle. Customer experienced at the end of July the rear lift gate failed. In August her husband took he vehicle to Weseloh Honda for further inspection. He also took the vehicle for a battery replacement. She states the SA informed him that he was outside of warranty to cover repair cost for the rear lift gate. Customer explained that the battery was replaced under warranty. He was told by the SA the battery has a different warranty. She then dealt with the issue. Late August, she is a writer and was invited to a Press Release for the New 2011 Odyssey. She spoke with the Head Engineer regarding her concern. She explained that unsafe situation. They advised that they would pay for the parts. On 10/18 customer received a follow up e-mail by Christine Ra (Press Representative). She advised that the parts was authorized by Ken Ilman. Customer very frustrated because she now sprung her rest by holding the lift gate up and it slipped and almost smashed her hand. She has contacted the dlr over and over and no one is aware of the concerns that was authorized by the Honda Team. Today while she was on the line , she received another e-mail from Christine Ra. She advised Jim Schultz at Rancho Santa Margarita Honda authorized to fix the repair. Customer contacted the dlr at the moment contact phone number # [REDACTED] The person was not available. Customer called AHM to be involved to resolve her matter. Customer called requesting AHM assist her with the repair. She feels the part should had never failed.

*** CASE MODIFY 11/18/2010 11:35:11 AM, atate

into WIP default and Status of Solving.

*** NOTES 11/18/2010 11:37:43 AM, atate, Action Type : Call from Customer

** Additional Notes **

ACS advised customer will forward her concern to a CM for possible review. Advised customer within 1-2 business day she will be contacted. Informed customer there are no guarantees for any assistance. Provided customer her case number for reference. Customer understood and had no further questions or concerns.

*** CASE MODIFY 11/18/2010 11:38:01 AM, atate

into WIP default and Status of Solving.

*** CASE MODIFY 11/18/2010 11:38:17 AM, atate

into WIP default and Status of Solving.

*** CASE DISPATCH 11/18/2010 11:38:45 AM, atate

from WIP default to Queue Honda Team D.

*** CASE YANKED 11/18/2010 1:13:50 PM, jstradfo

Yanked by jstradfo into WIPbin default.

*** CASE ASSIGN 11/18/2010 1:14:03 PM, jstradfo

[REDACTED] to jyu, WIP □ "8rð

*** CASE RULE ACTION 11/18/2010 1:14:04 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 11/18/2010 4:20:05 PM, jyu

Created in WIP Default with Due Date 11/18/2010 4:20:05 PM.

*** COMMIT 11/18/2010 4:20:27 PM, jyu, Action Type :

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED] Case Title : IG (RSM) - [REDACTED] - REAR LIFT GATE FAIL ISSUE/ FOLLOW UP ASSIST

Made to [REDACTED] due 11/19/2010 04:20:29 PM.

DCS Follow-Up

*** NOTES 11/18/2010 4:20:33 PM, jyu, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 11/19/2010

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

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

Customer called to advise the problems she is having regarding her vehicle. Customer experienced at the end of July the rear lift gate failed. In August her husband took the vehicle to Weseloh Honda for further inspection. He also took the vehicle for a battery replacement. She states the SA informed him that he was outside of warranty to cover repair cost for the rear lift gate. Customer explained that the battery was replaced under warranty. He was told by the SA the battery has a different warranty. She then dealt with the issue. Late August, she is a writer and was invited to a Press Release for the New 2011 Odyssey. She spoke with the Head Engineer regarding her concern. She explained that unsafe situation. They advised that they would pay for the parts. On 10/18 customer received a follow up e-mail by Christine Ra (Press Representative). She advised that the parts was authorized by Ken Ilman. Customer very frustrated because she now sprung her rest by holding the lift gate up and it slipped and almost smashed her hand. She has contacted the dlr over and over and no one is aware of the concerns that was authorized by the Honda Team. Today while she was on the line, she received another e-mail from Christine Ra. She advised Jim Schultz at Rancho Santa Margarita Honda authorized to fix the repair. Customer contacted the dlr at the moment contact phone number # [REDACTED]. The person was not available. Customer called AHM to be involved to resolve her matter. Customer called requesting AHM assist her with the repair. She feels the part should had never failed.

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

Jonathan Yu
Automobile Customer Service

*** NOTES 11/18/2010 4:21:21 PM, jyu, Action Type : Call to Dealer

I contacted Krause (SM) and was advised that the customer called in and demanded to have the rear lift gate struts replaced because the DPSM authorized to cover the parts. According to Krause, the customer did not come into the dealership but called in demanding her request. The vehicle would need to be brought in for an official diagnosis. The customer had not come in for this issue before in the past. I thanked him and the call ended.

*** NOTES 11/18/2010 4:22:21 PM, jyu, Action Type : Call to Dealer

I contacted Johann (SA) and asked of him to check the previous ROs. The only RO on file is regarding a jump. The dealership jumped the vehicle because the vehicle was dead. The RO did not indicate anything regarding the rear gate concern. I thanked him and the call ended.

*** CASE MODIFY 11/18/2010 4:25:26 PM, jyu
into WIP default and Status of Solving.

*** NOTES 11/18/2010 4:48:20 PM, jyu, Action Type : Field Service

I contacted the DPSM regarding the situation. He received a call from Consumer Affairs regarding the customer's situation. He agreed to cover the repair 100%. The DPSM spoke to Jim (SM) at Rancho Santa Margarita Honda to inform him about the situation and to let him know that the customer will be going to that dealership. The customer was notified as well. I explained to him the situation about Weseloh Honda and he doesn't understand why that is the case. The DPSM wanted me to touch base with the SM at RSM Honda to confirm the repair. I thanked him and the call ended.

*** NOTES 11/18/2010 4:52:13 PM, jyu, Action Type : Call to Dealer

I contacted Jim (SM) and made him aware of the situation. He spoke to the customer earlier today and he does remember the DPSM covering the repair 100%

Case History

Case ID : [REDACTED] Case Title : 1G (RSM) - [REDACTED] - REAR LIFT GATE FAIL ISSUE/ FOLLOW UP ASSIST

last week. He will contact the customer to bring the vehicle in as soon as possible to have the repair completed. I thanked him and the call ended.

*** NOTES 11/18/2010 4:52:28 PM, jyu, Action Type : Call to Customer

I left a message for the customer welcoming her to return my call. I stated if I do not hear back from the customer I will try again on Tuesday of next week.

*** CASE MODIFY 11/18/2010 4:52:33 PM, jyu
into WIP default and Status of Solving.

*** NOTES 11/19/2010 11:15:27 AM, jyu, Action Type : Field Service

I contacted the DPSM and inquired if he had spoken with the customer. He never had a conversation with her. The only person he spoke to was probably Christine from AHM. He authorized the repair 100% to be performed at RSM Honda and not Weseloh Honda. Apparently, the customer was confused and that is the reason why she contacted Weseloh Honda instead of RSM Honda. I had Jim contact the customer to bring the vehicle to RSM Honda. I thanked him and the call ended.

*** NOTES 11/19/2010 12:00:19 PM, jyu, Action Type : Call to Customer

I contacted the customer regarding her situation. The customer has an issue with both tailgate struts not working properly. The customer was told that the repair would be covered by Honda 100% but she wasn't told where it would be done. I advised her that the repair was supposed to be performed at Rancho Santa Margarita Honda. The customer has yet to hear back from the dealership. I advised her to give the dealership a call back to schedule an appointment to bring the vehicle in for the repair. I recommended of her to contact Jim (SM) since he is aware of the situation. The customer will go ahead and initiate the process. I will follow up with the customer on Wednesday of next week. I thanked her and the call ended.

*** CASE FULFILL 11/19/2010 12:00:33 PM, jyu
Fulfilled for [REDACTED] due 11/19/2010 04:20:29 PM.

*** COMMIT 11/19/2010 12:00:40 PM, jyu, Action Type : N/A

Follow-up Repair?

*** CASE MODIFY 11/19/2010 12:01:00 PM, jyu
into WIP IG - Ken Illman and Status of Solving.

*** NOTES 11/24/2010 10:26:08 AM, jyu, Action Type : Field Service

I contacted the dealership and spoke to the DPSM since he was available. He advised me the customer has an appointment on Friday of this week. The parts are in stock and ready to be installed. I thanked him and the call ended.

*** NOTES 11/24/2010 10:26:54 AM, jyu, Action Type : Call to Customer

I left a message for the customer indicating the parts are in stock and an appointment has been set up for Friday of this week. I will follow up with the customer on Wednesday of next week.

*** CASE FULFILL 11/24/2010 10:26:59 AM, jyu
Fulfilled for [REDACTED] due 11/24/2010 06:00:00 PM.

*** COMMIT 11/24/2010 10:27:02 AM, jyu, Action Type : N/A

Follow-up Repair?

*** CASE MODIFY 11/24/2010 10:27:17 AM, jyu
into WIP IG - Ken Illman and Status of Solving.

*** NOTES 11/30/2010 5:51:48 PM, jyu, Action Type : Call to Dealer

I contacted Jim (SM) and was advised that the customer brought the vehicle in for the rear tailgate strut replacement. The vehicle was repaired last Friday and it was picked up the same day as well. I thanked him and the call ended.

Case History

Case ID : [REDACTED]

Case Title : 1G (RSM) - [REDACTED] - REAR LIFT GATE FAIL ISSUE/ FOLLOW UP ASSIST

*** NOTES 11/30/2010 5:57:36 PM, jyu, Action Type : Call to Customer

I contacted the customer and spoke to Mr. [REDACTED]. He is aware of the situation but he wanted to thank AHM for covering the repair for him and his wife considering the safety implications were brought up when it failed. The customer is very satisfied with the repair. I thanked him and the call ended.

*** SUBCASE [REDACTED] CLOSE 11/30/2010 5:58:18 PM, jyu

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/30/2010 5:58:24 PM, jyu
into WIP 1G - Ken Illman and Status of Solving.*** CASE MODIFY 11/30/2010 5:58:38 PM, jyu
into WIP 1G - Ken Illman and Status of Solving.*** CASE CLOSE 11/30/2010 5:58:40 PM, jyu
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/14/2010 11:50:18	
Case Originator :	Loretta Noble (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/26/2010 10:10:02
Case Owner :	Chris Davis (Team HF)	Method :	Phone	Queue :		Days Open :	12
Last Closed By :	Chris Davis (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	06A-HERSON'S HONDA-	REAR DOOR/DEALER COMPLAINT	No. of Attachments :	0			

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38918B085463
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	36,020
In Service Date :	07/17/2008
Months In Use :	27
Engine Number :	J35A74060736
Originating Dealer No. / Name :	207898 / HANOVER HONDA
Selling Dealer No. / Name :	206754 / HERSON'S HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206754 / HERSON'S HONDA
Phone No. :	301-279-8600
Address :	15525 FREDERICK ROAD
City / State / Zip :	ROCKVILLE, MD 20855
Svc District / Sls District :	06A / A06
Warranty Labor Rate / Date :	\$128.88 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODUCT -	Subcase Close	Product	Operation	821	Door, left rear

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Chris Davis	Type 1 : Product	Status : Subcase Close	Open Date : 10/15/2010 7:04:17 AM
Issue Owner : Chris Davis	Type 2 : Operation	Queue :	Close Date : 10/26/2010 10:09:57
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 821 / Door, left rear
 Condition Code Desc Door 8211
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist - Dealer Part, Assist - AHM Partial
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
68100-SHJ-306ZZ	TAILGATE (DOT)	Not Applicable

Case History

Case ID : [REDACTED]

Case Title : 06A-HERSON'S HONDA- [REDACTED] - REAR DOOR/DEALER COMPLAINT

*** CASE CREATE 10/14/2010 11:50:18 AM, Inoble

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

*** NOTES 10/14/2010 12:15:22 PM, Inoble, Action Type : Call from Customer

Updated Customer's info

Best contact [REDACTED]

Customer stated he took the car into Herson's Honda on Tuesday 10/12/2010 because the back door wont stay up when you open it and told him to come back on Wednesday 10/13/10 at 7am. The mileage on the car when he went in on Tuesday was less than 36,000 When he came back on Wednesday per the dealership's request the mileage was at 36,020. Nielson Lemmon at the dealership will not fix the door because he's out of warranty now. Customer states that when he bought the vehicle it had 90 miles on it already.

Customer states that he is the original Owner of the vehicle. This is his 2nd Odyssey and his 3rd Honda. He has his vehicle serviced regularly.

ACS advised the customer that I would send his case to a case manager for review there are no guarantees and it is a case by case basis and there are no guarantees

Customer understood no further assistance was needed.

*** CASE MODIFY 10/14/2010 12:16:00 PM, Inoble
into WIP default and Status of Solving.*** CASE MODIFY 10/14/2010 12:16:01 PM, Inoble
into WIP default and Status of Solving.*** CASE DISPATCH 10/14/2010 12:16:20 PM, Inoble
from WIP default to Queue Honda Team F.*** CASE YANKED 10/14/2010 12:48:40 PM, cdavis
Yanked by cdavis into WIPbin default.*** CASE MODIFY 10/14/2010 2:02:54 PM, cdavis
into WIP default and Status of Solving.*** SUBCASE [REDACTED] CREATE 10/15/2010 7:04:17 AM, cdavis
Created in WIP Default with Due Date 10/15/2010 7:04:17 AM.

*** COMMIT 10/15/2010 7:04:21 AM, cdavis, Action Type : N/A

Made to [REDACTED] due 10/18/2010 07:04:25 AM.

Herson's honda- F/u with SM

*** NOTES 10/15/2010 7:05:54 AM, cdavis, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/18/2010

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

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action:
Customer contacted our office seeking assistance regarding a rear door. Please inspect and contact the DPSM to see if any assistance will be provided.

Case History

Case ID : [REDACTED]

Case Title : 06A-HERSON'S HONDA-[REDACTED] - REAR DOOR/DEALER COMPLAINT

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

Chris Davis
Automobile Customer Service

*** CASE MODIFY COMMITMENT 10/15/2010 7:06:54 AM, cdavis
with [REDACTED] due 10/25/2010 07:04:25 AM.

*** CASE MODIFY 10/15/2010 7:06:59 AM, cdavis
into WIP default and Status of Solving.

*** NOTES 10/15/2010 7:36:19 AM, cdavis, Action Type : Call to Customer

Left a message for the customer advising him that I will contact the dealer and inquire about his rear door concern. Once I have spoken to the dealer I will provide him with a call back. Customer was provided with my contact information. I will follow up with the customer on 10/25.

*** CASE MODIFY 10/15/2010 7:37:14 AM, cdavis
into WIP default and Status of Solving.

*** NOTES 10/25/2010 9:08:27 AM, cdavis, Action Type : Call to Dealer

Left a message for the SM asking him to provide me with a call back so we can discuss the customer's concern.

*** CASE FULFILL 10/25/2010 9:08:39 AM, cdavis
Fulfilled for [REDACTED] due 10/25/2010 07:04:25 AM.

*** COMMIT 10/25/2010 9:08:53 AM, cdavis, Action Type : N/A
heron's honda - SM call back?

*** CASE MODIFY 10/25/2010 9:09:28 AM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** CASE MODIFY 10/26/2010 9:18:53 AM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** CASE MODIFY 10/26/2010 9:20:12 AM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** NOTES 10/26/2010 10:05:06 AM, cdavis, Action Type : Call to Dealer

Spoke to the SM who stated that the customer brought the vehicle in on 10/18/10 regarding the rear struts on the tailgate door. The dealer confirmed that the problem was apparent and they also completed the soft brake pad update. The dealer contacted the DPSM to see if any assistance would be provided with the door. The DPSM agreed to cover 99% and the dealer agreed to cover the remaining 1%. The customer did not have to pay anything for the repair.

*** NOTES 10/26/2010 10:06:04 AM, cdavis, Action Type : Call to Customer

ACS contacted the customer and confirmed that the repair was completed to their satisfaction. No further assistance was needed.

*** CASE MODIFY 10/26/2010 10:06:23 AM, cdavis
into WIP 6A-Dan May and Status of Solving.

*** CASE FULFILL 10/26/2010 10:09:33 AM, cdavis
Fulfilled for [REDACTED] due 10/28/2010 12:00:00 AM.

*** SUBCASE [REDACTED] CLOSE 10/26/2010 10:09:57 AM, cdavis
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : 06A-HERSON'S HONDA- [REDACTED] - REAR DOOR/DEALER COMPLAINT

*** CASE CLOSE 10/26/2010 10:10:02 AM, cdavis

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

Spool Report

Run Date : 10/12/2011

Case Details

Case ID :	██████████	Division :	Honda - Auto	Condition :	Open	Open Date :	9/21/2011 7:03:29 AM
Case Originator :	Khia Eaton (Team HA)	Sub Division :	Customer Relations	Status :	Solving	Close Date :	
Case Owner :	David Mendoza (Team HH)	Method :	Phone	Queue :		Days Open :	21
Last Closed By :		Point of Origin :	Customer	Wipbin :	4F - Mary Downing		
Case Title :	4F (GERMAIN HONDA) - ██████████ - CUC PROCESS CONCERN/LIAISON		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 :	SPRINGFIELD, OH ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 5FNRL38988B ██████████
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	43,000
In Service Date :	07/07/2008
Months In Use :	38
Engine Number :	J35A74064655
Originating Dealer No. / Name :	208272 / HONDA OF NANUET
Selling Dealer No. / Name :	208271 / CURRY HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208548 / GERMAIN HONDA OF DUBLIN		
Phone No. :	614-764-9449		
Address :	6715 SAWMILL ROAD		
City / State / Zip :	DUBLIN, OH 43017		
Svc District / Sls District :	04F / F04		
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
██████████ - SALES -	Solving	Sales - Dealer	Experience		

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Open	Wipbin : Subcase
Issue Originator : David Mendoza	Type 1 : Sales - Dealer	Status : Solving	Open Date : 9/22/2011 7:13:35 AM
Issue Owner : David Mendoza	Type 2 : Experience	Queue :	Close Date :
Issue Title : [REDACTED] - SALES - DEALER - EXPERIENCE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 4F (GERMAIN HONDA) - [REDACTED] - CUC PROCESS CONCERN/LIAISON REQUES

*** CASE CREATE 9/21/2011 7:03:29 AM, kheaton
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 9/21/2011 7:15:39 AM, kheaton
into WIP default and Status of Solving.

*** CASE MODIFY 9/21/2011 7:15:49 AM, kheaton
into WIP default and Status of Solving.

*** NOTES 9/21/2011 7:19:34 AM, kheaton, Action Type : Call from Customer
Customer information was verified

Situation: Customer states that he was under the impression that he purchased his vehicle as a CUC in which the vehicle came without floor mats and the owner's manual was missing. Customer is now skeptical that anything on the 150 point inspection check list was conducted on the vehicle before it was sold to him.

Request: Customer is seeking liaison assistance between him and the dealer regarding the terms of the certified used car process.

Probing Questions: Customer states that initially he even had to debate with the dealer regarding obtaining a car fax report and did not get a 150 point inspection check list. Customer states that he later found @ www.hondacars.com <<http://www.hondacars.com>>. Customer states that upon looking at the web site he is under the impression that this vehicle did not go through the rigorous inspection process that is required by AHM. Customer states that he had to go back and fourth with the dealer regarding the floor mats until they ultimately gave in and provided him with floor mats. Customer states that the dealer also had to order a pair of headsets. Customer feels that this sale under the terms of a "CUC" was shady and is seeking liaison assistance to ensure his customer confidence.

Salesman Nishi Patel
Used Car Manager Jeremy Long
Customers best daytime contact [REDACTED]

Inbound Summary: ACS advised the customer that this request will have to be forwarded to a case manager for further review. ACS advised the customer that no guarantees on the outcome can be made at this point. ACS then advised the customer that a case manager will be contacting him in the next 1 to 2 business days in regards to his request. Customer thanked ACS and had no further questions and the call was ended.

*** CASE MODIFY 9/21/2011 7:19:38 AM, kheaton
into WIP default and Status of Solving.

*** CASE DISPATCH 9/21/2011 7:19:56 AM, kheaton
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 9/21/2011 10:05:57 AM, dmendoza
from Queue Honda Team H to WIP default.

*** SUBCASE [REDACTED] CREATE 9/22/2011 7:13:35 AM, dmendoza
Created in WIP Default with Due Date 9/22/2011 7:13:35 AM.

*** NOTES 9/22/2011 7:17:23 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I was the RCM assigned to his case and I was calling to discuss it with him. I asked the customer to give me a call and I provided my contact information. I advised the customer that I will call back on 9/26/11 if I don't hear from him.

Case History

Case ID : [REDACTED] Case Title : 4F (GERMAIN HONDA) - [REDACTED] - CUC PROCESS CONCERN/LIAISON REQUES

*** CASE MODIFY 9/22/2011 7:17:39 AM, dmendoza
into WIP default and Status of Solving.

*** COMMIT 9/22/2011 7:17:41 AM, dmendoza, Action Type : N/A
CC 2ND ATT

*** CASE MODIFY 9/22/2011 7:17:58 AM, dmendoza
into WIP default and Status of Solving.

*** NOTES 9/22/2011 7:51:03 AM, dmendoza, Action Type : Call from Customer

I received a call from the customer. The customer states that he is returning my call. I advised the customer that I'm the RCM assigned to his case and I was calling to discuss it with him. The customer purchased his HCUC at Germain Honda of Dublin. The customer states that he thinks that the dealership didn't complete everything on his HCUC checklist. The customer states that there are a number of "cheap and little" things that haven't been done. The customer states that he didn't receive his manual, radio codes, navigation codes or new wipers. The customer states that he has no confidence in the certification status of his vehicle. The customer states that he feels that he's entitled to compensation for the time he's taken to get the dealership to honor their word. The customer states that he is calling to request assistance with inspecting the vehicle and to pursue compensation for time he's spent addressing the issue. The customer states that when he went to pick up his floor mats the Used Car Manager advised him that they will get him a new owner's manual. He states that he later e-mailed the UCM with other issues that he was having with the vehicle. The customer states that the UCM forwarded that e-mail to his sales rep. The customer states that his salesman responded to him and told him that he can take the vehicle in if he'd like and they can look in to it. The salesman also advised him that they would go ahead and order his owner's manual for him as well. The customer was upset about this because this was 10 days after the UCM said he would order it. The customer states that he doesn't have any manuals, warranty or owner's. The customer states that he did not receive a copy of the 150 point inspection check, radio/navigation codes, 150 point checklist or maintenance journal. The customer states that the weatherstripping on the driver's door is not attached securely to the door frame. He states that the bottom of one of the automatic hydraulic lifts for his tailgate are rusted. I advised the customer that I will review this with the dealership in terms of the HCUC issues. I advised the customer that its unlikely that any compensation could be considered for his time. We agreed on a follow up date of 9/28/11. The customer has my contact information. The call ended.

*** NOTES 9/22/2011 8:17:00 AM, dmendoza, Action Type : Dealer Communication
ATTN: EXCELL FACILITATOR

Please complete the OBW Resolution Information in response to the following concern(s):

The customer purchased the vehicle as an HCUC at Germain Honda of Dublin. The customer states that he received the vehicle with an empty glovebox and did not receive any documentation per the HCUC process other than his carfax report. The customer states that he has lost confidence in the certification status of the vehicle. He feels that if these items were overlooked there may be other more technical issues that weren't addressed during the inspection. The customer also states that the weatherstripping is coming loose on his driver's door and the hydraulics on his tailgate are rusted. The customer states that he would have liked those addressed before the vehicle was sold to him. The customer contacted ACS to request assistance with having his vehicle inspected a second time at Germain Honda to make sure that the HCUC requirements were met. The customer states that he would like the HCUC program honored via the resolution of any 150 point inspection related issues he is not aware of and the delivery of the appropriate documentation. The customer has been working with his salesman, Nishi Patel, and the Used Car Manager, Jeremy Long. Please contact me at [REDACTED] so we can discuss a potential resolution to the case.

David Mendoza
Automobile Customer Service
310-783-7745

*** CASE MODIFY 9/22/2011 8:17:05 AM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : 4F (GERMAIN HONDA) - [REDACTED] - CUC PROCESS CONCERN/LIAISON REQUES

*** CASE FULFILL 9/22/2011 8:17:11 AM, dmendoza

Fulfilled for [REDACTED] due 09/26/2011 05:00:00 PM.

*** COMMIT 9/22/2011 8:17:14 AM, dmendoza, Action Type : N/A

CD - GERMAIN

*** CASE MODIFY 9/22/2011 8:17:47 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** CASE MODIFY 9/22/2011 8:17:52 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 9/26/2011 7:04:05 AM, dmendoza, Action Type : Call from Dealer

I received a voicemail message from Mr. John Stewart, the Excell Facilitator at the dealership. The EF states that he has looked in to the situation and is working towards the end. He is working directly with the customer. The customer does live about an hour and a half away from them. They've made arrangements to go through the 150 point inspection again. The customer is going to be provided with a loaner vehicle while they do it. The EF states that they will finish all items to his satisfaction. He states that at this point customer is agreeable and they are doing this at his convenience. They're getting a long with him at this point and the customer has offered no resistance. They've sent away for an owner's manual and headphones as well. They're bringing these things together and will report back to me when everything is completed. The EF states that the R\O number for the certification is 151334.

*** CASE MODIFY 9/26/2011 7:04:11 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 9/26/2011 9:14:12 AM, dmendoza

Fulfilled for [REDACTED] due 09/26/2011 05:00:00 PM.

*** COMMIT 9/26/2011 9:14:15 AM, dmendoza, Action Type : N/A

CC r.e. APPT for inspection

*** CASE MODIFY 9/26/2011 9:33:46 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 9/28/2011 11:41:38 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I was calling in regards to his case. I spoke to John Stewart and he advised me that they had offered to perform the 150 point inspection again. I advised him that I wanted to discuss that with him. I asked him to give me a call and provided my contact information. I advised the customer that I will call back on 10/3/11 if I don't hear from him.

*** CASE MODIFY 9/28/2011 11:41:42 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 9/28/2011 11:41:45 AM, dmendoza

Fulfilled for [REDACTED] due 09/28/2011 05:00:00 PM.

*** COMMIT 9/28/2011 11:41:47 AM, dmendoza, Action Type : N/A

CC r.e. inspection 2nd ATT

*** CASE MODIFY 9/28/2011 11:42:07 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 9/28/2011 12:56:55 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. I advised the customer that I spoke to a John Stewart and he advised me that they were going to re-perform the 150

Case History

Case ID : [REDACTED] Case Title : 4F (GERMAIN HONDA) - [REDACTED] - CUC PROCESS CONCERN/LIAISON REQUES

point inspection. The customer states that he hasn't heard from him. The customer states that he received an e-mail from the salesman, Nishi Patel. He advised the customer that he wanted the customer to bring the vehicle in to address his various issues. The customer states that he received the owner's manual along with a service record booklet. The customer states that is all he received. He doesn't have any warranty booklets though. The customer states that he will contact them to make an appointment to bring the vehicle in. The customer states that he would like to know if there is any compensation coming to him for his time lost. I advised the customer that I could look in to it once we address these issues but its unlikely. The customer states that he feels that he deserves something more than what he should have got when he bought the car. I advised the customer that he has contacted the warrantors of the vehicle. I advised the customer that compensation for time taken to address issues like this is not something that falls under the warranty. The customer states that he will make an appointment to bring the vehicle in. We agreed on a follow up date of 10\3\11. The call ended.

*** CASE MODIFY 9/28/2011 12:56:59 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 9/28/2011 12:57:02 PM, dmendoza
Fulfilled for [REDACTED] due 10/03/2011 05:00:00 PM.

*** COMMIT 9/28/2011 12:57:04 PM, dmendoza, Action Type : N/A
CC TB r.e. inspection appt

*** CASE MODIFY 9/28/2011 12:57:27 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 10/3/2011 12:24:06 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I was calling in regards to his case. I advised the customer that I wanted to verify that he made an appointment to have his 150 point inspection performed again. I asked the customer to give me a call and provided my contact information. I advised the customer that I will call back on 10\5\11 if I don't hear from him.

*** CASE MODIFY 10/3/2011 12:24:11 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 10/3/2011 12:24:14 PM, dmendoza
Fulfilled for [REDACTED] due 10/03/2011 05:00:00 PM.

*** COMMIT 10/3/2011 12:24:15 PM, dmendoza, Action Type : N/A
CC r.e. inspection appt 2nd ATT

*** CASE MODIFY 10/3/2011 12:24:36 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 10/3/2011 12:48:56 PM, dmendoza, Action Type : Call from Customer

I received a call from the customer. The customer states that he is going to bring the vehicle in tomorrow. The customer states that he has been communicating with his salesman, Nishi Patel. The customer states that he has received his owner's manual and maintenance schedule. The customer states that he hasn't received anything else. He states that he e-mailed the dealership about the things that he didn't receive and his concerns about the completion of the 150 point inspection. The customer states that the salesman responded and told him that he'd order the manual and the schedule. The customer told the dealership that he appreciates the headset and the owner's manual. The customer states that he told him that there were things he characterizes as simple that weren't addressed and this has shaken his confidence that important mechanical things weren't addressed per the inspection. The customer states that when his salesman responded they told him that in regards to the things he listed, he will need to bring the vehicle back in. The customer states that he is going to bring the vehicle in but he is worried that they are only going to focus on the issues he's complained about. The customer states that what he is most worried about are issues that he can't even identify. I advised the customer that I will contact the dealership and remind them of his specific concerns. I advised the customer that I will follow up with him on Wednesday, 10\5\11. However, I would like him to call me back if he experiences any issues while he is at the dealership tomorrow. The customer

Spool Report

Run Date : 10/12/2011

Case History

Case ID : [REDACTED] Case Title : 4F (GERMAIN HONDA) - [REDACTED] - CUC PROCESS CONCERN/LIAISON REQUES

states that his appointment is at 2pm ET. I provided the customer with my extension. The call ended.

*** CASE MODIFY 10/3/2011 12:48:59 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 10/3/2011 12:49:02 PM, dmendoza
Fulfilled for [REDACTED] due 10/05/2011 05:00:00 PM.

*** COMMIT 10/3/2011 12:49:03 PM, dmendoza, Action Type : N/A

CD GERMAIN

*** CASE MODIFY 10/3/2011 12:49:13 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 10/4/2011 7:59:02 AM, dmendoza, Action Type : Call to Dealer

I called the dealership and spoke to the Excell Facilitator, John. The EF states that they have the R\O where the vehicle was put through the 150-point inspection. The EF states that they haven't offered any resistance to the customer's requests. The EF states that the customer is going to come back in and go over his entire 150-point checklist. I advised the EF that the customer never received it. The EF states that when he looked up the R\O for the inspection it wasn't in the customer's name. He thinks that's why he didn't receive it. The EF states that it has someone else's name, but the same VIN. The EF states that the vehicle is going to be down for 48 hours when he brings it back in. The EF is putting the customer in a loaner vehicle. The EF states that he has spoken to the UCM and he is aware of the customer's issue. The EF states that once the customer sees a copy of the R\O he thinks he will be a little more confident in the status of his vehicle. I advised the EF that the customer's major concern is regarding the issues he can't see. Of course he's concerned about the minor issues but he states that his main concern is that there are mechanical issues that he can't identify. I advised the EF that one of my concerns is that the customer hasn't received any documentation. The salesman has ordered him an Owner's manual and maintenance schedule. I advised the EF that the customer didn't receive any documentation per the HCUC process other than the owner's manual and schedule, including the radio and navigation codes. The EF states that he will have them look in to ordering the necessary books. The EF states that he will notify me of the outcome of the inspection. The EF states that I can reach him at [REDACTED] at extension 1579. I thanked him for his time and the call ended.

*** CASE FULFILL 10/4/2011 7:59:22 AM, dmendoza
Fulfilled for [REDACTED] due 10/04/2011 05:00:00 PM.

*** COMMIT 10/4/2011 7:59:25 AM, dmendoza, Action Type : N/A

CC r.e. inspection

*** CASE MODIFY 10/4/2011 7:59:45 AM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 10/5/2011 12:21:13 PM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I was calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I've spoken to his dealership and reiterated his primary concerns. They advised me that they are going to re-perform the 150-point inspection. It should take up to 48 hours so they are providing him, the customer, with a loaner vehicle. I advised the customer that they also indicated that they would look in to the missing documentation. I advised the customer that I will give them a few days and then follow up. I advised the customer that if I don't hear from him I will call back on 10\10\11.

*** CASE MODIFY 10/5/2011 12:21:20 PM, dmendoza
into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 10/5/2011 12:21:22 PM, dmendoza
Fulfilled for [REDACTED] due 10/05/2011 05:00:00 PM.

Case History

Case ID : [REDACTED] Case Title : 4F (GERMAIN HONDA) - [REDACTED] - CUC PROCESS CONCERN/LIAISON REQUES

*** COMMIT 10/5/2011 12:21:25 PM, dmendoza, Action Type : N/A

CC r.e. inspection

*** CASE MODIFY 10/5/2011 12:21:44 PM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 10/10/2011 9:55:41 AM, dmendoza, Action Type : Call to Customer

I called the customer at [REDACTED] and left a message. I advised the customer that I was calling in regards to his case. I asked the customer to give me a call and provided my contact information. I advised the customer that I would like him to leave a message with the best time and number to reach him if he calls and I'm unavailable.

*** CASE MODIFY 10/10/2011 11:52:48 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** CASE MODIFY 10/10/2011 11:52:55 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** CASE MODIFY 10/10/2011 11:52:55 AM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** NOTES 10/10/2011 12:18:43 PM, dmendoza, Action Type : Note-General

10 Day Letter Sent

*** CASE MODIFY 10/10/2011 12:18:47 PM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

*** CASE FULFILL 10/10/2011 12:18:49 PM, dmendoza

Fulfilled for [REDACTED] due 10/10/2011 05:00:00 PM.

*** COMMIT 10/10/2011 12:18:51 PM, dmendoza, Action Type : N/A

ccb?

*** CASE MODIFY 10/10/2011 12:19:16 PM, dmendoza

into WIP 4F - Mary Downing and Status of Solving.

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/17/2011 6:27:40 AM
Case Originator : Jennell Fort (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/12/2011 10:45:57 AM
Case Owner : Matt Caldarella (Team HG)	Method :	Phone	Queue :		Days Open :	26
Last Closed By : Matt Caldarella (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title : (PLAZA) 5A - [REDACTED] - REAR HATCH			No. of Attachments :	1		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL389X8B [REDACTED]
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	31,542
In Service Date :	07/05/2008
Months In Use :	37
Engine Number :	J35A74065778
Originating Dealer No. / Name :	208316 / HONDA OF NEW ROCHELLE
Selling Dealer No. / Name :	208316 / HONDA OF NEW ROCHELLE
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BK
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207066 / PLAZA HONDA
Phone No. :	718-253-8400
Address :	2740 NOSTRAND AVENUE
City / State / Zip :	BROOKLYN, NY 11210
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 :	C.R.	Party 3 :	Not Applicable
Party 2 :	Not Applicable	Party 4 :	Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	823	Rear Compartment
[REDACTED] - PRODU	Subcase Close	Product	Operation	8171B7	TAILGATE LATCH AND

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 8/17/2011 11:20:40 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 8/31/2011 7:59:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Medium
Resolutions : Documented Concern, Provided Information
Component Category : 17 - Latches
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 9/8/2011 5:59:32 AM
Issue Owner : Matt Caldarella	Type 2 : Operation	Queue :	Close Date : 9/12/2011 10:45:53 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 8171B7 / TAILGATE LATCH AND CLOSER - REPLACE.
 Condition Code Desc Other 817X
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Assist - AHM 100%, CR Generated Gdwill
 Component Category : 20 - Wheels
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 10190	Payee Name : [REDACTED]
Primary Amount : \$183.19	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : BROOKLYN, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$183.19	Contention Code : 03220
Approved By : galbu	Defect Code : 03214
Approval Date : 9/8/2011 7:16:48	Category : Regular
Status : PROCESSED	Failed Part # : 74820-SHJ-A71
Check No. : 1928791	
Check Date : 9/9/2011	

Case History

Case ID : [REDACTED]

Case Title : (PLAZA) 5A - [REDACTED] - REAR HATCH

*** CASE CREATE 8/17/2011 6:27:40 AM, jfort
 Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 8/17/2011 6:28:27 AM, jfort
 into WIP default and Status of Solving.

*** NOTES 8/17/2011 6:34:34 AM, jfort, Action Type : Call from Customer
 Updated contact information.

[REDACTED]

The customer stated his rear hatch is not working for the second time. He went to Plaza Honda yesterday and spoke with Chris who advised him to order the parts.

The parts came up to \$183.19 without labor. The customer feels the failure is premature and he should not be charged.

He stated he has spent over \$800 in repairs to this vehicle for brakes and tires this month and is beginning to question Honda quality.

The customer is the original owner and is seeking assistance with the cost of the rear hatch repair.

I apologized for any inconvenience the customer may have encountered and informed the customer the case will be forwarded to a RCM who will return his call in 1 - 2 business days.

*** CASE MODIFY 8/17/2011 6:34:42 AM, jfort
 into WIP default and Status of Solving.

*** CASE MODIFY 8/17/2011 6:35:15 AM, jfort
 into WIP default and Status of Solving.

*** CASE DISPATCH 8/17/2011 6:37:12 AM, jfort
 from WIP default to Queue Honda Team G.

*** CASE YANKED 8/17/2011 9:56:51 AM, jmccaugh
 Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 8/17/2011 9:57:07 AM, jmccaugh
 into WIP default and Status of Solving.

*** COMMIT 8/17/2011 9:57:09 AM, jmccaugh, Action Type : N/A

First call.

*** CASE MODIFY 8/17/2011 11:18:47 AM, jmccaugh
 into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/17/2011 11:20:40 AM, jmccaugh
 Created in WIP Default with Due Date 8/17/2011 11:20:40 AM.

*** NOTES 8/17/2011 11:22:01 AM, jmccaugh, Action Type : Note-General

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
ODOMETER	DLRID	MAKE	MODEL			

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED] Case Title : (PLAZA) 5A - [REDACTED] - REAR HATCH

187284641	996359641	[REDACTED]	5FNRL389X8B	[REDACTED]	02/18/2009 12:00:00
AM 0	8475	207066 HOND ODYSSEY			
263015713	996359641	[REDACTED]	5FNRL389X8B	[REDACTED]	11/17/2010 12:00:00
AM 150.54	25790	207066 HOND ODYSSEY			
187621216	996359641	[REDACTED]	5FNRL389X8B	[REDACTED]	02/24/2009 12:00:00
AM 132.7	8526	207066 HOND ODYSSEY			
283826976	996359641	[REDACTED]	5FNRL389X8B	[REDACTED]	04/19/2011 12:00:00
AM 256.4	29213	207066 HOND ODYSSEY			

*** NOTES 8/17/2011 11:24:09 AM, jmccaugh, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue(s): Rear hatch repair needed. Customer is requesting assistance. What is your diagnosis? Is Tech Line involved? Is the DPSM involved? Please call me ASAP to discuss.

Thank you for your attention to this matter.

Jeff McCaughan
Automobile Customer Service
1 (310) 783-7733

*** NOTES 8/17/2011 11:25:22 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Vladimir on his cell phone and left a VM. I requested he call me back ASAP.

*** NOTES 8/18/2011 11:05:37 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a detailed VM. I provided my first name, title, phone number, ext., and office hours. I requested Mr. [REDACTED] call me back.

*** CASE FULFILL 8/18/2011 11:05:48 AM, jmccaugh

Fulfilled for [REDACTED] due 08/18/2011 12:00:00 AM.

*** COMMIT 8/18/2011 11:05:56 AM, jmccaugh, Action Type : N/A

Call the customer / second attempt.

*** NOTES 8/22/2011 8:25:25 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Vladimir and he informed me that the customer's vehicle is out of warranty. Customer came to them after purchasing the part (rear hatch stay). The Service Dept installed it for him at no charge. No RO was written.

*** NOTES 8/22/2011 8:27:47 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. This was a Councilman's Office. I spoke to the receptionist and he told me that [REDACTED] was away from his desk at this time. I provided my first name, title, phone number, ext., and office hours. He said he would give [REDACTED] the message. I thanked him for his time.

*** CASE FULFILL 8/22/2011 8:27:54 AM, jmccaugh

Fulfilled for [REDACTED] due 08/19/2011 12:00:00 AM.

*** COMMIT 8/22/2011 8:27:57 AM, jmccaugh, Action Type : N/A

Call the customer.

Case History

Case ID : [REDACTED]

Case Title : (PLAZA) 5A - [REDACTED] - REAR HATCH

*** CASE MODIFY 8/26/2011 1:21:20 PM, jmccaugh
into WIP District 5A and Status of Solving.

*** NOTES 8/26/2011 1:29:10 PM, jmccaugh, Action Type : Call to Customer

I called the customer on his cell phone and introduced myself as the RCM. He told me that he did get the message that I called and has been too busy to call me back. We discussed the needed repair and I empathized with him about this needed repair. He told me that this is the second time this part has needed to be replaced. I asked if he is manually closing the rear hatch? He said "not usually, I usually use the electronic button". I informed him his vehicle is out of warranty by time. He said he knows. I offered to consider a one time GW offer to reimburse him for the cost of the part. He thanked me. I provided the fax number and he told me he would fax this document on Monday. I told him I would call him back on Tuesday to discuss the details after reviewing the paid receipt. No other assistance needed at this time. I thanked Mr. [REDACTED] for calling AHM.

*** CASE FULFILL 8/26/2011 1:29:22 PM, jmccaugh

Fulfilled for [REDACTED] due 08/29/2011 12:00:00 AM.

*** COMMIT 8/26/2011 1:29:24 PM, jmccaugh, Action Type : N/A

Call the customer / fax? GW offer?

*** CASE FULFILL 8/30/2011 6:26:48 AM, jmccaugh

Fulfilled for [REDACTED] due 08/30/2011 12:00:00 AM.

*** NOTES 8/30/2011 6:28:06 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. This is a voice recording for a City Council Member (not Mr. [REDACTED]).

*** NOTES 8/30/2011 6:32:10 AM, jmccaugh, Action Type : Call to Customer

I called the customer on his cell phone and introduced myself as the RCM. He said "oh yeah I was suppose to fax you a copy of my paid receipt yesterday". He said he would fax the requested document within the hour. I thanked Mr. [REDACTED] for his assistance and told him I would call him back once I have received his fax. He thanked me for the call. I thanked Mr. [REDACTED] for calling AHM.

*** COMMIT 8/30/2011 6:32:15 AM, jmccaugh, Action Type : N/A

Process check req.

*** CASE MODIFY 8/31/2011 7:52:38 AM, jmccaugh

into WIP WIPbin 2 and Status of Solving.

*** NOTES 8/31/2011 7:58:30 AM, jmccaugh, Action Type : Note-General

Closing case until the requested documents are received.

*** CASE FULFILL 8/31/2011 7:58:37 AM, jmccaugh

Fulfilled for [REDACTED] due 08/31/2011 12:00:00 AM.

*** SUBCASE N012011-08-1700076-1 CLOSE 8/31/2011 7:59:35 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/31/2011 7:59:39 AM, jmccaugh

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

*** CASE REOPEN 9/6/2011 4:39:40 PM, valligoo

with Condition of Open and Status of Solving.

*** CASE MODIFY 9/6/2011 4:48:06 PM, valligoo

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : (PLAZA) 5A - [REDACTED] - REAR HATCH

*** CASE CLOSE 9/6/2011 4:48:08 PM, valligoo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/6/2011 4:51:38 PM, valligoo
with Condition of Open and Status of Solving.

*** NOTES 9/6/2011 4:54:29 PM, valligoo, Action Type : Letter/Fax
On 09/06/11 ACS received a 3-page fax from customer regarding requested documents.

*** CASE ADD ATTACHMENT 9/6/2011 5:00:22 PM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-08-1700076_1.PDF

*** CASE DISPATCH 9/7/2011 8:33:39 AM, valligoo
from WIP default to Queue Honda Team G.

*** CASE ASSIGN 9/7/2011 1:25:02 PM, galbu
[REDACTED] to mcaldare, WIP

*** CASE RULE ACTION 9/7/2011 1:25:02 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 9/8/2011 5:58:30 AM, mcaldare, Action Type : Call to Customer
I contacted Mr. [REDACTED] and informed the customer that AHM has received his invoice and proof of payment showing he had the rear hatch repairs performed to his vehicle. I stated that AHM is going to be reimbursing him the 183.19 he paid for the rear hatch repairs done at Plaza Honda. He thanked Honda for this assistance and said he really appreciates the help. I welcomed Mr. [REDACTED], verified his address and informed him that this reimbursement will be received in 2-3 weeks. He understood and thanked me again for the assistance.

*** SUBCASE [REDACTED] CREATE 9/8/2011 5:59:32 AM, mcaldare
Created in WIP Default with Due Date 9/8/2011 5:59:32 AM.

*** SUBCASE [REDACTED] DISPATCH 9/8/2011 6:00:45 AM, mcaldare
from WIP ** default ** to Queue CkReq - Albu.

*** NOTES 9/8/2011 6:01:30 AM, mcaldare, Action Type : Note-General
DPSM involved? No
Total Amount the customer paid \$ 183.19
Total Goodwill assistance offered: \$ 183.19
Percentage of Goodwill Authorized: 100%

*** COMMIT 9/8/2011 6:03:28 AM, mcaldare, Action Type : N/A
Made to [REDACTED] due 09/12/2011 05:00:00 PM.
verify check mailed

*** CASE MODIFY 9/8/2011 6:03:45 AM, mcaldare
into WIP ** default ** and Status of Solving.

*** CASE MODIFY 9/8/2011 7:12:05 AM, mcaldare
into WIP 5A and Status of Solving.

*** SUBCASE [REDACTED] 9/8/2011 7:16:48 AM, galbu, Action Type :
Check Requisition for 183.19 \$ submitted

Case History

Case ID : [REDACTED]

Case Title : (PLAZA) 5A - [REDACTED] - REAR HATCH

Check Requisition for 183.19 \$ submitted by galbu

*** SUBCASE [REDACTED] RETURN 9/8/2011 7:16:56 AM, galbu
from Queue CkReq - Albu to WIP subcases.

*** CASE MODIFY 9/8/2011 12:08:13 PM, mcaldare
into WIP 5A and Status of Solving.

*** NOTES 9/9/2011 1:58:49 PM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE [REDACTED] COMMIT 9/12/2011 8:05:50 AM, mcaldare, Action Type : External Commitment
Check processed for check_req_no = 10190 on 2011-09-09-00.00.00.000000

*** SUBCASE [REDACTED] CLOSE 9/12/2011 10:45:53 AM, mcaldare
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/12/2011 10:45:55 AM, mcaldare
into WIP 5A and Status of Solving.

*** CASE CLOSE 9/12/2011 10:45:57 AM, mcaldare
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/19/2010 3:32:48 PM
Case Originator : Noell Jessie (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	12/2/2010 1:50:06 PM
Case Owner : Kai Makaena (Team HE)	Method :	Phone	Queue :		Days Open :	13
Last Closed By : Kai Makaena (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title : 7N - SLIDING DOOR COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38918E
Model / Year :	ODYSSEY / 2008
Model ID / Product Line :	RL3898KW / A
Miles / Hours :	39,000
In Service Date :	07/18/2008
Months In Use :	28
Engine Number :	J35A74070538
Originating Dealer No. / Name :	207391 / MAROONE HONDA OF HOLLYWOOD
Selling Dealer No. / Name :	207391 / MAROONE HONDA OF HOLLYWOOD
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BU
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208325 / HOLMAN HONDA OF FT.
Phone No. :	954-764-1100
Address :	12 EAST SUNRISE BLVD.
City / State / Zip :	FORT LAUDERDALE, FL 33304
Svc District / Sls District :	07N / C07
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
-	Subcase Close	Product	Operation	822	Door, right rear

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2010 1:26:56 PM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 12/2/2010 1:50:05 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 822 / Door, right rear
Condition Code Desc Other 822X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 7N - [REDACTED] - SLIDING DOOR COMPLAINT

*** CASE CREATE 11/19/2010 3:32:48 PM, njessie

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

*** NOTES 11/19/2010 3:50:15 PM, njessie, Action Type : Call from Customer

Updated customer contact info

Best contact # [REDACTED]

Customer states that the hydraulics on the rear door doesn't work. Customer states that she has to physically lift and pull the door open. Customer states that she has called the dlr and they informed her that this would not be fixed under warranty since she is outside of the warranty by 3,000 miles. Customer states that she would like to know if AHM would be willing to assist with this repair since her vehicle is still fairly new. Customer states that she has been driving Hondas since she started driving and that he got her entire family to drive them. Customer states that she has about half of her services done at the dlr and half at an IRF. Customer states that she has all the service records for anything that has ever been done on her vehicle. Customer is the original owner of the vehicle. Customer states that the vehicle has not been diagnosed by a Honda dlr but it will be taken in Monday morning for diagnosis.

ACS informed the customer that given that she is a brand loyal customer this case will be dispatched to a case manager for further assistance. ACS informed the customer that a case manager will call her within the next 1-2 business days. ACS informed the customer that assistance is not guaranteed.

Customer understood and needed no further assistance.

*** CASE MODIFY 11/19/2010 3:50:37 PM, njessie

into WIP default and Status of Solving.

*** CASE DISPATCH 11/19/2010 3:50:49 PM, njessie

from WIP default to Queue Honda Team E.

*** CASE MODIFY 11/19/2010 3:50:52 PM, njessie

into WIP default and Status of Solving.

*** CASE RULE ACTION 11/20/2010 3:50:49 PM, sa

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

*** CASE RULE ACTION 11/21/2010 3:50:49 PM, sa

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

*** CASE ASSIGN 11/22/2010 6:04:54 AM, Itafoya

[REDACTED] to kmakaena, WIP

*** CASE RULE ACTION 11/22/2010 6:04:54 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 11/22/2010 6:45:49 AM, kmakaena, Action Type : N/A

24

*** CASE MODIFY 11/22/2010 6:46:01 AM, kmakaena

into WIP NEW CASES and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/22/2010 1:26:56 PM, kmakaena

Created in WIP Default with Due Date 11/22/2010 1:26:56 PM.

*** CASE FULFILL 11/22/2010 1:29:26 PM, kmakaena

Fulfilled for [REDACTED] due 11/22/2010 12:00:00 PM.

*** COMMIT 11/22/2010 1:29:32 PM, kmakaena, Action Type : N/A

Case History

Case ID : [REDACTED]

Case Title : 7N - [REDACTED] - SLIDING DOOR COMPLAINT

call customer

*** NOTES 11/22/2010 1:29:51 PM, kmakaena, Action Type : Call to Customer

ACS called the customer on [REDACTED] and left a message for a call back. I informed the customer that AH will try again by 11/24.

*** CASE MODIFY 11/22/2010 1:30:01 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 12/2/2010 10:53:34 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer for a update. The customer informed ACS that she took her vehicle to Holman Honda on 11/29 and Eddie(sm) was able to contact his local rep to have both rear tail shocks replaced. The customer stated that she was happy with the service provided and would like to thanked Eddie for making this process easy. I thanked the customer for the update and informed her that I will send a thank you message to Eddie for his assistance. The customer thanked ACS for the follow up call.

*** CASE MODIFY 12/2/2010 1:37:34 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 12/2/2010 1:39:12 PM, kmakaena, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Eddie,

The customer would like to thank you for assisting her with getting the rear tail gate lifts replaced in her vehicle.

Thanks for making the effort for our customer!!

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

Thank you for your attention to this matter.

Kai Makaena

Automobile Customer Service

*** CASE MODIFY 12/2/2010 1:50:03 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 12/2/2010 1:50:05 PM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/2/2010 1:50:06 PM, kmakaena

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

Attachment #4
Consumer Complaints
2009 Odyssey EX-L

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/16/2011 8:38:29 AM
Case Originator : Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/16/2011 8:44:05 AM
Case Owner : Tara Limun (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By : Tara Limun (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - REAR DOOR COMPLAINT			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNRL38619B ██████████
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours : 24,000
 In Service Date : 05/16/2009
 Months In Use : 24
 Engine Number : J35A75002137
 Originating Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Selling Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207455 / SOUTH SHORE HONDA
 Phone No. : 516-285-8036
 Address : 704 WEST MERRICK ROAD
 City / State / Zip : VALLEY STREAM, NY 11580
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : ██████████ Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ -	Subcase Close	Product	Operation	821	Door, left rear

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 5/16/2011 8:42:13 AM
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 5/16/2011 8:44:05 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 821 / Door, left rear
 Condition Code Desc Other 821X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - REAR DOOR COMPLAINT

*** CASE CREATE 5/16/2011 8:38:29 AM, tlimun

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

*** CASE MODIFY 5/16/2011 8:39:21 AM, tlimun

into WIP default and Status of Solving.

*** SUBCASE ██████████ CREATE 5/16/2011 8:42:13 AM, tlimun

Created in WIP Default with Due Date 5/16/2011 8:42:13 AM.

*** NOTES 5/16/2011 8:43:54 AM, tlimun, Action Type : Call from Customer

ACS verified customer contact info and best contact number ██████████

The customer called ACS and advised that the strut on rear door. Customer stated the strut is not working and feels they blown out. Customer would like to know if the issue can be cover under warranty. ACS referred customer to his warranty booklet page 9 and Honda will repair or replace any part that is defective in material or workmanship under normal use. Customer thanked ACS and will take his vehicle to SOUTH SHORE HONDA for diagnosis. Customer thanked ACS.

*** CASE CLOSE 5/16/2011 8:44:05 AM, tlimun

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

*** SUBCASE ██████████ CLOSE 5/16/2011 8:44:05 AM, tlimun

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/28/2011 1:12:21 PM
 Case Originator : April Cooper (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 7/11/2011 11:59:28 AM
 Case Owner : Sergio Salvador (Team HG) Method : Phone Queue : Days Open : 13
 Last Closed By : Sergio Salvador (Team HG) Point of Origin : Customer Wipbin :
 Case Title : (DANBURY) 5F-[REDACTED] - REAR DOOR STRUTS /NOT WORKING - AS No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38649E [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours : 45,815
 In Service Date : 06/29/2009
 Months In Use : 24
 Engine Number : J35A75004330
 Originating Dealer No. / Name : 207896 / BREWSTER HONDA
 Selling Dealer No. / Name : 207896 / BREWSTER HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207994 / HONDA OF DANBURY
 Phone No. : 203-730-5600
 Address : 102D-102A-104 FEDERAL
 City / State / Zip : DANBURY, CT 06810
 Svc District / Sls District : 05F / F05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PROD	Subcase Close	Product	Operation	823120	TRUNK LID/TAILGATE/

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 6/29/2011 6:57:03 AM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 7/11/2011 11:59:21 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 823120 / TRUNK LID/TAILGATE/STAY ASSEMBLY (BOTH

Condition Code Desc Tailgate 8236

Campaign Code / Desc : /

Temperament Code : Please Specify

Resolutions : Assist - AHM 100%

Component Category : NR - No Category Found

Previously Published : NO

Fire Indicator : NO

Rollover Indicator : NO

Cosmetic / Sound Quality Indicator : NO

Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :

Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : (DANBURY) 5F-[REDACTED] - REAR DOOR STRUTS /NOT WORKING - ASSISTAN

*** CASE CREATE 6/28/2011 1:12:21 PM, acooper

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

*** CASE MODIFY 6/28/2011 1:13:15 PM, acooper

into WIP default and Status of Solving.

*** CASE YANKED 6/28/2011 1:18:02 PM, lroberts

Yanked by lroberts into WIPbin default.

*** CASE MODIFY 6/28/2011 1:18:17 PM, lroberts

into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2011 1:18:26 PM, lroberts

into WIP default and Status of Solving.

*** NOTES 6/28/2011 1:41:53 PM, acooper, Action Type : Call from Customer

I verified the customers information.

The best contact number is [REDACTED]

The customer called and inquired about a recall information.

ACS explained to customer recall information is handled by a different department. The customer did not want to be transferred. In my efforts to assist the customer he immediately asked for a supervisor. ACS advised the customer it was not a supervisor issue and would be able to assist him. The customer still wanted to speak with a supervisor. ACS then transferred called to supervisor.

*** NOTES 6/28/2011 1:52:49 PM, lroberts, Action Type : Escalation

Best contact # [REDACTED]

(Secondary [REDACTED] - The customer stated that he would prefer not to be called at this number, however only if absolutely not able to reach him on the primary #.)

The customer stated that he was calling to find out if there is a recall on his vehicle for the [REDACTED] struts on the rear door. He stated that he did not want his call to be transferred to another department to inquire only to be transferred back to ACS. He stated that he has two friends that own the same type of vehicle and their vehicles had the same issue with the struts not working properly. The customer stated that this part was repaired on their vehicle free of charge because it was a recall. He stated that he believes that his vehicle is having the exact same issue and so he wants for Honda to cover the cost of repair.

I informed the customer that recalls are vin specific and that based on his vin number I do not show that there is a recall for the rear door struts. I inquired if he had the issue diagnosed at a Honda dealer. The customer stated that the issue was diagnosed today at Honda of Danbury and it was determined that the struts need to be replaced for the estimated cost of \$250. The customer stated that he was working with an SA but does not remember his name; he stated that the SA referred him to contact AHM because he complained that it was too soon for this part to go out and he does not feel that he should pay for the repair.

I informed the customer that at this time his vehicle is out of warranty and that this repair would be at his expense. The customer stated that he does not agree that he should pay for the repair for several reasons. He stated that he believes that the issue is the same as that of his friend's vehicle and it is too soon for these parts to go out. He stated that he is a loyal Honda owner and has always loved Honda, however this is disappointing. (Airbase confirmed

Case History

Case ID : [REDACTED] Case Title : (DANBURY) 5F-[REDACTED] - REAR DOOR STRUTS /NOT WORKING - ASSISTAN

only 3 vehicles for the customer, under his wife's name, Amy). The customer stated that he regularly services his vehicle at Honda of Danbury and has serviced the vehicle at other Honda dealers as well.

I informed the customer that I can forward his case to a CM for further review of his request for assistance. I explained that this will be on a case by case basis with no guarantee. The customer stated that he understood this. I provided the customer with his case number and offered further assistance, he declined and we ended the call.

Note: The customer stated that the SA informed him that the parts needed would have to be ordered and can take up to 2 days. The vehicle is currently with the customer.

*** CASE MODIFY 6/28/2011 1:53:15 PM, Iroberts into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2011 1:53:21 PM, Iroberts into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2011 2:03:34 PM, Iroberts into WIP default and Status of Solving.

*** CASE MODIFY 6/28/2011 2:04:26 PM, Iroberts into WIP default and Status of Solving.

*** CASE DISPATCH 6/28/2011 2:05:01 PM, Iroberts from WIP default to Queue Honda Team G.

*** CASE ASSIGN 6/28/2011 2:29:23 PM, galbu [REDACTED] to ssalvado, WIP

*** CASE RULE ACTION 6/28/2011 2:29:24 PM, sa Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 6/29/2011 6:08:48 AM, ssalvado into WIP ** default ** and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/29/2011 6:57:03 AM, ssalvado Created in WIP Default with Due Date 6/29/2011 6:57:03 AM.

*** COMMIT 6/29/2011 6:57:04 AM, ssalvado, Action Type : Made to [REDACTED] due 07/06/2011 06:57:08 PM.

DCS Follow-Up

*** NOTES 6/29/2011 6:57:41 AM, ssalvado, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/6/2011 6

Good Morning

The purpose of this message is regarding a recent contact by customer [REDACTED] 5FNRL38649B [REDACTED]. Customer contacted ACS regarding an issue with the rear hatch lift supports. ACS is currently seeking information regarding the case. Would you contact ACS back to discuss

-The Date and Mileage the vehicle was in for the issue

Case History

Case ID : [REDACTED] Case Title : (DANBURY) 5F-[REDACTED] - REAR DOOR STRUTS /NOT WORKING - ASSISTAN

- The Repair Order Number
- What was the diagnosis of the issue that the customer is concern with
- What is currently the recommended action to address the issue
- Was the DPSM involved
- What the customer pay price would be for the repair
- What would be the warranty price for the repair
- Was Tech Line contacted in regards to the customer concern

Thank you for your attention to this matter.

Sergio Salvador
 American Honda Motor Co., Inc.
 Direct: (310) 783-7736
 Fax: (310) 783-3023

*** NOTES 6/29/2011 7:04:52 AM, ssalvado, Action Type : Note-General

The following vehicles were found to have been purchase by the customer's household:

- 5FNRL18694B [REDACTED] 2004 Odyssey
- 5FNYP184X6 [REDACTED] 2006 Pilot
- 5FNRL38649 [REDACTED] 2009 Odyssey
- 5FNYP18416 [REDACTED] 2006 Pilot

The following service history was found through Airbase for the customer's vehicle :

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
ODOMETER	DLRID	MAKE	MODEL			
212569531	837455609	[REDACTED]	[REDACTED]		5FNRL38649E [REDACTED]	07/13/2009 12:00:00
AM 133	1635	208517	HOND ODYSSEY			
217804928	A18450424	[REDACTED]	[REDACTED]		5FNRL38649E [REDACTED]	08/03/2009 12:00:00
AM 254.98	3099	207994	HOND ODYSSEY			
216806951	A18450424	[REDACTED]	[REDACTED]		5FNRL38649E [REDACTED]	07/21/2009 12:00:00
AM 0	2068	207994	HOND ODYSSEY			
250895511	A18450424	[REDACTED]	[REDACTED]		5FNRL38649E [REDACTED]	08/09/2010 12:00:00
AM 27.75	26107	207994	HOND ODYSSEY			
244344504	A18450424	[REDACTED]	[REDACTED]		5FNRL38649E [REDACTED]	05/25/2010 12:00:00
AM 31.2	21536	207994	HOND ODYSSEY			
254451562	A36439920	.NULL.	.NULL.		5FNRL38649E [REDACTED]	08/31/2010 12:00:00
AM 12	28041	207612	HOND ODYSSEY			
265431350	A42050202	[REDACTED]	[REDACTED]		5FNRL38649E [REDACTED]	12/10/2010 12:00:00
AM 34.95	34450	207994	HOND ODYSSEY			

*** CASE MODIFY 6/29/2011 7:05:30 AM, ssalvado
 into WIP ** default ** and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : (DANBURY) 5F-[REDACTED] - REAR DOOR STRUTS /NOT WORKING - ASSISTAN

*** NOTES 6/29/2011 8:19:41 AM, ssalvado, Action Type : Note-General

Stay Assembly replacement (2)

Total Parts cost at warranty rate ☐ \$ 98.84

Total Labor cost at warranty rate ☐ \$ 20.80

Total Sublet cost ☐ \$ -

Total Warranty Price ☐ \$ 119.64

*** CASE MODIFY 6/29/2011 8:29:27 AM, ssalvado

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

*** NOTES 6/29/2011 9:14:06 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left message on 9143026492, requesting a call back to discuss case.

*** NOTES 6/29/2011 9:16:11 AM, ssalvado, Action Type : Call from Dealer

ACS received a call from Jay, SM, who informed ACS that he was not familiar with the customer concern but according to the notes, the vehicle was in with a failed lift support/stay assembly, which the customer was quoted \$250 for the replacement. SM stated that given the age and mileage he was a little upset that his SA had not reviewed the case with him, which ACS agreed. SM was informed that ACS would be willing to cover 100% of the repair cost based on the low age, low mileage and the customer extensive history with AHM. SM agreed to present the offer.

*** CASE MODIFY 6/29/2011 9:16:33 AM, ssalvado

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

*** NOTES 6/29/2011 1:51:15 PM, ssalvado, Action Type : Call from Customer

ACS called received a call from the customer who was informed that ACS had the opportunity to review the case with the dealership. Customer was informed that abased on his extensive purchasing history ACS had decided to cover the cost of lift support replacement 100% as a one time goodwill gesture and a token of AHM appreciation for his business. Customer was referred to the dealership to make arrangements for the repairs and informed that ACS would follow up on

*** CASE MODIFY 6/29/2011 1:53:07 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 7/7/2011 6:36:35 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and left message for Jay, SM, requesting a call back to discuss case.

*** NOTES 7/7/2011 12:06:33 PM, ssalvado, Action Type : Call from Dealer

ACS received a call from Jay, SM, who informed ACS that the customer was in on 7/2 when the lift supports were replaced. ACS was charged \$119.64.

*** NOTES 7/7/2011 12:07:33 PM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail informing the customer that ACS was calling to follow up on the repairs. Customer was informed that if everything worked out to his satisfaction there would be no need to call ACS back. Customer was informed that if a return call was not received by Monday the case would be closed.

*** CASE FULFILL 7/7/2011 12:07:45 PM, ssalvado

Fulfilled for [REDACTED] due 07/06/2011 06:57:08 PM.

*** COMMIT 7/7/2011 12:07:54 PM, ssalvado, Action Type : N/A

has customer returned call, if not close case (7/11)

*** CASE MODIFY 7/7/2011 12:08:26 PM, ssalvado

Case History

Case ID : [REDACTED] Case Title : (DANBURY) 5F-[REDACTED] - REAR DOOR STRUTS /NOT WORKING - ASSISTAN
into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 7/11/2011 11:56:55 AM, ssalvado, Action Type : Note-Resolution

*** NOTES 7/11/2011 11:57:15 AM, ssalvado, Action Type : Note-General

ACS will be closing off case based on confirmation that the repairs were completed and the customer lack of response to ACS contact attempts.

*** NOTES 7/11/2011 11:59:00 AM, ssalvado, Action Type : Note-Resolution

DPSM involved? No

Customer pay quote from Dealership: \$ 250.00

Total Warranty Repair Cost \$ 119.64

Total Amount Authorized for claim: \$ 119.64

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ - + Applicable tax

*** SUBCASE [REDACTED] CLOSE 7/11/2011 11:59:21 AM, ssalvado

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/11/2011 11:59:26 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE CLOSE 7/11/2011 11:59:28 AM, ssalvado

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 7/16/2010 8:29:32 AM
Case Originator : Allan Perez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2010 2:21:45 PM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 25
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6L-#208202--KEELING, SANDY - TAILGATE/WINDOWS	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 :	REIDSVILLE, NC
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38649B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3869JW / A
Miles / Hours :	22,000
In Service Date :	03/10/2009
Months In Use :	16
Engine Number :	J35A75004443
Originating Dealer No. / Name :	207414 / HONDA OF CONCORD
Selling Dealer No. / Name :	208202 / CROWN HONDA GREENSBORO
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208202 / CROWN HONDA GREENSBORO
Phone No. :	336-854-9900
Address :	3633 W. WENDOVER AVE.
City / State / Zip :	GREENSBORO, NC 27407
Svc District / Sls District :	06L / F06
Warranty Labor Rate / Date :	\$93.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206981	BURLINGTON 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
- PRODU	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 7/16/2010 2:31:51 PM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 8/10/2010 2:16:36 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Operates as Designed, Assist Denied, Documented Concern
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Deaths And Injuries Info :

Deaths Or Injuries Reported Flag On ./ By : 07/21/2010 / mkim
 Method : Verbal only
 Date Method Updated On / By : 07/21/2010 / mkim
 Incident Location : NC
 Incident Date : 07/13/2010
 # of Deaths : 0
 # of Persons with Serious Injuries : 1
 # of Persons with Non - Serious Injuries : 0

Component Category 1 : 16 - Structure
 Component Category 2 : NA - Please Specify
 Component Category 3 : NA -
 Component Category 4 : NA - Please Specify
 Component Category 5 : NA - Please Specify

Case History

Case ID : [REDACTED]

Case Title : 6L-#208202-[REDACTED] - TAILGATE/WINDOWS

*** CASE CREATE 7/16/2010 8:29:32 AM, aperez1

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

*** CASE MODIFY 7/16/2010 8:29:47 AM, aperez1

into WIP default and Status of Solving.

*** NOTES 7/16/2010 8:43:30 AM, aperez1, Action Type : Call from Customer

Updated customers contact info, best contact # [REDACTED]

Customer does not have the VIN and does not know the current mileage. Customer states that on Tuesday she was putting was in the back of the vehicle with the tailgate up when it fell and hit her on the back of the head. Customer states that she hurt her neck and had to go to the hospital but she is ok. Customer states that she took the vehicle to CROWN HONDA GREENSBORO and they told her that they could not duplicate the issue. Customer states that she asked them to disable the power tailgate and they did. Customer states that she is afraid to drive the vehicle now. Customer states that over the last year when she closes the windows and the doors, in the morning the windows will be halfway down or more. Customer states that the dealer has also been unable to duplicate this concern. Customer states that she has been working with SA LARRY. Customer would like Honda to get involved and fix these 2 problems. Customer states that she will take the vehicle back to CROWN HONDA GREENSBORO on Monday for further diagnosis. Customer states that she will leave the vehicle there because she still has her 1999 Odyssey.

ACS advised the customer that her concerns will be documented. ACS advised the customer that the dealer must be able to duplicate a concern in order to address it. ACS advised the customer that this case will be forwarded to a RCM for review and she will receive a call back within 1-2 business days.

Customer understood, call ended.

*** CASE MODIFY 7/16/2010 8:43:51 AM, aperez1
into WIP default and Status of Solving.*** CASE MODIFY 7/16/2010 8:43:53 AM, aperez1
into WIP default and Status of Solving.*** CASE MODIFY 7/16/2010 8:44:11 AM, aperez1
into WIP default and Status of Solving.*** CASE MODIFY 7/16/2010 8:44:12 AM, aperez1
into WIP default and Status of Solving.*** CASE MODIFY 7/16/2010 8:44:18 AM, aperez1
into WIP default and Status of Solving.*** CASE MODIFY 7/16/2010 8:44:35 AM, aperez1
into WIP default and Status of Solving.*** CASE MODIFY 7/16/2010 8:44:36 AM, aperez1
into WIP default and Status of Solving.*** CASE DISPATCH 7/16/2010 8:44:45 AM, aperez1
from WIP default to Queue Honda Team F.*** CASE ACCEPT 7/16/2010 12:35:12 PM, mkim
from Queue Honda Team F to WIP DEFAULT.

Case History

Case ID : ██████████ Case Title : 6L-#208202--██████████ - TAILGATE/WINDOWS

*** SUBCASE ██████████ CREATE 7/16/2010 2:31:51 PM, mkim

Created in WIP Default with Due Date 7/16/2010 2:31:51 PM.

*** COMMIT 7/16/2010 2:32:05 PM, mkim, Action Type :

Made to ██████████ due 07/19/2010 02:32:11 PM.

DCS Follow-Up

*** NOTES 7/16/2010 2:32:42 PM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 7/19/2010

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

Customer does not have the VIN and does not know the current mileage. Customer states that on Tuesday she was putting was in the back of the vehicle with the tailgate up when it fell and hit her on the back of the head. Customer states that she hurt her neck and had to go to the hospital but she is ok. Customer states that she took the vehicle to your dealership and they told her that they could not duplicate the issue. Customer states that she asked them to disable the power tailgate and they did. Customer states that she is afraid to drive the vehicle now. Customer states that over the last year when she closes the windows and the doors, in the morning the windows will be halfway down or more. Customer states that the dealer has also been unable to duplicate this concern. Customer states that she has been working with SA LARRY. Customer would like Honda to get involved and fix these 2 problems. Customer states that she will take the vehicle back to your dealership on Monday for further diagnosis. Customer states that she will leave the vehicle there because she still has her 1999 Odyssey.

*** CASE MODIFY 7/16/2010 2:32:48 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 7/16/2010 2:32:51 PM, mkim

Fulfilled for ██████████ due 07/19/2010 02:32:11 PM.

*** COMMIT 7/16/2010 2:32:56 PM, mkim, Action Type : N/A

cust called? HNA-injury

*** CASE MODIFY 7/16/2010 2:33:13 PM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 7/16/2010 2:34:09 PM, mkim, Action Type : Call to Customer

I called ██████████ but got customer's VM.

I left a message introducing myself as the CM and a request to contact me back to discuss the concerns on her 2009 Odyssey.

I provided my contact information and also a message to follow up again on 07/21/2010 if I don't hear from her.

*** CASE MODIFY 7/16/2010 2:34:14 PM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 7/20/2010 8:50:46 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 7/20/2010 8:51:07 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 7/20/2010 2:27:48 PM, mkim

into WIP DEFAULT and Status of Solving.

*** NOTES 7/21/2010 8:19:54 AM, mkim, Action Type : Call to Dealer

Case History

Case ID : [REDACTED]

Case Title : 6L-#208202-[REDACTED] - TAILGATE/WINDOWS

I called Crown Honda to speak to SM-Brad but got his VM.
I left message requesting a call back.

*** CASE CLAIMS LOOKUP 7/21/2010 8:32:56 AM, mkim

CLAIM CHECK 07/21/2010 08:32:56 AM mkim

The following Claim History information was found

0; 2010-05-14; 208202; 504567; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE MODIFY 7/21/2010 8:40:44 AM, mkim

into WIP 6L and Status of Solving.

*** CASE MODIFY 7/21/2010 9:57:26 AM, mkim

into WIP 6L and Status of Solving.

*** NOTES 7/21/2010 10:49:08 AM, mkim, Action Type : Call from Dealer

SD-Larry from Crown Honda is returning a message I left before.

SD said the customer brought in the vehicle and couple of days ago and they just returned it back to her yesterday after they were not able to duplicate any concerns and find anything wrong. SD said the customer complaint the tailgate fell and hit her on the back of the head. SM said she inspected the vehicle and determined vehicle was operating as design and could not duplicate any issues with the tailgate. Additionally, SD said the customer complaint the all four windows rolled down on their own but could not duplicate the concern or found anything wrong.

*** NOTES 7/21/2010 11:36:27 AM, mkim, Action Type : Call from Dealer

SD Larry also advised me they contacted techline and provide me with ref#320779.

*** CASE MODIFY 7/21/2010 11:37:52 AM, mkim

into WIP 6L and Status of Solving.

*** SUBCASE [REDACTED] INJURIES/DEATH CHANGES 7/21/2010 12:13:39 PM, mkim

Initial setting of Injuries/Death method to Verbal only

*** SUBCASE [REDACTED] MODIFY 7/21/2010 12:14:07 PM, mkim

into WIP Subcases and Status of Solving.

*** SUBCASE [REDACTED] INJURIES/DEATH CHANGES 7/21/2010 12:14:07 PM, mkim

Changed Injuries/Death Reported from No to Yes

*** CASE MODIFY COMMITMENT 7/21/2010 12:18:57 PM, mkim

with [REDACTED] due 07/23/2010 05:00:00 PM.

*** NOTES 7/21/2010 12:19:16 PM, mkim, Action Type : Call to Customer

I called [REDACTED] and spoke to Mrs [REDACTED]

Customer said last Tuesday, she opened the tailgate using the remote and put the remote in her pants pocket while she tried to load the boxes of tiles in the back of the trunk when the tailgate started to close and hitting her in the back of the head and the neck. Customer said someone else had to pull her out of the vehicle because she was pinned and couldn't get out. Customer went to the doctor and was informed she had a minor concussion in her head but she still feels dizzy and have headache so she's schedule to go in tomorrow to have a CAT scan done on her head.

Customer said she appreciates Honda following up with her and she also received a call from the dealership today telling her vehicle is ready to be pick up since they didn't find anything wrong.

Customer said the only thing that's worrying her now is how dangerous it would have been if this happen to a kid or someone smaller than her.

Customer said she will go to have the CAT scan done tomorrow but customer wants to know what Honda is going to do if they find something wrong with her.

Case History

Case ID : ██████████

Case Title : 6L-#208202-██████████ - TAILGATE/WINDOWS

Customer said she likes to keep things simple and don't want to involve any lawyer so customer asked that we reimburse her the medical expenses.

I informed the customer dealership inspected the vehicle but was not able to duplicate or verify any concerns with the tailgate or the windows so no repairs can be made.

Customer then asked what Honda is going to do about the medical expenses she incurred because of the injury.

I offered to document the information for reference and to follow up with her next week, 7/28 to provide more information. Customer understood.

*** NOTES 7/21/2010 12:23:41 PM, mkim, Action Type : Note-General

notify RM for further review

*** CASE MODIFY 7/21/2010 12:23:50 PM, mkim

into WIP 6L and Status of Solving.

*** NOTES 7/21/2010 1:47:26 PM, mfenner, Action Type : Note-General

Contact reviewed by RM. Contact was forwarded to HNA Law for review.

*** CASE MODIFY COMMITMENT 7/29/2010 10:53:18 AM, mkim

with ██████████ due 08/03/2010 05:00:00 PM.

*** NOTES 7/29/2010 10:53:34 AM, mkim, Action Type : Call to Customer

I called ██████████ and spoke to Ms. ██████████

Customer said she's at work and was not able to talk right now.

Customer offer to call me back tomorrow and I provided my contact information.

I offered to follow up with her next week, 8/3/2010 if I don't hear back from her.

*** CASE MODIFY 7/29/2010 10:53:45 AM, mkim

into WIP 6L and Status of Solving.

*** SUBCASE ██████████ CLOSE 8/10/2010 2:16:36 PM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 8/10/2010 2:20:43 PM, mkim

Fulfilled for ██████████ due 08/03/2010 05:00:00 PM.

*** NOTES 8/10/2010 2:21:17 PM, mkim, Action Type : Call to Customer

I called ██████████ and spoke to Mrs. ██████████

Customer said she went to see a doctor couple of weeks ago and the doctor didn't find anything wrong or broken. Customer said she still worried about the vehicle so she's going to try and take the vehicle to another Honda dealership for 2nd opinion sometime within next few weeks when she finds the time to do so.

I informed the customer I will document the case for future reference and advised custom in contacting me back if she has further questions or concerns after vehicle is taken for 2nd opinion. For now, I offered to document and close the case until further notice since no concerns were identified by Crown Honda.

Customer understood and thanked me for following up.

*** CASE MODIFY 8/10/2010 2:21:43 PM, mkim

into WIP 6L and Status of Solving.

*** CASE CLOSE 8/10/2010 2:21:45 PM, mkim

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 8/10/2009 6:09:41 AM
Case Originator : Cristine Perez (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2009 6:13:04 AM
Case Owner : Cristine Perez (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristine Perez (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - TAIL GATE 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 : PORT SAINT LUCIE, FL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38659B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours :
 In Service Date : 12/17/2008
 Months In Use : 8
 Engine Number : J35A75004470
 Originating Dealer No. / Name : 207478 / BERNARDI HONDA
 Selling Dealer No. / Name : 206786 / BERLIN CITY HONDA OF PORTLAND
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206786 / BERLIN CITY HONDA OF PORTLAND
 Phone No. : 207-774-1429
 Address : 255 MAINE MALL ROAD
 City / State / Zip : SOUTH PORTLAND, ME 04106
 Svc District / Sls District : 09J / D09
 Warranty Labor Rate / Date : \$99.50 /
 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
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2009 6:12:45 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 8/10/2009 6:13:00 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - TAIL GATE ISSUE

*** CASE CREATE 8/10/2009 6:09:41 AM, cperez

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

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2009 6:09:45 AM, cperez

WARRANTY CHECK 08/10/2009 06:09:45 AM cperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2009 6:09:49 AM, cperez

CLAIM CHECK 08/10/2009 06:09:49 AM cperez

The following Claim History information was found

0; 2008-09-17; 207478; T29324; 510; 000093 ; TRANSPORTATION SUBLET

*** CASE CAMPAIGN LOOKUP 8/10/2009 6:09:53 AM, cperez

CAMPAIGN CHECK 08/10/2009 06:09:53 AM cperez

The following Campaign information was found

09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE VSC LOOKUP 8/10/2009 6:09:55 AM, cperez

VSC-CUC CHECK 08/10/2009 06:09:55 AM cperez

No data found for VIN.

*** NOTES 8/10/2009 6:12:31 AM, cperez, Action Type : Call from Customer

Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to know about dealership in Canada.

Probing Questions: Customer states he has a 2008 Odyssey, and states he is having issues with the tail gate and he pushes the button, it goes up, and will not stay up, customer states that he lives close to the boarder,

Inbound Summary: ACS documented his concern and informed him it varies if the issue is a warrantable item, but it his choice to where he sees fit to take the vehicle, if ti is a warranted item he can submit in to AHM for the charge he will in incur at a Honda dealership in Canada, no further assistance was needed.

*** SUBCASE ██████████ CREATE 8/10/2009 6:12:45 AM, cperez

Created in WIP Default with Due Date 8/10/2009 6:12:45 AM.

*** SUBCASE ██████████ CLOSE 8/10/2009 6:13:00 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/10/2009 6:13:04 AM, cperez

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	7/27/2011 7:19:41 AM
Case Originator : Katrina Vibar (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/6/2011 6:34:57 AM
Case Owner : Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	41
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title : 4J [REDACTED] - TAILGATE STRUTS REIMBURSEMENT	No. of Attachments :	1				

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38749B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	40,000
In Service Date :	03/14/2009
Months In Use :	28
Engine Number :	J35A75005057
Originating Dealer No. / Name :	208180 / WETZEL HONDA
Selling Dealer No. / Name :	207067 / MATT CASTRUCCI HONDA
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208554 / JOE MORGAN HONDA
Phone No. :	513-360-2700
Address :	176 GARVER RD.
City / State / Zip :	MONROE, OH 45050
Svc District / SIs District :	04J / B04
Warranty Labor Rate / Date :	\$95.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PROD	Subcase Close	Product	Operation	823	Rear Compartment
[REDACTED] - CAMP	Subcase Close	Campaign	Eligibility		
[REDACTED] - PROD	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 7/27/2011 2:41:36 PM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 7/27/2011 2:42:56 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate Anchor 8238
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Updated Information, Documented Concern, Referred to Dealer
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : ██████████	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Campaign	Status : Subcase Close	Open Date : 7/27/2011 2:43:04 PM
Issue Owner : Katrina Vibar	Type 2 : Eligibility	Queue :	Close Date : 7/27/2011 2:43:52 PM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

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

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 7/29/2011 7:06:54 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 9/6/2011 6:34:56 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial, CR Generated Gdwill
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 9698	Payee Name : ██████████
Primary Amount : \$117.66	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : MIDDLETOWN, OH ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$117.66	Contention Code : 01201
Approved By : dgonzale	Defect Code : 02301
Approval Date : 9/1/2011	Category : Regular
Status : PROCESSED	Failed Part # : 74820-SHJ-A71
Check No. : 1927789	
Check Date : 9/2/2011	

Case History

Case ID : [REDACTED] Case Title : 4J [REDACTED] - TAILGATE STRUTS REIMBURSEMENT

*** CASE CREATE 7/27/2011 7:19:41 AM, kvibar

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

*** CASE MODIFY 7/27/2011 7:21:10 AM, kvibar

into WIP default and Status of Solving.

*** NOTES 7/27/2011 7:27:03 AM, kvibar, Action Type : Call from Customer

Updated Customer Information

Best Contact Number: [REDACTED]

The customer stated that they just got back from their vacation. The customer stated that when they were on vacation they had a problem with their trunk. The customer stated that it had happened on July 23, 2011. The customer stated that they were trying to push the button, it will slightly go up but it slams down. The customer stated that it would make a beeping noise. The customer stated that when she manually opens it, she will have to stand to hold it up. The customer stated that they have been a loyal customer. The customer stated that this is her 5th Honda vehicles. The customer stated that she takes her vehicle to a Honda DLR for services.

ACS informed the customer that there is no open recall pertaining to her vehicle. ACS invited the customer to visit owners.honda.com for recall information. ACS inquired if the customer would like assistance but the customer declined. ACS informed the customer that in order for her case to be review, she will have to take her vehicle to the DLR. ACS informed the customer that she will have to pay for the diagnostic fee prior to inspecting the vehicle. ACS informed the customer that she is outside of the warranty so it will be a case by case basis and there is not guarantee. ACS informed the customer that whenever she decides to have her vehicle inspected to contact AHM with the case number [REDACTED] ACS informed the customer that once she does then the case will be review in 1-2 business days. The customer understood and thanked ACS. No further assistance is needed.

*** CASE MODIFY 7/27/2011 7:27:10 AM, kvibar

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/27/2011 2:41:36 PM, kvibar

Created in WIP Default with Due Date 7/27/2011 2:41:36 PM.

*** SUBCASE [REDACTED] CLOSE 7/27/2011 2:42:56 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 7/27/2011 2:43:04 PM, kvibar

Created in WIP Default with Due Date 7/27/2011 2:43:04 PM.

*** CASE MODIFY 7/27/2011 2:43:46 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/27/2011 2:43:52 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/27/2011 2:43:52 PM, kvibar

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

*** CASE REOPEN 7/28/2011 7:46:19 AM, lducksw

with Condition of Open and Status of Solving.

*** NOTES 7/28/2011 7:52:21 AM, lducksw, Action Type : Call from Customer

Verified customer information.

Case History

Case ID : [REDACTED]

Case Title : 4J [REDACTED] - TAILGATE STRUTS REIMBURSEMENT

The customer called in stating she took the vehicle to [REDACTED] Honda and they advised her that the gas struts went out. The customer states she was quoted \$140 for parts and labor and would like AHM to cover the charges of the repair.

The customer states she would like to be considered for reimbursement because they are going out of town this weekend and the dealership will be fixing the vehicle today.

AHM advised the customer that I would forward her request to a CM for review, however I cannot guarantee out of warranty assistance or reimbursement. I advised her that a CM will respond within 1-2 business days, and let her know what we can do, if anything. The customer understood.

*** CASE MODIFY 7/28/2011 7:52:39 AM, lduckswo
into WIP default and Status of Solving.

*** CASE MODIFY 7/28/2011 7:52:58 AM, lduckswo
into WIP default and Status of Solving.

*** CASE DISPATCH 7/28/2011 7:53:04 AM, lduckswo
from WIP default to Queue Honda Team H .

*** CASE YANKED 7/28/2011 2:18:06 PM, codulio
Yanked by codulio into WIPbin Default.

*** SUBCASE [REDACTED] CREATE 7/29/2011 7:06:54 AM, codulio
Created in WIP Default with Due Date 7/29/2011 7:06:54 AM.

*** NOTES 7/29/2011 7:12:59 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I left message asking customer to call me back and discuss their trunk strut concerns. I provided the case# and 800# along with extension # [REDACTED]. I did tell the customer I will call again on 8.9.11 but in the mean time I will be working with the SM Michael Thornton on what we can do about their request. I asked to expect a call from the dealer also on their status.

*** NOTES 7/29/2011 7:14:24 AM, codulio, Action Type : Note-General
I checked AIRBASE and the services @ the dealer is not good.

Note: data does show multiple Honda owner. Customer is original owner of the 2009 Odyssey vehicle.

*** COMMIT 7/29/2011 7:14:37 AM, codulio, Action Type : N/A

Made to [REDACTED] due 08/01/2011 07:14:41 AM.
pending DCS Follow-Up

*** NOTES 7/29/2011 7:21:52 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/1/2011 7

Dear: Michael Thornton,

This customer contacted our office regarding the following issue(s): the customer called to request financial help with tailgate strut.

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

Hello Michael, how are you? I wanted to confirm current diagnosis on this problem. I need to confirm if DPSM has been involved? If no, I need to

Case History

Case ID : [REDACTED] Case Title : 4J [REDACTED] - TAILGATE STRUTS REIMBURSEMENT

obtain warranty vs. customer pay prices for this repair.

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

Caroline Odulio
Automobile Customer Service
310 783-7739 (direct#)
caroline_odulio@ahm.honda.com (Note: my e mail & direct# is for dealers use only)

*** NOTES 7/29/2011 7:46:00 AM, codulio, Action Type : Field FYI

I gave my DPSM in 4J a heads up on what is going on with this case.

*** CASE MODIFY 7/29/2011 7:46:04 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY COMMITMENT 7/29/2011 7:46:22 AM, codulio
with [REDACTED] due 08/09/2011 07:14:41 AM.

*** CASE MODIFY 7/29/2011 7:46:26 AM, codulio
into WIP Default and Status of Solving.

*** NOTES 8/5/2011 10:00:56 AM, codulio, Action Type : Call from Dealer

The SM Mike Thornton has sent me an internal message letting me know the customer came into the dealer on 7.28.11, they have already had the repairs done and pay for them @ a cost of \$151.65 with tax. The warranty price for repair is \$118.84. The DPSM was not involved.

The dealer did not have any service history with the customer, other than the dealer installed a weather strip for them with no charge on the labor @ their last visit. Mike said customer declined recommended service while they were @ the dealer.

*** CASE MODIFY 8/5/2011 10:02:37 AM, codulio
into WIP 208554 (4J) [REDACTED] and Status of Solving.

*** CASE MODIFY 8/8/2011 12:00:20 PM, codulio
into WIP 208554 (4J) [REDACTED] and Status of Solving.

*** NOTES 8/8/2011 12:01:41 PM, codulio, Action Type : Call from Customer
I rec'd a message from a Mrs. [REDACTED] asking to call back @ [REDACTED]

*** NOTES 8/8/2011 12:04:00 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I left message asking a call back to discuss their request for reimbursement on a tailgate strut reimbursement request. I provided the case# and my 800# along with my extension # [REDACTED]

*** CASE MODIFY 8/8/2011 12:04:04 PM, codulio
into WIP 208554 (4J) [REDACTED] and Status of Solving.

*** NOTES 8/10/2011 1:46:36 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I spoke with the customer's wife [REDACTED] I confirmed the address, phone#, and the spelling of the name is all correct.

I told [REDACTED] that I was calling to address the tailgate strut repair they had done @ [REDACTED] Honda. The customer said she had expressed the concerns of the part failing too soon but the SA did not offer to see what their dealer can do for the customer. I offered to see what AHM can do for

Case History

Case ID : [REDACTED]

Case Title : 4J ([REDACTED]) - TAILGATE STRUTS REIMBURSEMENT

them.

I asked if they owned any other Hondas? Customer said this is their 5th Honda and they still currently have a 2001 Accord. The current vehicle they are calling on was purchased new.

The customer said the services are done @ the dealer level. I asked the customer to fax over their bill to me @ 310 783-7890 attn: to me and include the case#. I told Mrs. [REDACTED] that I will call on 8.23.11 to confirm final decision. Mrs. [REDACTED] agreed with the arrangements.

*** CASE FULFILL 8/10/2011 1:47:24 PM, codulio

Fulfilled for [REDACTED] due 08/09/2011 07:14:41 AM.

*** COMMIT 8/10/2011 1:47:27 PM, codulio, Action Type : N/A

pending fax & call customer

*** CASE MODIFY 8/10/2011 1:47:45 PM, codulio

into WIP 208554 (4J) [REDACTED] and Status of Solving.

*** NOTES 8/15/2011 2:37:05 PM, valligoo, Action Type : Letter/Fax

On 08/15/11 ACS received a 2 page faxed [REDACTED] Honda w/cover regarding previous issue.

*** CASE ADD ATTACHMENT 8/15/2011 2:45:24 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-07-2700159_1.PDF

*** CASE RULE ACTION 8/24/2011 6:19:41 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE FULFILL 8/31/2011 1:01:25 PM, codulio

Fulfilled for [REDACTED] due 08/23/2011 09:00:00 AM.

*** NOTES 8/31/2011 1:09:42 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I spoke with Mrs. [REDACTED] I let her know since the vehicle is fairly outside of the factory warranty 3 years or 36k AHM has considered to reimburse them for the parts cost in the amount of \$117.66. I told Mrs. [REDACTED] I will process the claim and a check should be mailed next week of 9.5 thru 9.9.11 and I asked to allow one to two weeks for delivery and if there is a problem I asked to call us back. Mrs. [REDACTED] understood and agreed with the arrangements.

*** NOTES 8/31/2011 1:16:11 PM, codulio, Action Type : Check Requisition

I processed claim for the amount of \$117.66. I passed docs to my team H RM -DG for approval and generate a check to be mailed.

goodwill template:

DPSM involved? No

Total Amount the customer paid \$151.65

Total Goodwill assistance offered: \$117.66

Percentage of Goodwill Authorized: 78%

*** COMMIT 8/31/2011 1:20:43 PM, codulio, Action Type : N/A

pending check req

*** SUBCASE [REDACTED] DISPATCH 8/31/2011 1:21:36 PM, codulio

from WIP SUBCASES to Queue CkReq - Gonzalez.

Case History

Case ID : [REDACTED] Case Title : 4J [REDACTED] - TAILGATE STRUTS REIMBURSEMENT

*** CASE MODIFY 8/31/2011 1:21:49 PM, codulio
into WIP 208554 (4J) [REDACTED] : and Status of Solving.

*** SUBCASE [REDACTED] 9/1/2011 11:53:13 AM, dgonzale, Action Type :
Check Requisition for 117.66 \$ submitted
Check Requisition for 117.66 \$ submitted by dgonzale

*** SUBCASE [REDACTED] RETURN 9/1/2011 11:53:21 AM, dgonzale
from Queue CkReq - Gonzalez to WIP SUBCASES.

*** NOTES 9/2/2011 3:41:08 PM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE [REDACTED] COMMIT 9/5/2011 8:05:10 AM, codulio, Action Type : External Commitment
Check processed for check_req_no = 9698 on 2011-09-02-00.00.000000

*** CASE YANKED 9/6/2011 6:34:31 AM, kogawa
Yanked by kogawa into WIPbin Default.

*** SUBCASE [REDACTED] CLOSE 9/6/2011 6:34:56 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/6/2011 6:34:57 AM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 7/12/2011 11:44:26 AM
Case Originator : Kangsan Kim (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/8/2011 9:53:46 AM
Case Owner : Julie Kim (Team HF)	Method : Phone	Queue :	Days Open : 27
Last Closed By : Julie Kim (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6B-#206871- - LIFT GATE STRUT COMPLAINT *URGENT* 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 :	KING GEORGE, VA
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL386X9B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3869JW / A
Miles / Hours :	41,880
In Service Date :	04/22/2009
Months In Use :	27
Engine Number :	J35A75005230
Originating Dealer No. / Name :	206871 / KEN DIXON HONDA
Selling Dealer No. / Name :	206871 / KEN DIXON HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206871 / KEN DIXON HONDA
Phone No. :	301-843-8700
Address :	2294 CRAIN HIGHWAY
City / State / Zip :	WALDORF, MD 20601
Svc District / Sls District :	06B / A06
Warranty Labor Rate / Date :	\$100.40 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	Subcase Close	Product	Operation	417	RearDamper/Strut
	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kangsan Kim	Type 1 : Product	Status : Subcase Close	Open Date : 7/12/2011 11:48:55 AM
Issue Owner : Kangsan Kim	Type 2 : Operation	Queue :	Close Date : 7/12/2011 11:52:13 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 417 / RearDamper/Strut
 Condition Code Desc Other 417X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2011 6:24:07 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 8/8/2011 9:53:42 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 6B-#206871-[REDACTED] - LIFT GATE STRUT COMPLAINT *URGENT*

*** CASE CREATE 7/12/2011 11:44:26 AM, kkim

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

*** CASE MODIFY 7/12/2011 11:45:37 AM, kkim

into WIP default and Status of Solving.

*** CASE MODIFY 7/12/2011 11:47:34 AM, kkim

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/12/2011 11:48:55 AM, kkim

Created in WIP Default with Due Date 7/12/2011 11:48:55 AM.

*** NOTES 7/12/2011 11:52:09 AM, kkim, Action Type : Call from Customer

I updated the customer's contact information.

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

The customer called ACS and asked to see if the struts on the lift gate have any recalls. The customer expressed concern over the quick wear over the struts holding lift gate up. The customer has not taken the vehicle to a Honda dealership, but is seeking assistance for the repairs. The customer believes it is a safety issue. The customer will not be take the vehicle to a Honda dealership within 24 hours.

ACS stated that there are no recalls on the lift gate struts, and stated that his concern would be documented. ACS advised the customer to take the vehicle to a Honda dealership for a diagnosis, and provided the case number [REDACTED] to contact ACS back 24 hours prior to taking the vehicle to a Honda dealership.

The customer understood and required no further assistance pending dispatch.

*** SUBCASE [REDACTED] CLOSE 7/12/2011 11:52:13 AM, kkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/12/2011 11:52:13 AM, kkim

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

*** CASE REOPEN 7/27/2011 9:27:24 AM, lducksw

with Condition of Open and Status of Solving.

*** NOTES 7/27/2011 9:33:07 AM, lducksw, Action Type : Call from Customer

Verified customer information

Best contact number [REDACTED]

The customer called in to let us know that he has an appointment at Ken Dixon Honda tomorrow and 3:30pm. The customer would like to know if a CM will call him tomorrow because the dealership is 40 miles away from his home and he would like to have the issue resolved as soon as possible.

AHM advised the customer that I would forward his request to a CM for review, however we cannot guarantee out of warranty assistance. I advised him a CM would respond within 1-2 business days, however I will mark the case urgent because the dealership is so far away from his home.

*** CASE MODIFY 7/27/2011 9:33:23 AM, lducksw

into WIP default and Status of Solving.

*** CASE MODIFY 7/27/2011 9:33:31 AM, lducksw

Case History

Case ID : [REDACTED] Case Title : 6B-#206871-[REDACTED] - LIFT GATE STRUT COMPLAINT *URGENT*

into WIP default and Status of Solving.

*** CASE DISPATCH 7/27/2011 9:33:45 AM, lducksw
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 7/27/2011 12:38:44 PM, mkim
from Queue Honda Team F to WIP DEFAULT.

*** SUBCASE [REDACTED] CREATE 7/28/2011 6:24:07 AM, mkim
Created in WIP Default with Due Date 7/28/2011 6:24:07 AM.

*** CASE MODIFY 7/28/2011 6:24:14 AM, mkim
into WIP DEFAULT and Status of Solving.

*** COMMIT 7/28/2011 6:24:21 AM, mkim, Action Type :
Made to [REDACTED] due 07/31/2011 06:24:29 AM.

DCS Follow-Up

*** NOTES 7/28/2011 6:24:37 AM, mkim, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 7/31/2011

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

lift gate repair and is seeking assistance with the cost of the repair.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

Please contact me back at your earliest convenience to review customer's concerns.

Thank you for your prompt attention to this matter.

Julie Kim
Automobile Customer Service
310-783-7724

*** CASE MODIFY 7/28/2011 6:24:46 AM, mkim
into WIP DEFAULT and Status of Solving.

*** COMMIT 7/28/2011 6:24:48 AM, mkim, Action Type : N/A
SM-Tony called? call cust-f/u

*** CASE FULFILL 7/28/2011 6:25:07 AM, mkim
Fulfilled for [REDACTED] due 07/31/2011 06:24:29 AM.

*** CASE MODIFY 7/28/2011 6:25:27 AM, mkim
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY COMMITMENT 7/28/2011 8:33:40 AM, mkim
with [REDACTED] due 07/29/2011 05:00:00 PM.

*** NOTES 7/28/2011 8:33:52 AM, mkim, Action Type : Call to Customer
I called [REDACTED] but got customer's VM.

Case History

Case ID : [REDACTED] Case Title : 6B-#206871-- [REDACTED] - LIFT GATE STRUT COMPLAINT *URGENT*

I left a message introducing myself as the CM and a request to contact me back to discuss the concerns on his 2009 Odyssey further in detail.

I provided my contact information and also a message to follow up again on 08/03/2011 if I don't hear from him.

*** NOTES 7/28/2011 8:38:43 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda to speak to SM-Tony but got his VM.

I left a message requesting a call back.

*** NOTES 7/28/2011 9:37:12 AM, mkim, Action Type : Note-General

Obtain the following service history from Airbase:

275633154 A15965001 [REDACTED] 5FNRL386X9E [REDACTED] 02/28/2011 12:00:00 AM
48.81 36299 206871

*** CASE MODIFY COMMITMENT 7/28/2011 10:13:43 AM, mkim

with [REDACTED] due 07/28/2011 05:00:00 PM.

*** NOTES 7/28/2011 10:14:18 AM, mkim, Action Type : Call from Customer

Mr. [REDACTED] is returning a message I left before.

Customer said both struts on the tailgate are leaking and he's got an appointment to take vehicle to Ken Dixon Honda later today.

Customer said the dealership is about 40 minutes away, so he normally services at an IRF but he researched and found out this is a widespread problem on the odyssey tailgates and even his coworker had the same problem within 6 months after owning the vehicle.

Customer said the struts started leaking about 3 months ago but he just didn't have the opportunity to take it in but he would appreciate if Honda can consider in providing some assistance since he's only out by 4,000 miles and this is his 2nd Honda vehicle.

I explained to the customer that I will need to review the case further with the dealership but informed him most likely I may not be able to assist in covering 100% of the repair since the vehicle is outside the warranty parameters. However, I informed the customer that I will take his request in consideration and will try to provide some assistance. I informed the customer that I will contact him back by later today with a decision.

Customer understood.

*** NOTES 7/28/2011 12:50:47 PM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda to speak to SD-John but got his VM.

I left a message on his VM requesting a call back and also left a message with SA-Robert.

*** CASE MODIFY 7/28/2011 12:51:02 PM, mkim

into WIP 6B and Status of Solving.

*** CASE MODIFY 7/29/2011 10:25:25 AM, mkim

into WIP 6B and Status of Solving.

*** NOTES 7/29/2011 10:29:08 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda and spoke to SM-Tony.

SM said customer just came in without an appointment yesterday around 3:30 pm when he was not around.

SM offer to check and call me back next week.

*** CASE MODIFY 7/29/2011 10:29:19 AM, mkim

into WIP 6B and Status of Solving.

*** CASE MODIFY COMMITMENT 7/29/2011 10:32:50 AM, mkim

with [REDACTED] due 08/02/2011 05:00:00 PM.

*** NOTES 8/3/2011 2:12:35 PM, mkim, Action Type : Call to Dealer

Case History

Case ID : [REDACTED]

Case Title : 6B-#206871-- [REDACTED] - LIFT GATE STRUT COMPLAINT *URGENT*

I called Ken Dixon Honda and spoke to SM-Tony.

SM said the customer is schedule to come in today to have the struts replaced.

I informed the SM AHM will assist in covering 100% of the repair since it's just barely out of warranty by 4,000 miles.

SM offer to look up the prices and call me back tomorrow morning.

*** CASE MODIFY COMMITMENT 8/3/2011 2:13:10 PM, mkim
with [REDACTED] due 08/04/2011 05:00:00 PM.

*** CASE MODIFY 8/3/2011 2:13:22 PM, mkim
into WIP 6B and Status of Solving.

*** CASE MODIFY 8/8/2011 9:48:35 AM, mkim
into WIP 6B and Status of Solving.

*** NOTES 8/8/2011 9:49:56 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda and spoke to SD-John.

SD informed me vehicle was repaired last week and the total warranty cost was \$118.92.

*** CASE FULFILL 8/8/2011 9:50:29 AM, mkim
Fulfilled for [REDACTED] due 08/04/2011 05:00:00 PM.

*** NOTES 8/8/2011 9:51:39 AM, mkim, Action Type : Note-General

DPSM Involved: No

Customer Pay Quote Dealership: \$300.00

Total Warranty Repair Cost: \$118.92

Total Amount Authorized for Claim: \$118.92

% of GW Authorized: 100%

Total Customer Pays: \$0.00

*** CASE MODIFY 8/8/2011 9:51:51 AM, mkim
into WIP 6B and Status of Solving.

*** NOTES 8/8/2011 9:52:59 AM, mkim, Action Type : Call to Customer

I called customer to follow up.

Customer stated the vehicle's been repaired and thanked me for providing assistance.

I encouraged customer in contacting me back if he has further questions or concerns.

Customer thanked me for following up and no further assistance was needed at this time.

*** CASE MODIFY 8/8/2011 9:53:15 AM, mkim
into WIP 6B and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/8/2011 9:53:42 AM, mkim
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/8/2011 9:53:44 AM, mkim
into WIP 6B and Status of Solving.

*** CASE CLOSE 8/8/2011 9:53:46 AM, mkim
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/06/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 6/23/2010 8:05:39 AM
 Case Originator : Jessica Ward (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/23/2010 8:28:22 AM
 Case Owner : Jessica Ward (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Jessica Ward (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - TAILGATE SAFETY 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 : DUPONT, PA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38699B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours : 17,000
 In Service Date : 11/15/2008
 Months In Use : 19
 Engine Number : J35A75006016
 Originating Dealer No. / Name : 208473 / PAUL MILLER HONDA OF WEST CA
 Selling Dealer No. / Name : 206904 / MOTORWORLD HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : SAT
 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 : 206904 / MOTORWORLD HONDA
 Phone No. : 570-829-3500
 Address : 150 MOTORWORLD DRIVE
 City / State / Zip : WILKES BARRE, PA 18703
 Svc District / Sls District : 05M / D05
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUC	Subcase Close	Product	Operation - "Safety"	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 6/23/2010 8:26:42 AM
Issue Owner : Jessica Ward	Type 2 : Operation - "Safety"	Queue :	Close Date : 6/23/2010 8:27:22 AM
Issue Title : [REDACTED] PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / 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 : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE SAFETY ISSUE

*** CASE CREATE 6/23/2010 8:05:39 AM, jward

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

*** SUBCASE [REDACTED] CREATE 6/23/2010 8:26:42 AM, jward

Created in WIP Default with Due Date 6/23/2010 8:26:42 AM.

*** SUBCASE [REDACTED] CLOSE 6/23/2010 8:27:22 AM, jward

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/23/2010 8:27:49 AM, jward

into WIP default and Status of Solving.

*** NOTES 6/23/2010 8:28:09 AM, jward, Action Type : Call from Customer

Updated customer's contact information.

Best Contact Number: [REDACTED]

Probing Questions: Customer called ACS and stated that her power gate/tailgate has fallen on her. The customer states this is the second incident with the power gate/tailgate. The customer states she had her power gate/tailgate fixed around the same time last year. The customer states she presses the button and the gate will stop. The customer states when she tries to open it manually, it comes crashing down. The customer is very upset because she has small children and they could be hurt. The customer will be having her power gate/tailgate fixed, for the second time, on Monday, June 28. The customer states that the dealer informed that the strut is bad and they are waiting to have the part delivered. The customer will be having her service done at MOTORWORLD HONDA, (570)829-3500. MOTORWORLD HONDA fixed her power gate/tailgate the first time. She has no complaints about the dealership.

Inbound Summary: I advised the customer that I will document the complaint. I advised the customer to give ACS a call back if there are more problems with her power gate/tailgate. I provided the customer with the case number.

Customer required no further assistance. Case closed.

*** CASE MODIFY 6/23/2010 8:28:12 AM, jward

into WIP default and Status of Solving.

*** CASE CLOSE 6/23/2010 8:28:22 AM, jward

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/18/2011 11:03:40 AM
 Case Originator : Bridgette Samonte (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/2/2011 12:22:19 PM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 15
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4H [REDACTED] - TAIL GATE DOES NOT STAY OPEN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38749B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879KW / A
 Miles / Hours : 8,500
 In Service Date : 05/30/2009
 Months In Use : 24
 Engine Number : J35A75006632
 Originating Dealer No. / Name : 207087 / AUTOSPORT HONDA
 Selling Dealer No. / Name : 207087 / AUTOSPORT HONDA
 Trim : EX-LR&N
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206659 / JAY HONDA
 Phone No. : 440-232-5005
 Address : 175 BROADWAY AVE.
 City / State / Zip : BEDFORD, OH 44146
 Svc District / Sls District : 04H / C04
 Warranty Labor Rate / Date : \$109.50 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 5/18/2011 1:47:04 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 6/2/2011 12:22:19 PM
Issue Title : ██████████	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
Component Category : 17 - Latches
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 4H [REDACTED] - TAIL GATE DOES NOT STAY OPEN

*** CASE CREATE 5/18/2011 11:03:40 AM, bsamonte
Contact = [REDACTED] Priority = N/A, Status = Solving.

*** CASE MODIFY 5/18/2011 11:05:00 AM, bsamonte
into WIP default and Status of Solving.

*** CASE MODIFY 5/18/2011 11:05:13 AM, bsamonte
into WIP default and Status of Solving.

*** NOTES 5/18/2011 11:12:05 AM, bsamonte. Action Type : Call from Customer
Contact Info Verified/phone [REDACTED]

Customer states yesterday, while he was using the remote for his tail gate, it beeped and stopped. Then it went down, stopped again and eventually went up. Customer says when he tried to open it manually, it did not want to stay open. Customer has 2 twin girls and says if it fell on them, there would have been a lawsuit. Customer said the first available appointment at JAY HONDA was for tomorrow. Customer would like this to be fixed permanently. ACS apologized for concerns and advised a case manager will follow up in 1-2 business days. Case number provided.

*** CASE DISPATCH 5/18/2011 11:12:22 AM, bsamonte
from WIP default to Queue Honda Team H.

*** CASE ACCEPT 5/18/2011 1:38:21 PM, kogawa
from Queue Honda Team H to WIP Default.

*** SUBCASE [REDACTED] CREATE 5/18/2011 1:47:04 PM, kogawa
Created in WIP Default with Due Date 5/18/2011 1:47:04 PM.

*** COMMIT 5/18/2011 1:47:13 PM, kogawa, Action Type : N/A
initial

*** NOTES 5/19/2011 8:17:57 AM, kogawa, Action Type : Call to Customer
Message left on voicemail welcoming a call back to review.

*** NOTES 5/19/2011 8:24:39 AM, kogawa, Action Type : Dealer Communication
ATTN: Shawn Darby, SERVICE MANAGER

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

Customer called us yesterday. I believe he intends to bring car in today for power tailgate issues. 310-783-7744.

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** CASE FULFILL 5/19/2011 8:25:10 AM, kogawa
Fulfilled for [REDACTED] due 05/19/2011 12:00:00 AM.

*** COMMIT 5/19/2011 8:25:16 AM, kogawa, Action Type : N/A

Case History

Case ID : [REDACTED]

Case Title : 4H [REDACTED] - TAIL GATE DOES NOT STAY OPEN

ccb?

*** CASE MODIFY 5/20/2011 1:56:21 PM, kogawa
into WIP 4H and Status of Solving.

*** NOTES 5/25/2011 7:59:56 AM, kogawa, Action Type : Call to Customer
Message left on voicemail as a follow up. Claim screens suggest warranty took care of tailgate struts. I welcomed a call back if he has any feedback to offer.

*** NOTES 5/27/2011 2:03:56 PM, kogawa, Action Type : Call to Dealer
SM Shawn confirms repairs completed. Close if no customer call back.

*** CASE FULFILL 5/27/2011 2:04:05 PM, kogawa
Fulfilled for [REDACTED] due 05/30/2011 12:00:00 AM.

*** COMMIT 5/27/2011 2:04:16 PM, kogawa, Action Type : N/A

ccb? close

*** CASE MODIFY 6/2/2011 12:22:16 PM, kogawa
into WIP 4H and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 6/2/2011 12:22:19 PM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/2/2011 12:22:19 PM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/06/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 7/18/2011 10:37:35 AM
 Case Originator : NaKya Jai (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 8/1/2011 11:35:35 AM
 Case Owner : Christeen Miller (Team HH) Method : Phone Queue : Days Open : 14
 Last Closed By : Christeen Miller (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - REAR HATCH/ REAR STRUTS / REAR SHOCK REIMB No. of Attachments : 1

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38619E [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours : 46,009
 In Service Date : 01/23/2009
 Months In Use : 30
 Engine Number : J35A75006834
 Originating Dealer No. / Name : 207162 / REGAL HONDA
 Selling Dealer No. / Name : 207162 / REGAL HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206690 / MILLER HONDA
 Phone No. : 607-797-1221
 Address : 4477 VESTAL PARKWAY
 City / State / Zip : VESTAL, NY 13850
 Svc District / Sls District : 09A / A09
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment
[REDACTED] - PRODUCT	Subcase Close	Product	Fit/Finish/Quality	414	FrntDamper/Strut

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2011 1:22:15 PM
Issue Owner : Christeen Miller	Type 2 : Operation	Queue :	Close Date : 7/26/2011 1:23:57 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Christeen Miller	Type 1 : Product	Status : Subcase Close	Open Date : 7/26/2011 1:23:02 PM
Issue Owner : Christeen Miller	Type 2 : Fit/Finish/Quality	Queue :	Close Date : 8/1/2011 11:35:35 AM
Issue Title : [REDACTED] - PRODUCT - FIT/FINISH/QUALITY			

Coding Info :

Labor Code / Desc : 414 / FrntDamper/Strut
 Condition Code Desc Ride Quality 4141
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, CR Generated Gdwill
 Component Category : 02 - Suspension System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
51601-SHJ-L31	S/ABS ASSY., R. FR.	Retail

Check Req Info :

Check Requisition No. : 6392	Payee Name : [REDACTED]
Primary Amount : \$168.00	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : ENDICOTT, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$168.00	Contention Code : 01201
Approved By : dgonzale	Defect Code : 03217
Approval Date : 7/28/2011	Category : Regular
Status : PROCESSED	Failed Part # : 51601-SHJ-L31
Check No. : 1922150	
Check Date : 7/29/2011	

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REAR HATCH/ REAR STRUTS / REAR SHOCK REIMBURSEM

*** CASE CREATE 7/18/2011 10:37:35 AM, jnakya

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

*** CASE MODIFY 7/18/2011 10:38:02 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 7/18/2011 10:44:09 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 7/18/2011 10:44:19 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 7/18/2011 10:49:14 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding rear hatch/ rear struts / rear shock reimbursement

The customer indicated that while traveling the rear hatch came down on her when she was loading the vehicle with grocery and now the dealership is stating the rear struts needs to be replaced. The customer indicated that the vehicle is at the dealership now addressing this problem which she was informed this concern isn't covered under warranty. The customer indicated that when she was getting the wiper blades replaced the mechanic noticed the rear shock were leaking. The customer indicated that she paid \$315.00 on June 30, 2011 to have two shocks replace by an IRF. The customer indicated that the vehicle was diagnosed at the dealership on the shock concerns but this problem should have been covered under warranty so she would like to be reimbursed. The customer indicated that she feels the vehicle is falling apart.

ACS informed the customer that the case would be forward to a CM for review the CM would be contacting the customer within two business days. ACS provided the customer with the case number for reference.

The customer's contact number is [REDACTED]

ACS informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 7/18/2011 10:49:17 AM, jnakya

into WIP default and Status of Solving.

*** CASE DISPATCH 7/18/2011 10:49:28 AM, jnakya

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 7/18/2011 2:05:24 PM, dgonzale

[REDACTED] to cmiller, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 7/18/2011 2:05:25 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/19/2011 9:37:55 AM, cmiller

into WIP default and Status of Solving.

*** NOTES 7/19/2011 9:39:31 AM, cmiller, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REAR HATCH/ REAR STRUTS / REAR SHOCK REIMBURSEM

This customer contacted our office regarding the rear struts, shocks and hatch. She stated that she went to an IRF for the struts, however I am not sure if any of these were repaired under warranty.

Please provide the following information:

- * Diagnostic (complaint - cause - correction)
- * Customer repair cost? & Warranty Rate? (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

Thank you for your attention to this matter.

Christeen Miller
Automobile Customer Service
310-783-7738

*** CASE MODIFY 7/19/2011 10:09:29 AM, cmiller
into WIP default and Status of Solving.

*** NOTES 7/19/2011 10:24:54 AM, cmiller, Action Type : Call to Dealer

I called the dealer and spoke to SM Mike, disclosure. He advised me that the customer called and the parts were ordered but they have not been in for the repair. He will contact me back after the diagnoses with costs. I thanked him and the call was ended.

*** CASE MODIFY 7/19/2011 11:32:12 AM, cmiller
into WIP default and Status of Solving.

*** NOTES 7/19/2011 11:37:51 AM, cmiller, Action Type : Call to Customer

I contacted the customer at [REDACTED] and reached VM. I left a message and introduced myself as the RCM reviewing their case. I requested a call back to discuss the issue with the rear latch. I provided my contact number and extension.

800-999-1009 extension 117738

*** NOTES 7/19/2011 11:38:37 AM, cmiller, Action Type : Call to Customer

I called [REDACTED] twice and reached a man that advised me that I had reached the wrong number.

*** CASE MODIFY 7/19/2011 11:38:44 AM, cmiller
into WIP default and Status of Solving.

*** COMMIT 7/19/2011 11:38:54 AM, cmiller, Action Type : N/A
customer

*** CASE MODIFY 7/19/2011 11:39:43 AM, cmiller
into WIP default and Status of Solving.

*** NOTES 7/25/2011 12:47:19 PM, dwentz01, Action Type : Warm Transfer

Customer contacted AHM to speak with RCM. call warm transferred at this time.

*** CASE MODIFY 7/25/2011 12:58:21 PM, cmiller
into WIP 9A- [REDACTED] and Status of Solving.

*** NOTES 7/25/2011 1:01:45 PM, cmiller, Action Type : Call from Customer

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REAR HATCH/ REAR STRUTS / REAR SHOCK REIMBURSEM

I received a call from the customer, disclosure provided. He advised me that at 41k miles the shocks had to be replaced. They were leaving FL. for NY the next day and had the work done at an IRF for \$315.00. The struts on the rear door have failed and he thinks its to soon for this to happen. He is looking for assistance with the cost of the rear hatch repair and reimbursement for the rear shocks. I advised that I would authorize the rear door repair in full. However the shocks I would have to review and asked that he send his receipt and proof of purchase. I advised him that either myself or the SM Andy would call him after the repair is approved. The customer thanked me and the call was ended.

*** CASE MODIFY 7/25/2011 1:02:25 PM, cmiller
into WIP 9A- [REDACTED] and Status of Solving.

*** NOTES 7/25/2011 1:19:20 PM, cmiller, Action Type : Call to Dealer

I contacted the dealer and spoke to Mike, disclosure provided. He advised me that he would get the costs for me and call me back. I thanked him and the call was ended.

*** CASE FULFILL 7/25/2011 1:19:26 PM, cmiller
Fulfilled for [REDACTED] due 07/25/2011 05:00:00 PM.

*** COMMIT 7/25/2011 1:19:28 PM, cmiller, Action Type : N/A
dealer/customer

*** CASE MODIFY 7/25/2011 1:19:43 PM, cmiller
into WIP 9A- [REDACTED] and Status of Solving.

*** NOTES 7/26/2011 9:41:07 AM, valligoo, Action Type : Letter/Fax

On 7/16/11 ACS received a one page "Sun City Automotive Service Center" invoice regarding previous issue.

*** CASE ADD ATTACHMENT 7/26/2011 9:45:22 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-07-1802616_1.PDF

*** NOTES 7/26/2011 12:56:23 PM, cmiller, Action Type : Call from Dealer

I received a VM from the SM Mike. He provided me with the following costs for the rear hatch struts.

DPSM involved? No

Customer pay quote from Dealership: \$165.42

Total Warranty Repair Cost \$ 128.62

Total Amount Authorized for claim: \$ 128.62

Percentage of Goodwill Authorized: 100%

Total the Customer will pay \$ -

*** NOTES 7/26/2011 1:00:54 PM, cmiller, Action Type : Note-General

PER AIRBASE; the customer is the original owner of the vehicle and has 3 dealer service appointments. This is their first Honda.

*** NOTES 7/26/2011 1:11:33 PM, cmiller, Action Type : Letter/Fax

I received a fax from Sun City Automotive Service Center. The invoice is for shock absorbers in the amount of, \$224.96 parts and \$88.63 labor.

The customer is outside of warranty by about 5k miles but within warranty by time. This is her 1st Honda and she service's at the dealer. She saved for a long time to get a Honda and loves traveling in the vehicle. Because of her enthusiasm for her Honda and dealer service history, I am authorizing a partial reimbursement for the shocks.

DPSM involved? No

Total Amount the customer paid \$ 224.96

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REAR HATCH/ REAR STRUTS / REAR SHOCK REIMBURSEM

Total Goodwill assistance offered: \$ 168.72

Percentage of Goodwill Authorized: 75%

*** NOTES 7/26/2011 1:19:07 PM, cmiller, Action Type : Call to Customer

I called the customer at [REDACTED] and provided disclosure. I advised him of the offer for reimbursement and he is happy. He thanked me for all the assistance and he will make an appointment with the dealer for the door. The call was ended.

*** SUBCASE [REDACTED] CREATE 7/26/2011 1:22:15 PM, cmiller

Created in WIP Default with Due Date 7/26/2011 1:22:15 PM.

*** SUBCASE [REDACTED] CREATE 7/26/2011 1:23:02 PM, cmiller

Created in WIP Default with Due Date 7/26/2011 1:23:02 PM.

*** CASE MODIFY 7/26/2011 1:23:40 PM, cmiller

into WIP 9A-[REDACTED] and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/26/2011 1:23:57 PM, cmiller

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] DISPATCH 7/26/2011 1:25:00 PM, cmiller

from WIP default to Queue CkReq - Gonzalez.

*** CASE FULFILL 7/26/2011 1:25:57 PM, cmiller

Fulfilled for [REDACTED] due 07/27/2011 05:00:00 PM.

*** COMMIT 7/26/2011 1:26:02 PM, cmiller, Action Type : N/A

check req

*** CASE MODIFY 7/26/2011 1:26:19 PM, cmiller

into WIP 9A-[REDACTED] and Status of Solving.

*** SUBCASE [REDACTED] RULE ACTION 7/27/2011 12:25:00 PM, sa

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

*** SUBCASE [REDACTED] 7/28/2011 12:22:26 PM, dgonzale, Action Type :

Check Requisition for 168.00 \$ submitted

Check Requisition for 168.00 \$ submitted by dgonzale

*** SUBCASE N012011-07-1802616-2 RETURN 7/28/2011 12:22:35 PM, dgonzale

from Queue CkReq - Gonzalez to WIP Subcase.

*** CASE MODIFY 7/29/2011 9:49:36 AM, cmiller

into WIP 9A-[REDACTED] and Status of Solving.

*** NOTES 7/29/2011 2:22:13 PM, mmillen, Action Type : Note-General

Check mailed.

*** SUBCASE [REDACTED] COMMIT 8/1/2011 8:02:44 AM, cmiller, Action Type : External Commitment

Check processed for check_req_no = 6392 on 2011-07-29-00.00.000000

*** CASE MODIFY 8/1/2011 11:35:31 AM, cmiller

into WIP 9A-[REDACTED] and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/1/2011 11:35:35 AM, cmiller

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - REAR HATCH/ REAR STRUTS / REAR SHOCK REIMBURSEM

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2011 11:35:35 AM, cmiller

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 7/25/2011 7:03:21 AM
Case Originator : Khia Eaton (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/25/2011 7:20:31 AM
Case Owner : Khia Eaton (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Khia Eaton (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - TRUNK/SLIDING DOOR/WARRANTY 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 :	EAST NORTHPORT, NY [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL387X9B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	24,000
In Service Date :	06/16/2009
Months In Use :	25
Engine Number :	J35A75007011
Originating Dealer No. / Name :	207066 / PLAZA HONDA
Selling Dealer No. / Name :	207066 / PLAZA HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BL
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206967 / HUNTINGTON HONDA
Phone No. :	631-423-6000
Address :	1055 E.JERICHO TRNPKE
City / State / Zip :	HUNTINGTON, NY 11743
Svc District / Sls District :	05B / A05
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
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Khia Eaton	Type 1 : Product	Status : Subcase Close	Open Date : 7/25/2011 7:20:09 AM
Issue Owner : Khia Eaton	Type 2 : Operation	Queue :	Close Date : 7/25/2011 7:20:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████

Case Title : ██████████ - TRUNK/SLIDING DOOR/WARRANTY CONCERN

*** CASE CREATE 7/25/2011 7:03:21 AM, keaton

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

*** NOTES 7/25/2011 7:18:23 AM, keaton, Action Type : Call from Customer

Customer information was verified

Situation: Customer states that her trunk will not stay open.

Request: Customer is asking if this is a warrantable item.

Probing Questions: Customer states that she is also noticing rust between the rubber and metal on the sliding door and asked if that would be considered warranty related as well. Customer states that a representative at the dealer advised her that the issue does in fact appear to be within warranty, however advised her that she would be responsible for a diagnostic fee.

Inbound Summary: ACS explained to the customer that the initial step for any repair is diagnoses. ACS explained to the custom that the diagnoses initially is held at the customers cost, until the issue is deemed to be a warranty related issue. ACS concluded to the customer that is the issue is ultimately deemed to be warranty related, and then the diagnostic fee is waived.

*** CASE MODIFY 7/25/2011 7:18:33 AM, keaton

into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2011 7:18:48 AM, keaton

into WIP default and Status of Solving.

*** CASE MODIFY 7/25/2011 7:19:16 AM, keaton

into WIP default and Status of Solving.

*** SUBCASE ██████████ CREATE 7/25/2011 7:20:09 AM, keaton

Created in WIP Default with Due Date 7/25/2011 7:20:09 AM.

*** SUBCASE ██████████ CLOSE 7/25/2011 7:20:25 AM, keaton

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/25/2011 7:20:31 AM, keaton

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 7/12/2010 8:33:44 AM
Case Originator : Mercedes Jackson (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/12/2010 8:56:38 AM
Case Owner : Mercedes Jackson (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mercedes Jackson (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - TRUNK WILL NOT STAY OPEN	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38789B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879JW / A
 Miles / Hours : 25,000
 In Service Date : 11/09/2008
 Months In Use : 20
 Engine Number : J35A75007518
 Originating Dealer No. / Name : 207367 / BRAMAN HONDA
 Selling Dealer No. / Name : 207367 / BRAMAN HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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
[REDACTED] - SERVICE -	Subcase Close	Service - Dealer	Loaner/Rental	823	Rear Compartment

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mercedes Jackson	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 7/12/2010 8:56:16 AM
Issue Owner : Mercedes Jackson	Type 2 : Loaner/Rental	Queue :	Close Date : 7/12/2010 8:56:38 AM
Issue Title : ██████████ - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Car Trunk 823A
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information, Documented Concern
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TRUNK WILL NOT STAY OPEN

*** CASE CREATE 7/12/2010 8:33:44 AM, mjackso3

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

*** CASE VSC LOOKUP 7/12/2010 8:41:43 AM, mjackso3

VSC-CUC CHECK 07/12/2010 08:41:43 AM mjackso3

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/12/2010 8:49:46 AM, mjackso3

WARRANTY CHECK 07/12/2010 08:49:46 AM mjackso3

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/12/2010 8:49:48 AM, mjackso3

CLAIM HISTORY CHECK 07/12/2010 08:49:48 AM mjackso3

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/12/2010 8:50:05 AM, mjackso3

CAMPAIGN CHECK 07/12/2010 08:50:04 AM mjackso3

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; ; ;

*** CASE VSC LOOKUP 7/12/2010 8:50:06 AM, mjackso3

VSC-CUC CHECK 07/12/2010 08:50:06 AM mjackso3

No data found for VIN.

*** NOTES 7/12/2010 8:50:14 AM, mjackso3, Action Type : Call from Customer

Verified the customer's contact information

Best phone number, [REDACTED]

DEALER: BRAMAN HONDA

SERVICE ADVISPR: Tovar

Left message with Manny-SM

The customer had an incident with the vehicle and the dealer is not willing to provide a rental for her while the vehicle is at the dealer. The back trunk of the vehicle fell down knocking her out. This incident occurred yesterday while the customer was on vacation. The customer contacted the dealer about the recall and the loaner vehicle and was advised that they will not help.

The customer would like to know if there is a loaner available from the dealer.

I advised the customer that I would sent an iN/DCS to the dealer inquiring about the possibility of a loaner.

The customer thanked me and no further assistance was needed at this time.

*** NOTES 7/12/2010 8:54:08 AM, mjackso3, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

This customer contacted our office regarding the following issue:

The customer stated that she contact your department regarding the trunk on her vehicle that does not stay up. She stated that she requested a loaner vehicle

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] TRUNK WILL NOT STAY OPEN

while her vehicle was being service.

Please contact the customer and advise if this is available.

She can be contacted at [REDACTED]

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

Thank you for your attention to this matter.

Mercedes Jackson

Automobile Customer Service

*** SUBCASE [REDACTED] CREATE 7/12/2010 8:56:16 AM, mjackso3

Created in WIP Default with Due Date 7/12/2010 8:56:16 AM.

*** SUBCASE [REDACTED] CLOSE 7/12/2010 8:56:38 AM, mjackso3

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/12/2010 8:56:38 AM, mjackso3

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 9/13/2011 8:22:17 AM
 Case Originator : Wendell Walker (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 9/19/2011 7:31:31 AM
 Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 6
 Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 07G-(GRAINGER HONDA) - ██████████ COMPLAINT LIFTGATE CLOSING 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 : SAVANNAH, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNRL38709B ██████████
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879JW / A
 Miles / Hours : 40,654
 In Service Date : 01/03/2009
 Months In Use : 32
 Engine Number : J35A75007693
 Originating Dealer No. / Name : 208152 / GRAINGER HONDA
 Selling Dealer No. / Name : 208152 / GRAINGER HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208152 / GRAINGER HONDA
 Phone No. : 912-790-5444
 Address : 1596 CHATHAM PARKWAY
 City / State / Zip : GARDEN CITY, GA 31408
 Svc District / Sls District : 07G / G07
 Warranty Labor Rate / Date : \$92.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
██████████ - PRODUC	Subcase Close	Product	Operation	748	Power Door Lock

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 9/14/2011 2:11:57 PM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 9/19/2011 7:31:30 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 748 / Power Door Lock
Condition Code Desc Pwr Lift Gate 7482
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - Dealer100%
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : 07G-(GRAINGER HONDA) - [REDACTED] - COMPLAINT LIFTGATE CLOSING

*** CASE CREATE 9/13/2011 8:22:17 AM, wwalker1

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

*** CASE MODIFY 9/13/2011 8:23:59 AM, wwalker1

into WIP default and Status of Solving.

*** NOTES 9/13/2011 8:31:22 AM, wwalker1, Action Type : Call from Customer

ACS verified the customers information..

The customer called to document her concerns about her vehicle. The vehicle is currently at the dealership again, this time for the tailgate. The customer states that she is really disappointed with the vehicle because she has had to fix so many things on the car. The dealership has advised the customer that the cost of the repair is \$250.00 and the customer would like AHM to assist with the repair.

I advised the customer that I would dispatch this to a case manager and someone will contact her in 1-2 business days, No financial assistance is guaranteed.

*** CASE MODIFY 9/13/2011 8:31:37 AM, wwalker1

into WIP default and Status of Solving.

*** CASE MODIFY 9/13/2011 8:32:01 AM, wwalker1

into WIP default and Status of Solving.

*** CASE DISPATCH 9/13/2011 8:32:27 AM, wwalker1

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 9/13/2011 10:08:44 AM, kmakaena

from Queue Honda Team E to WIP NEW CASES.

*** CASE MODIFY 9/14/2011 12:08:58 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** SUBCASE [REDACTED] CREATE 9/14/2011 2:11:57 PM, kmakaena

Created in WIP Default with Due Date 9/14/2011 2:11:57 PM.

*** COMMIT 9/14/2011 2:13:03 PM, kmakaena, Action Type : N/A

call customer

*** NOTES 9/14/2011 2:13:18 PM, kmakaena, Action Type : Call to Customer

ACS called the customer, no answer. ACS will try again by 09/15.

*** CASE MODIFY 9/14/2011 2:13:23 PM, kmakaena

into WIP NEW CASES and Status of Solving.

*** NOTES 9/15/2011 1:29:41 PM, kmakaena, Action Type : Call to Dealer

Dealer contact: Steve

Date at dealer:09/14

R/O:246642

Mileage: 38000

Customer's complaint: Rear tailgate hard to operate

Case History

Case ID : [REDACTED]

Case Title : 07G-(GRAINGER HONDA) - [REDACTED] - COMPLAINT LIFTGATE CLOSING

Dealer's diagnosis: Rear roller failed

Dealer resolution: Replaced rear roller - Dealership covered repairs 100%

Customer asked for goodwill: Yes

Condition of vehicle:N/A

Service history at dealer: Yes

DPSM involvement: No

*** NOTES 9/15/2011 1:29:57 PM, kmakaena, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Dealer contact: Steve

Date at dealer:09/14

R/O:246642

Mileage: 38000

Customer's complaint: Rear tailgate hard to operate

Dealer's diagnosis: Rear roller failed

Dealer resolution: Replaced rear roller - Dealership covered repairs 100%

Customer asked for goodwill: Yes

Condition of vehicle:N/A

Service history at dealer: Yes

DPSM involvement: No

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

Thank you for your attention to this matter.

Kai Makaena

Automobile Customer Service

Case History

Case ID : ██████████ Case Title : 07G-(GRAINGER HONDA) - ██████████ - COMPLAINT LIFTGATE CLOSING

*** NOTES 9/15/2011 1:30:38 PM, kmakaena, Action Type : Call to Customer

ACS left the customer a voice message for a call back.

*** CASE FULFILL 9/15/2011 1:30:46 PM, kmakaena

Fulfilled for ██████████ due 09/15/2011 12:00:00 AM.

*** COMMIT 9/15/2011 1:30:50 PM, kmakaena, Action Type : N/A

update customer

*** CASE MODIFY 9/15/2011 1:31:12 PM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** NOTES 9/16/2011 11:34:59 AM, kmakaena, Action Type : Call to Customer

ACS called the customer for a update, no answer. ACS will try again by 09/19.

*** CASE FULFILL 9/16/2011 11:36:57 AM, kmakaena

Fulfilled for ██████████ due 09/16/2011 12:00:00 AM.

*** COMMIT 9/16/2011 11:37:03 AM, kmakaena, Action Type : N/A

call customer

*** CASE MODIFY 9/16/2011 11:37:30 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** NOTES 9/19/2011 7:31:12 AM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning her vehicle. The customer confirmed that the roller on the tail gate failed and Grainger Honda was able to cover the cost of repairs. The customer stated that she was very frustrated about this issue and is concerned other parts of her vehicle may fail. The customer stated that she knows her vehicle is outside of warranty and she would like AH to provide her a extended warranty because of this issue. I apologized to the customer for the inconvenience and advised her that AH would not offer her a extended warranty at this time. The customer became argumentive and stated she will just get rid of her Honda.

*** CASE MODIFY 9/19/2011 7:31:28 AM, kmakaena

into WIP 7G - Tracy Garneau and Status of Solving.

*** SUBCASE ██████████ CLOSE 9/19/2011 7:31:30 AM, kmakaena

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/19/2011 7:31:31 AM, kmakaena

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

Spool Report

Run Date : 10/12/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	10/29/2010 4:20:33 PM	
Case Originator :	Michael Mendoza (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	10/29/2010 4:26:12 PM
Case Owner :	Michael Mendoza (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Michael Mendoza (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	- DECKLID 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 :	HUNTINGTON, NY
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38779B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	17,000
In Service Date :	04/29/2009
Months In Use :	18
Engine Number :	J35A75008618
Originating Dealer No. / Name :	207892 / NORTH SHORE HONDA
Selling Dealer No. / Name :	207892 / NORTH SHORE HONDA
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	PROD Subcase Close	Product	Operation	917	Deck lid/hatch

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 10/29/2010 4:25:18 PM
Issue Owner : Michael Mendoza	Type 2 : Operation	Queue :	Close Date : 10/29/2010 4:26:12 PM
Issue Title : [REDACTED]	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 917 / Deck lid/hatch
Condition Code Desc Any 9170
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - DECKLID ISSUE

*** CASE CREATE 10/29/2010 4:20:33 PM, mmendoza

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

*** NOTES 10/29/2010 4:24:50 PM, mmendoza, Action Type : Call from Customer

Verified Customer Contact Info

Best Contact [REDACTED]

Caller was the husband and wife as they both own the vehicle.

Customer states she went to open the trunk of her vehicle and the decklid's hydraulics failed and the lid crashed down. She states that she has not been to a Honda DLR to have them look at the vehicle. He states that he would like to report this safety issue.

ACS apologized and advised that I can certainly document his concerns with the tailgate of the vehicle. ACS advised that he should contact his local Honda DLR to have them repair and determine what had failed. ACS advised that he may also want to contact the NHTSA to report the issue as well.

*** CASE MODIFY 10/29/2010 4:24:56 PM, mmendoza

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 10/29/2010 4:25:18 PM, mmendoza

Created in WIP Default with Due Date 10/29/2010 4:25:18 PM.

*** SUBCASE [REDACTED] CLOSE 10/29/2010 4:26:12 PM, mmendoza

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/29/2010 4:26:12 PM, mmendoza

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 7/13/2009 7:56:15 AM
Case Originator : Nicole Lawrence (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/16/2009 8:20:11 AM
Case Owner : Matt Caldarella (Team HG)	Method : Phone	Queue :	Days Open : 3
Last Closed By : Matt Caldarella (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (MT. KISCO) -05F - REAR HATCH STAY		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 : KATONAH, NY
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 5FNRL38709B
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879KW / A
 Miles / Hours : 6,000
 In Service Date : 02/16/2009
 Months In Use : 5
 Engine Number : J35A75008986
 Originating Dealer No. / Name : 208032 / MT. KISCO HONDA
 Selling Dealer No. / Name : 208032 / MT. KISCO HONDA
 Trim : EX-LR&N
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208032 / MT. KISCO HONDA
 Phone No. : 914-666-0030
 Address : 650 BEDFORD ROAD
 City / State / Zip : BEDFORD HILLS, NY 10507
 Svc District / Sls District : 05F / F05
 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
	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 7/14/2009 6:13:25 AM
Issue Owner : Matt Caldarella	Type 2 : Operation	Queue :	Close Date : 7/16/2009 8:20:05 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Repaired/Warranty
Component Category : 17 - Latches
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : (MT. KISCO) -05F-[REDACTED] - REAR HATCH STAY

*** CASE CREATE 7/13/2009 7:56:15 AM, nlawrenc

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

*** CASE EXTENDED WARRANTY LOOKUP 7/13/2009 7:56:17 AM, nlawrenc

WARRANTY CHECK 07/13/2009 07:56:17 AM nlawrenc

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/13/2009 7:56:20 AM, nlawrenc

CLAIM HISTORY CHECK 07/13/2009 07:56:20 AM nlawrenc

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/13/2009 7:56:23 AM, nlawrenc

CAMPAIGN CHECK 07/13/2009 07:56:22 AM nlawrenc

No data found for VIN

*** CASE VSC LOOKUP 7/13/2009 7:56:26 AM, nlawrenc

VSC-CUC CHECK 07/13/2009 07:56:25 AM nlawrenc

No data found for VIN.

*** CASE MODIFY 7/13/2009 7:56:54 AM, nlawrenc

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2009 7:57:03 AM, nlawrenc

into WIP default and Status of Solving.

*** NOTES 7/13/2009 8:02:33 AM, nlawrenc, Action Type : Call from Customer

The customer contact information was verified and updated. ACS received a call from a customer who rear hatch falls after opening.

Best Contact number: [REDACTED]

Situation: The customer stated that the rear hatch will open but then will not stay opened and out of nowhere just slams shut. The customer took the vehicle to Mt. Kisco where Joe (SA) advised that the rear hatch stay part is not available and on back order. Well the customers 3 year old son was standing there and the hatch closed almost heading his head if the customer had not turned at that exact moment.

Request: The customer is requesting AHM resolve this issue. The customer also wanted this documented in case someone does get hurt.

Inbound Summary: I apologized and advised that I will forward the case to RCM for review and that someone will be in contact. I provided case number and dispatched the case.

The customer understood thanked me and we ended the call.

*** CASE MODIFY 7/13/2009 8:02:39 AM, nlawrenc

into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2009 8:03:05 AM, nlawrenc

into WIP default and Status of Solving.

*** CASE DISPATCH 7/13/2009 8:03:28 AM, nlawrenc

from WIP default to Queue Honda Team G.

Case History

Case ID : [REDACTED]

Case Title : (MT. KISCO) -05F [REDACTED] REAR HATCH STAY

*** CASE MODIFY 7/13/2009 8:03:36 AM, nlawrenc
into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2009 8:03:47 AM, nlawrenc
into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2009 8:03:51 AM, nlawrenc
into WIP default and Status of Solving.

*** CASE MODIFY 7/13/2009 8:03:57 AM, nlawrenc
into WIP default and Status of Solving.

*** CASE ACCEPT 7/13/2009 9:22:25 AM, mcaldare
from Queue Honda Team G to WIP default.

*** CASE MODIFY 7/14/2009 6:06:10 AM, mcaldare
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 7/14/2009 6:13:25 AM, mcaldare
Created in WIP Default with Due Date 7/14/2009 6:13:25 AM.

*** CASE MODIFY 7/14/2009 6:13:30 AM, mcaldare
into WIP default and Status of Solving.

*** COMMIT 7/14/2009 6:13:32 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 07/14/2009 05:00:00 PM.

intro to customer

*** CASE MODIFY 7/14/2009 6:13:48 AM, mcaldare
into WIP default and Status of Solving.

*** NOTES 7/14/2009 12:55:36 PM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] to discuss his concerns. I introduced myself as the customers RCM and informed him that at this time I have not had an opportunity to review this case with Mt. Kisco Honda. I did apologize for the inconvenience of not having this part available for the customer as of yet. I then stated that I am going to be contacting the dealership shortly to verify when this part is going to become available for this vehicle and verifying whether there is anything AHM can do to assist in expediting this part being received. The customer understood and thanked me for the follow up and introduction.

*** CASE FULFILL 7/14/2009 12:56:18 PM, mcaldare

Fulfilled for [REDACTED] due 07/14/2009 05:00:00 PM.

*** COMMIT 7/14/2009 12:56:21 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 07/16/2009 05:00:00 PM.

call dealership to verify parts status

*** CASE MODIFY 7/14/2009 12:56:36 PM, mcaldare
into WIP 5F and Status of Solving.

*** NOTES 7/14/2009 1:33:02 PM, mcaldare, Action Type : Call to Dealer

I contacted Don, SM at Mt. Kisco Honda. He informed me that this customers vehicle has was diagnosed and needs a rear hatch strut. The dealership stated that this part is on B/O with no release date at this time. I asked if he has updated this repair to CBO. Don stated that he believes his dealership has and he will call back when he has confirmed this information. I thanked Don for looking into this and will call back to verify the parts ETA>

Case History

Case ID : [REDACTED]

Case Title : (MT. KISCO) -05F [REDACTED] REAR HATCH STAY

*** CASE FULFILL 7/14/2009 1:33:11 PM, mcaldare

Fulfilled for [REDACTED] due 07/16/2009 05:00:00 PM.

*** COMMIT 7/14/2009 1:33:15 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 07/16/2009 05:00:00 PM.

verify parts ETA

*** CASE MODIFY 7/14/2009 1:34:18 PM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 7/16/2009 7:56:18 AM, mcaldare, Action Type : Call to Dealer

I contacted Don to verify the status of this vehicles rear hatch stay. Don said the parts actually came in yesterday and he believes the customer was contacted about this. I will call the customer to provide this information and make sure he has an appointment to get this done. Don understood.

*** NOTES 7/16/2009 8:19:32 AM, mcaldare, Action Type : Call to Customer

I contacted the customer. I informed that I did speak with Don, SM at Mt. Kisco Honda and he informed AHM that the parts needed for his vehicles rear hatch have been received. I said that all he has to do now is set an appointment and bring the vehicle into the dealership and they will take care of the repair. Mr. [REDACTED] thanked me for the information and stated that he really appreciates the help. I welcomed the customer and invited any future questions or concerns. Closing case.

*** SUBCASE [REDACTED] CLOSE 7/16/2009 8:20:05 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/16/2009 8:20:08 AM, mcaldare

into WIP 5F and Status of Solving.

*** CASE CLOSE 7/16/2009 8:20:11 AM, mcaldare

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/10/2011 10:04:16 AM
Case Originator :	Yolanda Jones (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/10/2011 2:10:12 PM
Case Owner :	Yolanda Jones (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Yolanda Jones (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - TAILGATE			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38789B [REDACTED]
Model / Year :	ODYSSEY / 2009 [REDACTED]
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	40,161
In Service Date :	05/11/2009
Months In Use :	25
Engine Number :	J35A75009078
Originating Dealer No. / Name :	206878 / KRENZEN HONDA
Selling Dealer No. / Name :	206878 / KRENZEN HONDA
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Yolanda Jones	Type 1 : Product	Status : Subcase Close	Open Date : 6/10/2011 11:51:33 AM
Issue Owner : Yolanda Jones	Type 2 : Operation	Queue :	Close Date : 6/10/2011 11:51:53 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Documented Concern, Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE

*** CASE CREATE 6/10/2011 10:04:16 AM, yjones

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

*** NOTES 6/10/2011 10:07:55 AM, yjones, Action Type : Call from Customer

Verified the customers information.

Customer states the tailgate will close without force. Customer states she believes the springs are missing. Customer wants to know if the part was recalled. Advised customer that there are not any recalls on the tailgate. Advised customer to contact her local Honda Dealership for assistance.

*** CASE MODIFY 6/10/2011 11:46:30 AM, yjones

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/10/2011 11:51:33 AM, yjones

Created in WIP Default with Due Date 6/10/2011 11:51:33 AM.

*** SUBCASE [REDACTED] CLOSE 6/10/2011 11:51:53 AM, yjones

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/10/2011 11:51:56 AM, yjones

into WIP default and Status of Solving.

*** CASE CLOSE 6/10/2011 2:10:12 PM, yjones

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 1/4/2010 9:53:35 AM
Case Originator : Cynthia Castanon (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/18/2010 1:02:39 PM
Case Owner : Morris Lin (Team HE)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Morris Lin (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 07M-207487 -TAILGATE STRUTS ISSUE/ PARTS AVAILABILI 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 :	ROYAL PALM BEACH, FL
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL387X9B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	8,300
In Service Date :	01/24/2009
Months In Use :	12
Engine Number :	J35A75009168
Originating Dealer No. / Name :	207391 / MAROONE HONDA OF HOLLYWOOD
Selling Dealer No. / Name :	207391 / MAROONE HONDA OF HOLLYWOOD
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207487 / BRAMAN HONDA OF PALM BEACH
Phone No. :	561-966-5000
Address :	5200 LAKE WORTH ROAD
City / State / Zip :	GREENACRES, FL 33463
Svc District / Sls District :	07M / C07
Warranty Labor Rate / Date :	\$101.58 /
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
- SERVI	Subcase Close	Service - Dealer	Experience		

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Morris Lin	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 1/5/2010 6:06:09 AM
Issue Owner : Morris Lin	Type 2 : Experience	Queue :	Close Date : 1/5/2010 6:40:17 AM
Issue Title : [REDACTED] - SERVICE - DEALER - EXPERIENCE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : 07M-207487 ██████████ -TAILGATE STRUTS ISSUE/ PARTS AVAILABILITY

*** CASE CREATE 1/4/2010 9:53:35 AM, ccastano
Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE CLAIMS LOOKUP 1/4/2010 9:56:23 AM, ccastano
CLAIM HISTORY CHECK 01/04/2010 09:56:22 AM ccastano
No data found for VIN.

*** CASE VSC LOOKUP 1/4/2010 10:04:44 AM, ccastano
VSC-CUC CHECK 01/04/2010 10:04:44 AM ccastano
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/4/2010 10:05:16 AM, ccastano
CAMPAIGN CHECK 01/04/2010 10:05:16 AM ccastano
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CLAIMS LOOKUP 1/4/2010 10:05:19 AM, ccastano
CLAIM HISTORY CHECK 01/04/2010 10:05:19 AM ccastano
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 1/4/2010 10:05:23 AM, ccastano
WARRANTY CHECK 01/04/2010 10:05:23 AM ccastano
No data found for VIN.

*** CASE MODIFY 1/4/2010 10:08:17 AM, ccastano
into WIP default and Status of Solving.

*** CASE MODIFY 1/4/2010 10:09:05 AM, ccastano
into WIP default and Status of Solving.

*** NOTES 1/4/2010 10:12:33 AM, ccastano, Action Type : Call from Customer
Customer contact information verified

Mrs ██████████ indicated that her tailgate was not staying up yesterday. The vehicle was taken to Braman Honda where the vehicle was diagnosed with bad struts. Her husband spoke to Samantha Fonceca a service advisor. Her husband was told that the parts were not in and they needed to be ordered. Mrs. ██████████ is upset that she has to be driving around with a tailgate that does not work. She would like to know why the dealership does not have the parts available. ACS informed the customer that her case would be forwarded for further assistance. ACS informed the customer that the case manager will contact her within 1 to 2 business days. ACS informed the customer that the case manager will verify if the part is available or if it can be expedited. ACS gave the customer the case number for reference. No further assistance is needed. Best contact number is ██████████

*** CASE DISPATCH 1/4/2010 10:12:48 AM, ccastano
from WIP default to Queue Honda Team E.

*** CASE ASSIGN 1/4/2010 11:51:09 AM, Itafoya
██████████ to mlin, WIP ô

*** CASE RULE ACTION 1/4/2010 11:51:10 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE ██████████ CREATE 1/5/2010 6:06:09 AM, mlin

Case History

Case ID : [REDACTED] Case Title : 07M-207487-[REDACTED]-TAILGATE STRUTS ISSUE/ PARTS AVAILABILITY

Created in WIP Default with Due Date 1/5/2010 6:06:09 AM.

*** CASE MODIFY 1/5/2010 6:06:18 AM, mlin
into WIP default and Status of Solving.

*** NOTES 1/5/2010 6:39:36 AM, mlin, Action Type : Call to Customer

I contacted customer regarding her case. Customer states that she had her trunk shocks go out and did not expect that to happen on her new vehicle. I then apologized to customer and explained that we have a warranty for that reason. Customer states since contacting AHM the dealership has received the parts and have contacted them to have it replaced. I then welcomed customer to contact us back for any future issues or concerns. Customer thanked me and call ended.

*** CASE CLOSE 1/5/2010 6:40:17 AM, mlin

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

*** SUBCASE [REDACTED] CLOSE 1/5/2010 6:40:17 AM, mlin

Status = Solving, Resolution Code = Instruction Given

*** CASE REOPEN 1/5/2010 12:20:40 PM, elim
with Condition of Open and Status of Solving.

*** NOTES 1/5/2010 12:23:55 PM, elim, Action Type : Warm Transfer

Verified contact information
Customer is calling to speak with their CM.
Customer was warm transferred.
Customer has no further questions.

*** CASE MODIFY 1/5/2010 12:24:08 PM, elim
into WIP default and Status of Solving.

*** CASE DISPATCH 1/5/2010 12:24:25 PM, elim
from WIP default to Queue Honda Team E.

*** CASE YANKED 1/5/2010 1:53:52 PM, mlin
Yanked by mlin into WIPbin default.

*** COMMIT 1/6/2010 6:58:50 AM, mlin, Action Type : N/A
follow up 1/18

*** NOTES 1/7/2010 12:32:18 PM, mlin, Action Type : Call to Customer

I contacted customer regarding his issue then advised customer that the purpose of this call was to follow up with him. Customer states that the dealership did contact them back and that his wife brought the vehicle up to the dealership today and is still there. I then thanked customer for his time and call ended.

*** CASE MODIFY COMMITMENT 1/7/2010 12:32:32 PM, mlin
with [REDACTED] due 01/12/2010 12:00:00 AM.

*** NOTES 1/12/2010 10:23:31 AM, mlin, Action Type : Call to Customer

I contacted customer and left a messages stating that I was trying to follow up with him and if he had any questions or concerns to contact me back.

*** CASE MODIFY COMMITMENT 1/12/2010 10:23:44 AM, mlin
with [REDACTED] due 01/14/2010 12:00:00 AM.

*** NOTES 1/14/2010 10:37:28 AM, mlin, Action Type : Note-General

I contacted customer and left a messages stating that I was trying to follow up with him and if he had any questions or concerns to contact me back.

Case History

Case ID : [REDACTED]

Case Title : 07M-207487 [REDACTED] -TAILGATE STRUTS ISSUE/ PARTS AVAILABILITY

*** CASE MODIFY COMMITMENT 1/14/2010 10:38:37 AM, mlin
with [REDACTED] due 01/18/2010 12:00:00 AM.

*** NOTES 1/18/2010 1:01:33 PM, mlin, Action Type : Note-General
Customer has not contacted AHM back after leaving repeated follow up calls. ACS will be closing case until further contact.

*** CASE CLAIMS LOOKUP 1/18/2010 1:02:18 PM, mlin
CLAIM CHECK 01/18/2010 01:02:18 PM mlin
The following Claim History information was found
0; 2010-01-05; 207487; 995048; 510; 823120 ; TRUNK LID/TAILGATE/STAY ASSEMBLY (BOTH) - REPLACE.

*** CASE CLOSE 1/18/2010 1:02:39 PM, mlin
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/4/2011 11:16:05 AM
 Case Originator : Jennifer Pearson (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/4/2011 11:23:50 AM
 Case Owner : Jennifer Pearson (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Jennifer Pearson (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - BACK HATCH CLOSING WITHOUT WARNING No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38719E [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879KW / A
 Miles / Hours : 26,000
 In Service Date : 03/21/2009
 Months In Use : 26
 Engine Number : J35A75009202
 Originating Dealer No. / Name : 207045 / ALLAN NOTT HONDA
 Selling Dealer No. / Name : 207045 / ALLAN NOTT HONDA
 Trim : EX-LR&N
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Operation	748	Power Door Lock

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennifer Pearson	Type 1 : Product	Status : Subcase Close	Open Date : 5/4/2011 11:23:07 AM
Issue Owner : Jennifer Pearson	Type 2 : Operation	Queue :	Close Date : 5/4/2011 11:23:49 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 748 / Power Door Lock
Condition Code Desc : Pwr Lift Gate 7482
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 17 - Latches
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - BACK HATCH CLOSING WITHOUT WARNING

*** CASE CREATE 5/4/2011 11:16:05 AM, jpearson

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

*** NOTES 5/4/2011 11:21:19 AM, jpearson, Action Type : Call from Customer

I verified the customer's contact information.

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

The customer called ACS and stated that the hatch on the back of the vehicle was opened. She stated that it made a noise and came down very hard on her husband. She stated that she feels it would have severely harmed a child if they were standing under it and she is wondering if there are any recalls related to the situation. She stated that she has an appointment with the dealer for Friday but wanted AHM to be aware of the issue.

ACS stated that there are no recalls regarding the concern. I stated that her vehicle is still under the new vehicle limited warranty, so if it is determined that it is a defect in materials or workmanship it will be repaired free of charge. The customer required no further assistance.

*** SUBCASE [REDACTED] CREATE 5/4/2011 11:23:07 AM, jpearson

Created in WIP Default with Due Date 5/4/2011 11:23:07 AM.

*** CASE MODIFY 5/4/2011 11:23:43 AM, jpearson

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/4/2011 11:23:49 AM, jpearson

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/4/2011 11:23:50 AM, jpearson

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/24/2011 12:34:04 PM
Case Originator :	Erin Quintero (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/24/2011 12:42:43 PM
Case Owner :	Erin Quintero (Team HA)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Erin Quintero (Team HA)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - STRUTS 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 : COLONIA, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38739E [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879JW / A
 Miles / Hours : 22,000
 In Service Date : 10/29/2008
 Months In Use : 32
 Engine Number : J35A75010744
 Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Selling Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
[REDACTED]	Subcase Close	Product	Operation	414	FrntDamper/Strut

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erin Quintero	Type 1 : Product	Status : Subcase Close	Open Date : 6/24/2011 12:42:14 PM
Issue Owner : Erin Quintero	Type 2 : Operation	Queue :	Close Date : 6/24/2011 12:42:35 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 414 / FrntDamper/Strut
Condition Code Desc Worn/Leaking 4142
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer, Referred to Website, Documented Concern,
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - STRUTS COMPLAINT

*** CASE CREATE 6/24/2011 12:34:04 PM, emataali

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

*** NOTES 6/24/2011 12:41:01 PM, emataali, Action Type : Call from Customer

Updated customer's contact information

Best contact number: [REDACTED]

Customer states that his rear doors open and close. Customer did some research and found that the pressure struts needs to be replaced. Customer wants to know if this will be covered under warranty since he is still under the manufacturer's warranty.

ACS advised the customer that I understand his concerns and I am sorry to hear this happened. ACS advised the customer that I have documented his concerns here in our system. ACS advised the customer that it depends on what the dealership finds when they diagnose his vehicle. ACS advised the customer that we aren't a technical based call center so I can't tell him as to why this is happening. ACS advised the customer that it all depends on what the dealership finds when they inspect his vehicle. ACS referred the customer to our main website at www.automobiles.honda.com <<http://www.automobiles.honda.com>> for more information on locating different Honda dealerships in his area. ACS advised the customer that there is a link at the upper middle part of the webpage that says Find a Dealer. When he clicks on that link, he would input his zip code and the top five dealerships that are closest to his zip code would come up. Customer understood and didn't need further assistance from me.

*** CASE MODIFY 6/24/2011 12:41:09 PM, emataali

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 6/24/2011 12:42:14 PM, emataali

Created in WIP Default with Due Date 6/24/2011 12:42:14 PM.

*** SUBCASE [REDACTED] CLOSE 6/24/2011 12:42:35 PM, emataali

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/24/2011 12:42:39 PM, emataali

into WIP default and Status of Solving.

*** CASE CLOSE 6/24/2011 12:42:43 PM, emataali

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

Spool Report

Run Date : 10/12/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 3/31/2010 2:12:52 PM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/31/2010 2:25:43 PM
Case Owner : NaKya Jai (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : 07M - TAILGATE BACK DOOR LATCH		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 : PARSIPPANY, NJ
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 5FNRL38709B
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879JW / A
 Miles / Hours : 11,000
 In Service Date : 06/27/2009
 Months In Use : 9
 Engine Number : J35A75011192
 Originating Dealer No. / Name : 207167 / JOYCE HONDA
 Selling Dealer No. / Name : 207167 / JOYCE HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : GN
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207219 / POMPANO HONDA
 Phone No. : 954-427-4744
 Address : 5381 NO. FEDERAL HWY
 City / State / Zip : POMPANO BEACH, FL 33064
 Svc District / Sls District : 07M / 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
- PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 3/31/2010 2:24:38 PM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 3/31/2010 2:25:00 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Manual,
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE BACK DOOR LATCH

*** CASE CREATE 3/31/2010 2:12:52 PM, jnakya

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

*** NOTES 3/31/2010 2:23:54 PM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding tailgate back door latch

The customer indicated that she is having a concern with the tailgate door now open which she has food in the trunk.

ACS provided the customer with the information in the owner's manual page 160.

Unlocking the Tailgate

If the power door lock system cannot unlock the tailgate, unlock it manually.

Use a small flat-tipped screwdriver to remove the cover on the back of the tailgate.

Push the release lever to the right as shown.

If you need to unlock the tailgate manually, it means there is a problem with the tailgate. Have the vehicle checked by your dealer.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership to determine what assistance could be provided.

POMPANO HONDA 1- 954-427-4744

I informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** SUBCASE [REDACTED] CREATE 3/31/2010 2:24:38 PM, jnakya

Created in WIP Default with Due Date 3/31/2010 2:24:38 PM.

*** SUBCASE [REDACTED] CLOSE 3/31/2010 2:25:00 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/31/2010 2:25:03 PM, jnakya

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 3/31/2010 2:25:23 PM, jnakya

WARRANTY CHECK 03/31/2010 02:25:22 PM jnakya

No data found for VIN.

*** CASE CLAIMS LOOKUP 3/31/2010 2:25:26 PM, jnakya

CLAIM HISTORY CHECK 03/31/2010 02:25:26 PM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 3/31/2010 2:25:30 PM, jnakya

CAMPAIGN CHECK 03/31/2010 02:25:30 PM jnakya

No data found For VIN

*** CASE VSC LOOKUP 3/31/2010 2:25:34 PM, jnakya

VSC CHECK 03/31/2010 02:25:34 PM jnakya

The following VSC information was found

[REDACTED];V003634264;C70;NEW 84MO/100K, \$100 DED;ACTIVE;;2009-06-27;2016-06-26;100000;9;207167;100.00

Case Details

Case ID : [REDACTED]	Division : Honda - Auto	Condition : Closed	Open Date : 4/12/2010 6:20:10 AM
Case Originator : Cristine Perez (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 4/12/2010 6:28:31 AM
Case Owner : Cristine Perez (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cristine Perez (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - NO START		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38729B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879KW / A
 Miles / Hours : 11,000
 In Service Date : 01/25/2009
 Months In Use : 15
 Engine Number : J35A75012401
 Originating Dealer No. / Name : 207964 / HENDRICK HONDA
 Selling Dealer No. / Name : 207964 / HENDRICK HONDA
 Trim : EX-LR&N
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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 / Sls District : 06D / A06
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	110	Upper Engine
[REDACTED]	Subcase Close	Product	Operation	710	Battery

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2010 6:26:16 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 4/12/2010 6:26:37 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc No Start/Diff 1107
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 06 - Engine & Cooling Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-04-1200093-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 4/12/2010 6:27:40 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 4/12/2010 6:27:53 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 710 / Battery
 Condition Code Desc 12V Battery 7101
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - NO START

*** CASE CREATE 4/12/2010 6:20:10 AM, cperez
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/12/2010 6:20:16 AM, cperez
WARRANTY CHECK 04/12/2010 06:20:16 AM cperez
No data found for VIN.

*** CASE CLAIMS LOOKUP 4/12/2010 6:20:20 AM, cperez
CLAIM HISTORY CHECK 04/12/2010 06:20:20 AM cperez
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/12/2010 6:20:24 AM, cperez
CAMPAIGN CHECK 04/12/2010 06:20:24 AM cperez
No data found for VIN

*** CASE VSC LOOKUP 4/12/2010 6:20:28 AM, cperez
VSC-CUC CHECK 04/12/2010 06:20:27 AM cperez
No data found for VIN.

*** CASE MODIFY 4/12/2010 6:20:52 AM, cperez
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/12/2010 6:26:16 AM, cperez
Created in WIP Default with Due Date 4/12/2010 6:26:16 AM.

*** SUBCASE [REDACTED] CLOSE 4/12/2010 6:26:37 AM, cperez
Status = Solving, Resolution Code = Instruction Given

*** NOTES 4/12/2010 6:27:29 AM, cperez, Action Type : Call from Customer
Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss no start

Probing Questions: Customer states two days ago, his tail gate would pop up and out and would not close completely. Customer states that he just did not use the vehicle then for the malfunction door, and was planning to take the vehicle in to a Honda dealer today. Customer states that his wife went to turn on the vehicle, and states it will no turn on, at all. Customer states he called Hendrick Honda and was told that he can try to jump start the vehicle. Customer states a friend went to inspect the vehicle and verified that the battery was dead, and when they attempted to jump start the vehicle, all the alarms went off. Customer is now wondering what to do.

AHM
Inbound Summary: ACS documented his concern and suggested that he tow the vehicle in to a Honda dealer, and advised him per his warranty booklet, that it this is diagnosed as a manufacturing defect then, he can have his towing covered. ACS also advised he check his VSC to verify if he has an extended warranty. Customer understood and no further assistance was needed.

*** SUBCASE [REDACTED] CREATE 4/12/2010 6:27:40 AM, cperez
Created in WIP Default with Due Date 4/12/2010 6:27:40 AM.

Case History

Case ID : N012010-04-1200093

Case Title : [REDACTED] - NO START

*** SUBCASE [REDACTED] CLOSE 4/12/2010 6:27:53 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/12/2010 6:28:31 AM, cperez

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 1/19/2011 12:05:07 PM
Case Originator : Jessica Ward (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/19/2011 12:44:04 PM
Case Owner : Eugene Lim (Team HE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Eugene Lim (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - TAILGATE COMPLAINT/PART 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 :	APO, AE [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38759B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	44,000
In Service Date :	10/21/2008
Months In Use :	27
Engine Number :	J35A75012730
Originating Dealer No. / Name :	207925 / SANFORD HONDA
Selling Dealer No. / Name :	207925 / SANFORD HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
[REDACTED]	Subcase Close	Parts - AHM	No Code	823	Rear Compartment
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Parts - AHM	Status : Subcase Close	Open Date : 1/19/2011 12:11:59 PM
Issue Owner : Jessica Ward	Type 2 : No Code	Queue :	Close Date : 1/19/2011 12:19:06 PM
Issue Title : [REDACTED] - PARTS - AHM - NO CODE			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Website, Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Issue Details

Issue ID : N012011-01-1900919-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 1/19/2011 12:15:16 PM
Issue Owner : Jessica Ward	Type 2 : Operation	Queue :	Close Date : 1/19/2011 12:19:07 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE COMPLAINT/PART INQUIRY

*** CASE CREATE 1/19/2011 12:05:07 PM, jward
Contact = [REDACTED] Priority = N/A, Status = Solving.
*** CASE MODIFY 1/19/2011 12:10:54 PM, jward
into WIP default and Status of Solving.
*** SUBCASE [REDACTED] CREATE 1/19/2011 12:11:59 PM, jward
Created in WIP Default with Due Date 1/19/2011 12:11:59 PM.
*** SUBCASE [REDACTED] MODIFY 1/19/2011 12:14:41 PM, jward
into WIP default and Status of Solving.
*** SUBCASE [REDACTED] CREATE 1/19/2011 12:15:16 PM, jward
Created in WIP Default with Due Date 1/19/2011 12:15:16 PM.
*** NOTES 1/19/2011 12:19:02 PM, jward, Action Type : Call from Customer
Updated contact information.
Best contact number: [REDACTED]

Customer informed when trying to open the tailgate with her remote transmitter, the tailgate would not stay open. Customer informed she is in Italy and was provided part number: 74820-shj-a71 for the repair. Customer informed she is requesting assistance for the repair, for she believes the part is defective. ACS informed with the vehicle registered outside of the country, the vehicle no longer holds warranty. Customer informed she is in the military. ACS transferred customer to import/export for further assistance.

*** SUBCASE [REDACTED] CLOSE 1/19/2011 12:19:06 PM, jward
Status = Solving, Resolution Code = Instruction Given
*** SUBCASE [REDACTED] CLOSE 1/19/2011 12:19:07 PM, jward
Status = Solving, Resolution Code = Instruction Given
*** CASE CLOSE 1/19/2011 12:19:08 PM, jward
Status = Closed, Resolution Code = Instruction Given, State = Open
*** CASE REOPEN 1/19/2011 12:34:52 PM, elim
with Condition of Open and Status of Solving.
*** CASE MODIFY 1/19/2011 12:35:36 PM, elim
into WIP default and Status of Solving.
*** NOTES 1/19/2011 12:43:37 PM, elim, Action Type : Call from Customer
Verified contact information

Issue:
The customer is calling to request assistance with repairs as she purchased the vehicle in the United States yet she exported it over seas to Italy as her Husband is in the military and was stationed there. The customer stated she has been bounced around and is getting upset as she is requesting assistance with repairs to the tailgate.

Summary:
The customer was advised that support would not be available as the vehicle is considered a grey market vehicle. The warranty coverage as well as consideration

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE COMPLAINT/PART INQUIRY

for assistance from AHM only applies to vehicles that were sold and in use in the United States. Because the vehicle was exported it voided out any warranties and put liability for all repairs on the customer. The customer was advised her concerns will be documented and has no further comments.

*** CASE MODIFY 1/19/2011 12:43:57 PM, elim
into WIP default and Status of Solving.

*** CASE CLOSE 1/19/2011 12:44:04 PM, elim
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 9/16/2010 1:55:16 PM
 Case Originator : David Mendoza (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 9/16/2010 2:00:48 PM
 Case Owner : David Mendoza (Team HH) Method : Dealer Referred Queue : Days Open : 0
 Last Closed By : David Mendoza (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - DEALER \ TRUNK 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 : VIRGINIA BEACH, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38769E [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879KW / A
 Miles / Hours : 19,000
 In Service Date : 06/30/2009
 Months In Use : 15
 Engine Number : J35A75013089
 Originating Dealer No. / Name : 208415 / HALL HONDA
 Selling Dealer No. / Name : 208415 / HALL HONDA
 Trim : EX-LR&N
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208415 / HALL HONDA
 Phone No. : 757-431-4300
 Address : 3516 VIRGINIA BEACH BL
 City / State / Zip : VIRGINIA BEACH, VA 23452
 Svc District / Sls District : 06H / G06
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. : YES

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - P	Subcase Close	Product	Operation	823	Rear Compartment
[REDACTED] - S	Subcase Close	Service - Dealer	Experience	742	Frnt & Rr Washers

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 9/16/2010 1:59:24 PM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 9/16/2010 1:59:40 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 9/16/2010 2:00:26 PM
Issue Owner : David Mendoza	Type 2 : Experience	Queue :	Close Date : 9/16/2010 2:00:34 PM
Issue Title : [REDACTED] SERVICE - DEALER - EXPERIENCE			

Coding Info :

Labor Code / Desc : 742 / Frt & Rr Washers
 Condition Code Desc Any 7420
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DEALER \ TRUNK COMPLAINT

*** CASE CREATE 9/16/2010 1:55:16 PM, dmendoza
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 9/16/2010 1:55:21 PM, dmendoza
CAMPAIGN CHECK 09/16/2010 01:55:21 PM dmendoza
The following Campaign information was found
09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/08/10; FX;

*** CASE VSC LOOKUP 9/16/2010 1:55:23 PM, dmendoza
VSC-CUC CHECK 09/16/2010 01:55:22 PM dmendoza
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/16/2010 1:55:27 PM, dmendoza
CLAIM CHECK 09/16/2010 01:55:26 PM dmendoza
The following Claim History information was found
0; 2010-03-02; 208415; 000294; 510; 7421A1 ; WIPER BLADE/INSERT - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 9/16/2010 1:55:28 PM, dmendoza
WARRANTY CHECK 09/16/2010 01:55:27 PM dmendoza
No data found for VIN.

*** CASE MODIFY 9/16/2010 1:55:52 PM, dmendoza
into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 9/16/2010 1:56:08 PM, dmendoza
CAMPAIGN CHECK 09/16/2010 01:56:08 PM dmendoza
The following Campaign information was found
09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/08/10; FX;

*** NOTES 9/16/2010 1:58:35 PM, dmendoza, Action Type : Call from Customer
Updated the customer's contact information.

The customer states that she is calling to see if there is a recall for her vehicle's tailgate. She states that it has broken and she now has to hold it up. ACS advised the customer that there are currently no outstanding recalls affecting her vehicle. ACS advised the customer that she is still within the parameters of her warranty and that it is recommended that she contact her local dealership for assistance. The customer states that she called them and they told her to contact ACS. She states that she has had bad experiences with their service dept in the past. The customer needed no further assistance.

*** SUBCASE [REDACTED] CREATE 9/16/2010 1:59:24 PM, dmendoza
Created in WIP Default with Due Date 9/16/2010 1:59:24 PM.

*** SUBCASE [REDACTED] CLOSE 9/16/2010 1:59:40 PM, dmendoza
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CREATE 9/16/2010 2:00:26 PM, dmendoza
Created in WIP Default with Due Date 9/16/2010 2:00:26 PM.

*** SUBCASE [REDACTED] CLOSE 9/16/2010 2:00:34 PM, dmendoza
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/16/2010 2:00:43 PM, dmendoza

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - DEALER \ TRUNK COMPLAINT

into WIP default and Status of Solving.

*** CASE CLOSE 9/16/2010 2:00:48 PM, dmendoza

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	3/30/2011 6:38:22 AM
Case Originator : Tara Limun (Team HA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/15/2011 1:55:13 PM
Case Owner : David Mendoza (Team HH)	Method :	Phone	Queue :		Days Open :	16
Last Closed By : David Mendoza (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title : 6D- - TRUNK DOOR COMPLAINT/ DLR LOCATION INFO			No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38759B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	25,000
In Service Date :	01/29/2009
Months In Use :	26
Engine Number :	J35A75015001
Originating Dealer No. / Name :	809304 / HONDA DEUTSCHLAND
Selling Dealer No. / Name :	809304 / HONDA DEUTSCHLAND
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	RE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207964 / HENDRICK HONDA
Phone No. :	703-491-4499
Address :	14201 JEFFERSON DAVIS
City / State / Zip :	WOODBIDGE, VA 22191
Svc District / Sls District :	06D / A06
Warranty Labor Rate / Date :	\$104.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODU	Subcase Close	Product	Operation	823	Rear Compartment
- DEALE	Subcase Close	Dealer Location	Locate / Info		

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Product	Status : Subcase Close	Open Date : 3/30/2011 6:42:07 AM
Issue Owner : Tara Limun	Type 2 : Operation	Queue :	Close Date : 3/30/2011 6:43:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Other 823X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 13 - Visibility
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Tara Limun	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 3/30/2011 6:42:42 AM
Issue Owner : Tara Limun	Type 2 : Locate / Info	Queue :	Close Date : 3/30/2011 6:43:14 AM
Issue Title : [REDACTED] - DEALER LOCATION - LOCATE / INFO			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TRUNK DOOR COMPLAINT/ DLR LOCATION INFO

*** CASE CREATE 3/30/2011 6:38:22 AM, tlimun

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

*** NOTES 3/30/2011 6:40:50 AM, tlimun, Action Type : Call from Customer

ACS updated customer contact info and best contact number [REDACTED].

The customer called ACS and advised that he is having an issue with his vehicle. Customer stated when he open the door manually or with a key fob the door would not stay open. Customer stated the issue is on the trunk door and has not taken the vehicle in to Honda dlr for diagnosis. Customer would like to know why. ACS advised customer to take his vehicle in to Honda dlr for diagnosis. ACS located the nearest Honda dlr for customer and provided customer POHANKA HONDA OF FREDERICKSBURG, 888-284-9628. ACS referred customer to www.automobiles.honda.com. Customer thanked ACS.

*** SUBCASE [REDACTED] CREATE 3/30/2011 6:42:07 AM, tlimun

Created in WIP Default with Due Date 3/30/2011 6:42:07 AM.

*** SUBCASE [REDACTED] CREATE 3/30/2011 6:42:42 AM, tlimun

Created in WIP Default with Due Date 3/30/2011 6:42:42 AM.

*** NOTES 3/30/2011 6:43:10 AM, tlimun, Action Type : Call from Customer

The customer did not provide VIN number.

*** SUBCASE [REDACTED] CLOSE 3/30/2011 6:43:14 AM, tlimun

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 3/30/2011 6:43:14 AM, tlimun

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/30/2011 6:43:15 AM, tlimun

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

*** CASE REOPEN 4/5/2011 6:31:08 AM, cvito

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/5/2011 6:31:26 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2011 6:33:02 AM, cvito

into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2011 6:37:42 AM, cvito

into WIP default and Status of Solving.

*** NOTES 4/5/2011 6:41:18 AM, cvito, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

This customer verified taht he brought his vheicle into the DLR, the SM Kevin Dinh verified that he was not able to diagnosis the vehicle due to the vehicle being a European vehicle. I show records in AMH system of the vehicle being a U.S Vehicle. The customer never transferred his warranty in the past.

The customer is requesting that the DLR contact reagrding an appointment at [REDACTED]

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TRUNK DOOR COMPLAINT/ DLR LOCATION INFO

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

Thank you for your attention to this matter.

Crystal Vito
Automobile Customer Service

*** NOTES 4/5/2011 6:41:26 AM, cvito, Action Type : Call from Customer

Probing Questions:

Customer advised that he took the vehicle into the DLR and they specified that the vehicle is not U.S. it is European. The customer was speaking to SM Kevin Dinh at the DLR who verified this is a U.S. vehicle.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused him and offered my assistance in any way possible. I verified that I understand and I can only imagine how frustrating it would be in a situation that you are in at this time. I verified that we show in our system as this vehicle being a US Vehicle. I also asked the customer if he has ever transferred his warranty before, the customer verified never. I advised the customer that I will be sending a DLR Communication to this DLR and for the DLR to contact the customer regarding an appointment.

Customer requires no further assistance. Case solved.

*** CASE MODIFY 4/5/2011 6:41:31 AM, cvito

into WIP default and Status of Solving.

*** CASE CLOSE 4/5/2011 6:41:39 AM, cvito

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

*** CASE REOPEN 4/15/2011 1:50:32 PM, dmendoza

with Condition of Open and Status of Solving.

*** CASE MODIFY 4/15/2011 1:51:36 PM, dmendoza

into WIP default and Status of Solving.

*** NOTES 4/15/2011 1:54:51 PM, dmendoza, Action Type : Call from Customer

Updated the customer's contact information.

Best Contact # [REDACTED]

The customer states that he recently went to his dealership and they advised him that the vehicle had no warranty because it was not transferred yet. The customer states that his dealership told him to contact ACS and have the warranty transferred. ACS advised the customer that he would be best served to contact the import/export dept. at option 5 then option 1. ACS transferred the customer to the main menu and advised him to select option 5 then 1.

*** CASE MODIFY 4/15/2011 1:54:56 PM, dmendoza

into WIP default and Status of Solving.

*** CASE MODIFY 4/15/2011 1:55:11 PM, dmendoza

into WIP default and Status of Solving.

*** CASE CLOSE 4/15/2011 1:55:13 PM, dmendoza

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

Case Details

Case ID : ██████████ Division : Honda - Auto Condition : Closed Open Date : 6/14/2011 12:12:23 PM
 Case Originator : Evelyn Sagrero (Team CF) Sub Division : Satellite Center Status : Closed Close Date : 8/10/2011 6:43:13 AM
 Case Owner : Ashley VanWestbroek (Team CA) Method : Phone Queue : Days Open : 57
 Last Closed By : Ashley VanWestbroek (Team CA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ SUNDAY - LIMITED STATESIDE WARRANTY REIMBURSEMEN No. of Attachments : 2

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 : STAFFORD, VA ██████████
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNRL38759B ██████████
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879JW / A
 Miles / Hours : 26,897
 In Service Date : 01/29/2009
 Months In Use : 29
 Engine Number : J35A75015001
 Originating Dealer No. / Name : 809304 / HONDA DEUTSCHLAND
 Selling Dealer No. / Name : 809304 / HONDA DEUTSCHLAND
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name :
 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
██████████	Subcase Close	Product	Operation	823	Rear Compartment
██████████	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley VanWestbroek	Type 1 : Product	Status : Subcase Close	Open Date : 6/14/2011 1:55:25 PM
Issue Owner : Ashley VanWestbroek	Type 2 : Operation	Queue :	Close Date : 7/21/2011 1:59:50 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Other 823X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / 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 : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley VanWestbroek	Type 1 : Product	Status : Subcase Close	Open Date : 7/28/2011 6:37:48 AM
Issue Owner : Ashley VanWestbroek	Type 2 : Operation	Queue :	Close Date : 8/10/2011 6:43:12 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : CR Generated Gdwill, Assist - AHM 100%
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 6623	Payee Name : [REDACTED]
Primary Amount : \$217.18	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : STAFFORD, VA [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$217.18	Contention Code : 03902
Approved By : mwhitake	Defect Code : 03217
Approval Date : 8/3/2011 2:58:58	Category : Regular
Status : PROCESSED	Failed Part # : 74820-SHJ-A71
Check No. : 1923282	
Check Date : 8/5/2011	

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

*** CASE CREATE 6/14/2011 12:12:23 PM, esagrero

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

*** CASE MODIFY 6/14/2011 12:12:37 PM, esagrero

into WIP default and Status of Solving.

*** CASE MODIFY 6/14/2011 12:12:56 PM, esagrero

into WIP default and Status of Solving.

*** CASE MODIFY 6/14/2011 12:14:05 PM, esagrero

into WIP default and Status of Solving.

*** NOTES 6/14/2011 12:23:04 PM, esagrero, Action Type : Call from Customer

LIMITED STATESIDE WARRANTY REIMBURSEMENT REQUEST

All information confirmed

Customer called in asking for us to reimburse him for having his tailgate fixed at Hendrick Honda in April of this year. He stated that his tailgate would not stay open, and in the process of receiving confirmation of a limited stateside warranty from our office, he had the repair work done. He is now seeking reimbursement.

After conferring with TL, this case will be dispatched to CM for further assistance.

The customer was told to fax in his R.O. to 909-664-9009, attention to his case number. He would be contacted by a member of case management within 48 business hours after faxing over the documents to proceed accordingly. The customer understood, and had no further questions. I thanked him for calling AHM. He thanked me for the direction. We mutually ended the call.

*** CASE MODIFY 6/14/2011 12:23:08 PM, esagrero

into WIP default and Status of Solving.

*** CASE DISPATCH 6/14/2011 12:23:18 PM, esagrero

from WIP default to Queue Chino Import/Export.

*** CASE YANKED 6/14/2011 1:50:25 PM, avanwest

Yanked by avanwest into WIPbin default.

*** NOTES 6/14/2011 1:52:52 PM, avanwest, Action Type : Note-General

Stateside warranty transfer Case # N032011-04-1501041.

*** NOTES 6/14/2011 1:54:25 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message introducing myself as the CM assigned to his request for reimbursement. I advised I would contact him when I receive the documents. I left my contact information.

Contact number: [REDACTED]

*** SUBCASE [REDACTED] CREATE 6/14/2011 1:55:25 PM, avanwest

Created in WIP Default with Due Date 6/14/2011 1:55:25 PM.

*** COMMIT 6/14/2011 2:00:24 PM, avanwest, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU
docs

*** CASE ADD ATTACHMENT 6/14/2011 2:30:19 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N032011-06-1401599_1.PDF

*** NOTES 6/17/2011 2:19:08 PM, avanwest, Action Type : Note-General

The documents are being reviewed.

*** CASE FULFILL 6/17/2011 2:19:40 PM, avanwest

Fulfilled for [REDACTED] due 06/17/2011 12:00:00 AM.

*** COMMIT 6/17/2011 2:19:41 PM, avanwest, Action Type : N/A

f/u

*** CASE MODIFY 6/17/2011 2:20:19 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** NOTES 6/20/2011 1:28:55 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising I am calling in regards to the invoice he submitted for reimbursement. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** CASE FULFILL 6/20/2011 1:30:24 PM, avanwest

Fulfilled for [REDACTED] due 06/20/2011 12:00:00 AM.

*** COMMIT 6/20/2011 1:30:26 PM, avanwest, Action Type : N/A

customer

*** CASE MODIFY 6/20/2011 1:30:34 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** NOTES 6/22/2011 9:30:05 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising I would like to speak with him about his request. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** CASE FULFILL 6/22/2011 9:30:10 AM, avanwest

Fulfilled for [REDACTED] due 06/22/2011 12:00:00 AM.

*** COMMIT 6/22/2011 9:30:12 AM, avanwest, Action Type : N/A

customer

*** CASE MODIFY 6/22/2011 9:32:43 AM, avanwest

into WIP I/E Misc and Status of Solving.

*** NOTES 6/22/2011 11:29:20 AM, lorosco, Action Type : Call for Case Mgr

The customer called to speak to his CM. I verified contact information. he states that he received a message. I apologized and informed him that the CM is currently not available. I informed him that I would make the CM aware of his call. I thanked him and the call ended.

*** NOTES 6/22/2011 2:59:58 PM, eashley, Action Type : Call from Customer

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

The customer contact was verified (name, address, phone [REDACTED]).
Odyssey (2009) -30k miles.

The customer called about speaking with his CM and I advised that she is gone for the day. I told him that I will document that he called and for her to return the call and he thanked me. I ended the call thanking the customer for calling AHM when there were no other inquiries.

*** NOTES 6/23/2011 2:13:55 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message requesting a return call. I left my contact information.

Contact number: [REDACTED]

*** CASE MODIFY 6/23/2011 2:13:58 PM, avanwest
into WIP I/E Misc and Status of Solving.

*** CASE FULFILL 6/24/2011 12:51:00 PM, avanwest

Fulfilled for [REDACTED] due 06/24/2011 12:00:00 AM.

*** COMMIT 6/24/2011 12:51:02 PM, avanwest, Action Type : N/A
customer

*** CASE MODIFY 6/24/2011 12:51:11 PM, avanwest
into WIP I/E Misc and Status of Solving.

*** NOTES 6/28/2011 12:43:14 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message with my contact information and I asked him to return my call.

Contact number: [REDACTED]

*** CASE FULFILL 6/28/2011 12:43:44 PM, avanwest

Fulfilled for [REDACTED] due 06/28/2011 12:00:00 AM.

*** COMMIT 6/28/2011 12:43:48 PM, avanwest, Action Type : N/A
customer

*** NOTES 6/30/2011 2:10:30 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message and apologized that we have missed each other. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** CASE FULFILL 6/30/2011 2:10:34 PM, avanwest

Fulfilled for [REDACTED] due 06/30/2011 12:00:00 AM.

*** COMMIT 6/30/2011 2:10:36 PM, avanwest, Action Type : N/A
customer

*** CASE MODIFY 6/30/2011 2:10:49 PM, avanwest
into WIP I/E Misc and Status of Solving.

*** NOTES 6/30/2011 2:45:06 PM, rhiggins, Action Type : Call from Customer

Customer was returning call and requested to speak to CM. I advised she was currently not available and offered to transfer to voicemail box. Customer agreed,

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

no further assistance was requested.

Best contact # [REDACTED]

*** NOTES 7/5/2011 8:12:09 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and asked him how he paid for this repair. He advised he paid with a credit card. I advised him we do need proof of payment before we can review his request. He advised he would send that over and he thanked me.

Contact number [REDACTED]

*** CASE FULFILL 7/5/2011 8:14:56 AM, avanwest

Fulfilled for [REDACTED] due 07/05/2011 12:00:00 AM.

*** COMMIT 7/5/2011 8:14:57 AM, avanwest, Action Type : N/A

pop

*** CASE RULE ACTION 7/12/2011 11:12:23 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 7/18/2011 12:30:52 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising I have not yet received proof of payment and asked him to fax that over to 909-664-9009. I left my contact information.

Contact number: [REDACTED]

*** CASE FULFILL 7/18/2011 12:31:02 PM, avanwest

Fulfilled for [REDACTED] due 07/18/2011 12:00:00 AM.

*** COMMIT 7/18/2011 12:31:03 PM, avanwest, Action Type : N/A

pop

*** CASE MODIFY 7/18/2011 12:31:13 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** CASE MODIFY 7/18/2011 2:20:10 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** NOTES 7/21/2011 1:59:31 PM, avanwest, Action Type : Note-Resolution

The customer contacted AHM to request reimbursement for something he feels is a warranty concern. Multiple times a proof of payment has been requested but it has not yet been received. The case will be closed pending receipt of the proof of payment document.

*** CASE FULFILL 7/21/2011 1:59:37 PM, avanwest

Fulfilled for [REDACTED] due 07/21/2011 12:00:00 AM.

*** CASE MODIFY 7/21/2011 1:59:49 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 7/21/2011 1:59:50 PM, avanwest

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/21/2011 1:59:50 PM, avanwest

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

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

*** CASE REOPEN 7/27/2011 12:51:29 PM, dyates
with Condition of Open and Status of Solving.

*** CASE DISPATCH 7/27/2011 12:51:38 PM, dyates
from WIP default to Queue Chino Import/Export.

*** CASE ADD ATTACHMENT 7/27/2011 1:00:24 PM, crmsuser
Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N032011-06-1401599_2.PDF

*** CASE YANKED 7/28/2011 6:05:35 AM, avanwest
Yanked by avanwest into WIPbin default.

*** CASE MODIFY 7/28/2011 6:35:38 AM, avanwest
into WIP default and Status of Solving.

*** NOTES 7/28/2011 6:36:52 AM, avanwest, Action Type : Call to Customer
I called Mr. [REDACTED] and reached voice mail. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** COMMIT 7/28/2011 6:36:58 AM, avanwest, Action Type : N/A
customer

*** SUBCASE [REDACTED] CREATE 7/28/2011 6:37:48 AM, avanwest
Created in WIP Default with Due Date 7/28/2011 6:37:48 AM.

*** CASE MODIFY 7/28/2011 6:38:23 AM, avanwest
into WIP default and Status of Solving.

*** NOTES 7/28/2011 10:19:02 AM, avanwest, Action Type : Call from Customer
I received a call from Mr. [REDACTED] transferred from Inbound. I advised him that I will be submitting the request for reimbursement and contact him when I have an update. He thanked me and verified his mailing address.

*** CASE FULFILL 7/28/2011 10:19:10 AM, avanwest
Fulfilled for [REDACTED] due 08/01/2011 12:00:00 AM.

*** COMMIT 7/28/2011 10:19:11 AM, avanwest, Action Type : N/A
ck req

*** CASE MODIFY 7/28/2011 10:19:19 AM, avanwest
into WIP I/E Misc and Status of Solving.

*** NOTES 7/29/2011 2:01:59 PM, avanwest, Action Type : Note-General
The check req will be submitted.

*** CASE FULFILL 7/29/2011 2:02:05 PM, avanwest
Fulfilled for [REDACTED] due 07/29/2011 12:00:00 AM.

*** COMMIT 7/29/2011 2:02:06 PM, avanwest, Action Type : N/A
ck req

*** CASE MODIFY 7/29/2011 2:02:14 PM, avanwest
into WIP I/E Misc and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

*** NOTES 8/1/2011 2:02:02 PM, avanwest, Action Type : Note-General

The check req will be submitted.

*** CASE FULFILL 8/1/2011 2:02:12 PM, avanwest

Fulfilled for [REDACTED] due 08/01/2011 12:00:00 AM.

*** COMMIT 8/1/2011 2:02:15 PM, avanwest, Action Type : N/A

ck req

*** CASE MODIFY 8/1/2011 2:02:53 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** NOTES 8/2/2011 10:00:13 AM, avanwest, Action Type : Note-General

The customer submitted documentation to reequest reimbursement for a tailgate concern that was repaired before the warranty was transferred (US Nato).

\$217.18 requested

Invoice dated 4/15/2011

Labor: 52.00 USD

Part: 157.56 USD

Tax: 7.62 USD

Total: \$217.18 USD

A request will be submitted for check requisition.

Dispatching case to supervisor for further review.

*** CASE MODIFY 8/2/2011 10:01:17 AM, avanwest

into WIP I/E Misc and Status of Solving.

*** SUBCASE [REDACTED] DISPATCH 8/2/2011 10:01:28 AM, avanwest

from WIP default to Queue Check Req - C. Andaya.

*** CASE FULFILL 8/2/2011 10:01:42 AM, avanwest

Fulfilled for [REDACTED] due 08/02/2011 12:00:00 AM.

*** COMMIT 8/2/2011 10:01:44 AM, avanwest, Action Type : N/A

ck approved

*** CASE MODIFY 8/2/2011 10:02:01 AM, avanwest

into WIP I/E Misc and Status of Solving.

*** SUBCASE [REDACTED] RULE ACTION 8/3/2011 9:01:28 AM, sa

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

*** SUBCASE [REDACTED] FORWARD 8/3/2011 1:24:06 PM, candaya

from Queue Check Req - C. Andaya to Queue Check Req - M. Whitaker.

*** SUBCASE [REDACTED] 8/3/2011 2:58:58 PM, mwhitake, Action Type :

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

Check Requisition for 217.18 \$ submitted

Check Requisition for 217.18 \$ submitted by mwhitake

*** SUBCASE [REDACTED] FORWARD 8/3/2011 2:59:09 PM, mwhitake
from Queue Check Req - M. Whitaker to Queue Check Approved - Sat.

*** SUBCASE [REDACTED] RULE ACTION 8/4/2011 9:01:28 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE [REDACTED] COMMIT 8/8/2011 8:01:23 AM, avanwest, Action Type : External Commitment

Check processed for check_req_no = 6623 on 2011-08-05-00.00.000000

*** NOTES 8/8/2011 1:05:10 PM, avanwest, Action Type : Note-General

The check requisition has been approved.

*** CASE FULFILL 8/8/2011 1:05:18 PM, avanwest

Fulfilled for [REDACTED] due 08/08/2011 12:00:00 AM.

*** COMMIT 8/8/2011 1:05:19 PM, avanwest, Action Type : N/A

ck mailed

*** CASE MODIFY 8/8/2011 1:05:30 PM, avanwest

into WIP I/E Misc and Status of Solving.

*** NOTES 8/9/2011 9:04:51 AM, vsegura, Action Type : Note-General

Check # [REDACTED] totaling \$217.18 was mailed on 08/09/11.

*** SUBCASE [REDACTED] RETURN 8/9/2011 9:05:00 AM, vsegura
from Queue Check Approved - Sat to WIP Subcases.

*** NOTES 8/10/2011 6:39:24 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising a check totaling \$217.18 was mailed to him on 08/09/11. I left my contact information should he have any further questions or concerns.

Contact number: [REDACTED]

*** NOTES 8/10/2011 6:40:49 AM, avanwest, Action Type : Note-Resolution

The customer contacted AHM to request reimbursement for a tailgate repair performed at a U.S. dealer before the stateside warranty was transferred. The request was approved by management and a check was mailed on 8/9/11. No further assistance is needed and therefore this case will be closed.

*** CASE FULFILL 8/10/2011 6:42:44 AM, avanwest

Fulfilled for [REDACTED] due 08/10/2011 12:00:00 AM.

*** CASE MODIFY 8/10/2011 6:42:46 AM, avanwest

into WIP I/E Misc and Status of Solving.

*** CASE MODIFY 8/10/2011 6:42:53 AM, avanwest

into WIP I/E Misc and Status of Solving.

*** CASE MODIFY 8/10/2011 6:43:04 AM, avanwest

into WIP I/E Misc and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/10/2011 6:43:12 AM, avanwest

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - LIMITED STATESIDE WARRANTY REIMBURSEMENT REQU

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/10/2011 6:43:13 AM, avanwest

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	9/1/2009 1:02:45 PM
Case Originator :	Eugene Lim (Team HE)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	9/1/2009 1:11:54 PM
Case Owner :	Eugene Lim (Team HE)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Eugene Lim (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - COMPLAINT / LIFT GATE DOESN'T STAY OPEN			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38719B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	1,900
In Service Date :	03/30/2009
Months In Use :	6
Engine Number :	J35A75015317
Originating Dealer No. / Name :	207230 / RENSSELAER HONDA
Selling Dealer No. / Name :	207230 / RENSSELAER HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207066 / PLAZA HONDA
Phone No. :	718-253-8400
Address :	2740 NOSTRAND AVENUE
City / State / Zip :	BROOKLYN, NY 11210
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	- Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Product	Status : Subcase Close	Open Date : 9/1/2009 1:11:20 PM
Issue Owner : Eugene Lim	Type 2 : Operation	Queue :	Close Date : 9/1/2009 1:11:54 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT / LIFT GATE DOESN'T STAY OPEN

*** CASE CREATE 9/1/2009 1:02:45 PM, elim

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

*** NOTES 9/1/2009 1:08:31 PM, elim, Action Type : Call from Customer

Verified Information

Contact Number: [REDACTED]

Dealer Referred: No

Situation: Lift gate does not stay up.

Request: customer wants to know why.

Probing Questions: Customer stated that his lift gate will not remain open. Customer stated that whenever he opens the lift gate it will fall back down. Customer stated that when the gate comes down it slams shut hard. Customer also wants to know when to get an oil change.

Inbound Summary: In regards to the lift gate issue the customer was advised to take his vehicle to a Honda dealer for diagnosis. In regards to the oil change, the customer was referred to his owner's manual under the maintenance minder section. Customer was advised to follow the maintenance minder for his guidelines. Customer stated he would reference his owner's manual later that day. Customer was given the numbers to two Honda dealers within his area. Customer was informed that based upon the dealer findings his issue may or may not be covered under warranty. Customer has no further questions.

*** CASE MODIFY 9/1/2009 1:08:59 PM, elim

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/1/2009 1:09:09 PM, elim

WARRANTY CHECK 09/01/2009 01:09:09 PM elim

No data found for VIN.

*** CASE VSC LOOKUP 9/1/2009 1:09:13 PM, elim

VSC-CUC CHECK 09/01/2009 01:09:13 PM elim

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/1/2009 1:09:17 PM, elim

CAMPAIGN CHECK 09/01/2009 01:09:16 PM elim

The following Campaign information was found

09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CLAIMS LOOKUP 9/1/2009 1:09:18 PM, elim

CLAIM HISTORY CHECK 09/01/2009 01:09:18 PM elim

No data found for VIN.

*** SUBCASE [REDACTED] CREATE 9/1/2009 1:11:20 PM, elim

Created in WIP Default with Due Date 9/1/2009 1:11:20 PM.

*** CASE MODIFY 9/1/2009 1:11:39 PM, elim

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPLAINT / LIFT GATE DOESN'T STAY OPEN

*** SUBCASE [REDACTED] CLOSE 9/1/2009 1:11:54 PM, elim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/1/2009 1:11:54 PM, elim

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

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	6/17/2011 8:42:46 AM
Case Originator :	Marshon McKenzie (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/17/2011 8:49:14 AM
Case Owner :	Marshon McKenzie (Team HB)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Marshon McKenzie (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED]-AUTOMATIC TAILGATE 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 :	ROBINS, IA [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38799B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	34,000
In Service Date :	04/20/2009
Months In Use :	26
Engine Number :	J35A75016739
Originating Dealer No. / Name :	206876 / VERN EIDE HONDA
Selling Dealer No. / Name :	206876 / VERN EIDE HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207944 / RANDY KUEHL HONDA CARS
Phone No. :	319-393-5700
Address :	4425 CTR.POINT RD.N.E.
City / State / Zip :	CEDAR RAPIDS, IA 52402
Svc District / Sls District :	08L / F08
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
[REDACTED] - PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 6/17/2011 8:46:45 AM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 6/17/2011 8:49:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED]-AUTOMATIC TAILGATE ISSUE

*** CASE CREATE 6/17/2011 8:42:46 AM, mmckenzen

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

*** SUBCASE [REDACTED] CREATE 6/17/2011 8:46:45 AM, mmckenzen

Created in WIP Default with Due Date 6/17/2011 8:46:45 AM.

*** NOTES 6/17/2011 8:48:23 AM, mmckenzen, Action Type : Call from Customer

Name: [REDACTED]

Best# [REDACTED]

ACS verified the customers information.

REQUEST: Customer wanted to know if he was still under the 3/36 warranty.

ACS advised the customer if they are seeking assistance, the vehicle must be inspected at a Honda dealership. The customer understood there were no guarantees of assistance being provided. Customer was given the case # and advised to call back with a contact name and price from the dealership, then the case can possibly be forwarded to a CM. While reviewing the customers file and VSC tab in our system I noticed the customer has a CUC warranty. Customer was notified he under the extended CUC warranty. Customer was happy and thanked me. CASE CLOSED

*** SUBCASE N012011-06-1700456-1 CLOSE 6/17/2011 8:49:14 AM, mmckenzen

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/17/2011 8:49:14 AM, mmckenzen

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/1/2010 12:20:36 PM	
Case Originator :	Kentaro Ogawa (Team HH)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/1/2010 12:34:49 PM
Case Owner :	Kentaro Ogawa (Team HH)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Kentaro Ogawa (Team HH)	Point of Origin :	Customer	Wipbin :			
Case Title :	HINOTE, MYRA - OVERSEAS WARRANTY ASSISTANCE				No. of Attachments :	0	

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38619B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3869JW / A
Miles / Hours :	29,000
In Service Date :	01/21/2009
Months In Use :	22
Engine Number :	J35A75017131
Originating Dealer No. / Name :	206594 / GUNN HONDA
Selling Dealer No. / Name :	206594 / GUNN HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BU
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
	Subcase Close	Warranty	Claim Authorization	823	Rear Compartment

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Warranty	Status : Subcase Close	Open Date : 11/1/2010 12:33:49 PM
Issue Owner : Kentaro Ogawa	Type 2 : Claim Authorization	Queue :	Close Date : 11/1/2010 12:34:48 PM
Issue Title : ██████████ - WARRANTY - CLAIM AUTHORIZATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - OVERSEAS WARRANTY ASSISTANCE

*** CASE CREATE 11/1/2010 12:20:36 PM, kogawa

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

*** CASE CAMPAIGN LOOKUP 11/1/2010 12:20:44 PM, kogawa

CAMPAIGN CHECK 11/01/2010 12:20:44 PM kogawa

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/03/10; FX;

*** CASE MODIFY 11/1/2010 12:20:49 PM, kogawa

into WIP Default and Status of Solving.

*** CASE MODIFY 11/1/2010 12:28:04 PM, kogawa

into WIP Default and Status of Solving.

*** NOTES 11/1/2010 12:31:47 PM, kogawa, Action Type : Call from Customer

[REDACTED] currently stationed in Germany with the military, her van is in need of repairs to the tailgate struts. She had purchased this car in San Antonio. She was told by the Honda dealer service dept in Germany that the hydraulic fluid has been leaking, and suggested a call to ACS to find out how to go about getting warranty assistance. ACS informed her that while the warranty booklet limits warranty assistance to those vehicles registered and driven in the US, that we do tend to take into account the circumstances she is under, and I encouraged her to go ahead and get the car repaired, and then fax or mail copies of the repair order, translated, as well as proof of payment, current exchange rates, and copy of transfer papers. She will do so.

*** CASE MODIFY 11/1/2010 12:33:12 PM, kogawa

into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/1/2010 12:33:49 PM, kogawa

Created in WIP Default with Due Date 11/1/2010 12:33:49 PM.

*** SUBCASE [REDACTED] CLOSE 11/1/2010 12:34:48 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2010 12:34:49 PM, kogawa

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	2/8/2011 12:23:35 PM	
Case Originator :	Renee Cisneros (Team CB)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	2/16/2011 7:05:16 AM	
Case Owner :	Ashley VanWestbroek (Team CA)	Method :	Mail	Queue :		Days Open :	8	
Last Closed By :	Ashley VanWestbroek (Team CA)	Point of Origin :	Customer	Wipbin :				
Case Title :	[REDACTED] - TAILGATE SHOCK ABSORBER REIMBURSEMENT REQU						No. of Attachments :	0

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38619B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3869JW / A
Miles / Hours :	48,360
In Service Date :	01/21/2009
Months In Use :	25
Engine Number :	J35A75017131
Originating Dealer No. / Name :	206594 / GUNN HONDA
Selling Dealer No. / Name :	206594 / GUNN HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BU
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
[REDACTED] - PRODU	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley VanWestbroek	Type 1 : Product	Status : Subcase Close	Open Date : 2/8/2011 1:50:15 PM
Issue Owner : Ashley VanWestbroek	Type 2 : Operation	Queue :	Close Date : 2/16/2011 7:05:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : CR Generated Gdwill, Assist - AHM 100%
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 1286
 Primary Amount : \$368.22
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$368.22
 Approved By : mwhitake
 Approval Date : 2/10/2011
 Status : PROCESSED
 Check No. : 1897019
 Check Date : 2/11/2011

Payee Name : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : APO, AE [REDACTED]
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03217
 Category : Regular
 Failed Part # : 74820-SHJ-A71

Case History

Case ID : ██████████

Case Title : ██████████ - TAILGATE SHOCK ABSORBER REIMBURSEMENT REQUEST

*** CASE CREATE 2/8/2011 12:23:35 PM, rcisne01

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

*** NOTES 2/8/2011 12:23:36 PM, rcisne01, Action Type :

AHM received letter requesting reimbursement.

AHM received invoice in from Auto Rinnen Honda dated 11/29/2010 in the amount of 280,10 euro

AHM received copy of sales receipt from Honda Autohaus Rinnen dated 11/29/2010 in the amount of 280,10 euro

AHM received copy of statement indicating payment to Auto Rinnen dated 11/29/2010 in the amount of \$369.07.

AHM received copy of military orders.

No other documents were received.

*** CASE DISPATCH 2/8/2011 12:24:43 PM, rcisne01

from WIP Default to Queue Chino Import/Export.

*** CASE YANKED 2/8/2011 12:58:06 PM, avanwest

Yanked by avanwest into WIPbin default.

*** CASE MODIFY 2/8/2011 1:22:47 PM, avanwest

into WIP default and Status of Solving.

*** NOTES 2/8/2011 1:49:46 PM, avanwest, Action Type : Note-General

Due to the time difference, I will contact the customer tomorrow.

*** COMMIT 2/8/2011 1:49:59 PM, avanwest, Action Type : N/A

f/u customer GERMANY

*** SUBCASE ██████████ CREATE 2/8/2011 1:50:15 PM, avanwest

Created in WIP Default with Due Date 2/8/2011 1:50:15 PM.

*** CASE MODIFY 2/8/2011 1:54:18 PM, avanwest

into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2011 1:54:29 PM, avanwest

into WIP default and Status of Solving.

*** NOTES 2/9/2011 9:34:32 AM, avanwest, Action Type : Call to Customer

I called Ms. ██████████ and introduced myself as the CM assigned to her request for reimbursement. I advised her that I have her documents. I advised her that I will need to translate the invoice and review this request and I will get back to her. She thanked me.

Contact number: ██████████

*** CASE MODIFY 2/9/2011 9:34:37 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/9/2011 10:43:13 AM, avanwest

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE SHOCK ABSORBER REIMBURSEMENT REQUEST

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/9/2011 12:00:07 PM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/9/2011 1:14:01 PM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/9/2011 1:17:25 PM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/9/2011 1:25:49 PM, avanwest, Action Type : Note-General
Invoice translation for Invoice # 81023 from Auto Rinnen dated 11/29/10:

Tailgate shock absorber replaced:	50.00 euros
Stay assy, tailgate:	230.10 euros

Total: 280.10 euros

*** NOTES 2/9/2011 1:31:59 PM, avanwest, Action Type : Note-General
Internal message forwarded to Auto Rinnen to request further information on this repair.

*** CASE FULFILL 2/9/2011 1:32:04 PM, avanwest
Fulfilled for [REDACTED] due 02/09/2011 12:00:00 AM.

*** COMMIT 2/9/2011 1:32:05 PM, avanwest, Action Type : N/A
f/u dealer GERMANY

*** CASE MODIFY 2/9/2011 1:32:15 PM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/10/2011 7:02:11 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/10/2011 7:02:42 AM, avanwest, Action Type : Note-General
Response received from Auto Rinnen:

it was a defect on the shocks from the back door, because the door wouldn't stay open

*** NOTES 2/10/2011 7:10:06 AM, avanwest, Action Type : Note-General
Request submitted to Auto Rinnen for verification of mileage at the time of the repair.

*** CASE FULFILL 2/10/2011 7:10:11 AM, avanwest
Fulfilled for [REDACTED] due 02/14/2011 12:00:00 AM.

*** COMMIT 2/10/2011 7:10:12 AM, avanwest, Action Type : N/A
f/u dealer GERMANY

*** NOTES 2/10/2011 7:46:32 AM, avanwest, Action Type : Note-General
Verification received from Auto Rinnen:

in miles the car had 30225 miles

*** NOTES 2/10/2011 7:48:05 AM, avanwest, Action Type : Note-General

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE SHOCK ABSORBER REIMBURSEMENT REQUEST

I verified the customer falls under the parameters of the warranty. The customer is in the military in Germany.

The customer submitted documentation requesting reimbursement for the repair of the tailgate shock absorber.

\$368.22 requested

Invoice dated 11/29/2010

Labor: 50.00 euros

Part: 230.10 euros

Total: 280.10 * 1.3146 (exchange rate on 11/29/2010) = \$368.22

A request will be submitted for check requisition.

Dispatching case to supervisor for further review.

*** CASE MODIFY 2/10/2011 7:49:32 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** SUBCASE [REDACTED] DISPATCH 2/10/2011 7:50:02 AM, avanwest
from WIP default to Queue Check Req - C. Andaya.

*** CASE FULFILL 2/10/2011 7:50:16 AM, avanwest
Fulfilled for [REDACTED] due 02/14/2011 12:00:00 AM.

*** COMMIT 2/10/2011 7:50:18 AM, avanwest, Action Type : N/A
ck req approved ?

*** CASE MODIFY 2/10/2011 7:50:42 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/10/2011 7:52:14 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/10/2011 7:54:46 AM, avanwest, Action Type : Call to Customer

I called Ms. [REDACTED] and advised her that I have submitted a check requisition in the amount of \$368.22. I advised her that when this is approved by management and mailed out I will contact her and let her know. She thanked me.

Contact number: [REDACTED]

*** CASE MODIFY 2/10/2011 7:54:55 AM, avanwest
into WIP Ck Req and Status of Solving.

*** SUBCASE [REDACTED] FORWARD 2/10/2011 12:21:32 PM, candaya
from Queue Check Req - C. Andaya to Queue Check Req - M. Whitaker.

*** SUBCASE [REDACTED] 2/10/2011 2:11:59 PM, mwhitake, Action Type :
Check Requisition for 368.22 \$ submitted
Check Requisition for 368.22 \$ submitted by mwhitake

Case History

Case ID : ██████████ Case Title : ██████████ - TAILGATE SHOCK ABSORBER REIMBURSEMENT REQUEST

*** SUBCASE ██████████ FORWARD 2/10/2011 2:12:11 PM, mwhitake
from Queue Check Req - M. Whitaker to Queue Check Approved - Sat.

*** SUBCASE ██████████ RULE ACTION 2/11/2011 7:50:02 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE ██████████ RULE ACTION 2/12/2011 7:50:02 AM, sa
Action Task - owners supvr - 48 hrs of rule Queue Escalation fired

*** SUBCASE ██████████ COMMIT 2/14/2011 8:00:55 AM, avanwest, Action Type : External Commitment
Check processed for check_req_no = 1286 on 2011-02-11-00.00.000000

*** NOTES 2/15/2011 7:31:58 AM, vsecura, Action Type : Note-General
Check #1897019 totaling \$368.22 was mailed on 02/15/11.

*** SUBCASE ██████████ RETURN 2/15/2011 7:32:06 AM, vsecura
from Queue Check Approved - Sat to WIP Subcases.

*** NOTES 2/15/2011 11:56:14 AM, avanwest, Action Type : Note-General
Due to the time difference I will contact the customer tomorrow.

*** CASE FULFILL 2/15/2011 11:56:19 AM, avanwest
Fulfilled for ██████████ due 02/15/2011 12:00:00 AM.

*** COMMIT 2/15/2011 11:56:21 AM, avanwest, Action Type : N/A
f/u customer GERMANY

*** CASE MODIFY 2/15/2011 11:57:02 AM, avanwest
into WIP Ck Req and Status of Solving.

*** NOTES 2/16/2011 7:00:26 AM, avanwest, Action Type : Call to Customer
I called Ms. ██████████ and advised her that her check was mailed on 2/15/11. She thanked me.

Contact number: ██████████

*** NOTES 2/16/2011 7:05:06 AM, avanwest, Action Type : Note-General
The customer contacted AHM to request reimbursement for the repair of the tailgate shock absorber. I verified the customer falls under the parameters of the warranty. The customer is in the military in Germany. A check totaling \$368.22 was mailed on 02/15/11. No further assistance is needed and therefore this case will be closed.

*** CASE MODIFY 2/16/2011 7:05:11 AM, avanwest
into WIP Ck Req and Status of Solving.

*** SUBCASE ██████████ CLOSE 2/16/2011 7:05:16 AM, avanwest
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/16/2011 7:05:16 AM, avanwest
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/12/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/19/2009 11:28:03 AM	
Case Originator :	Eric Cobb (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/19/2009 11:35:07 AM
Case Owner :	Eric Cobb (Team HB)	Method :	Phone	Queue :	Days Open : 0		
Last Closed By :	Eric Cobb (Team HB)	Point of Origin :	Customer	Wipbin :			
Case Title :	DLR COMPLAINT/NO LOANER VEHICLE AVAIL					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 MATEO, CA
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38759B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	4,000
In Service Date :	03/24/2009
Months In Use :	5
Engine Number :	J35A75018785
Originating Dealer No. / Name :	208176 / HONDA OF SERRAMONTE
Selling Dealer No. / Name :	208176 / HONDA OF SERRAMONTE
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207859 / MIKE HARVEY HONDA
Phone No. :	650-579-6800
Address :	200 CALIFORNIA DRIVE
City / State / Zip :	BURLINGAME, CA 94010
Svc District / Sls District :	12G / B12
Warranty Labor Rate / Date :	\$130.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208176	HONDA OF SERRAMONTE		YES

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	Subcase Close	Service - Dealer	Loaner/Rental		

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eric Cobb	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/19/2009 11:31:55 AM
Issue Owner : Eric Cobb	Type 2 : Loaner/Rental	Queue :	Close Date : 8/19/2009 11:35:06 AM
Issue Title : [REDACTED] - SERVICE - DEALER - LOANER/RENTAL			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DLR COMPLAINT/NO LOANER VEHICLE AVAIL

*** CASE CREATE 8/19/2009 11:28:03 AM, ecobb
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:28:12 AM, ecobb
CAMPAIGN CHECK 08/19/2009 11:28:12 AM ecobb
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CLAIMS LOOKUP 8/19/2009 11:28:14 AM, ecobb
CLAIM HISTORY CHECK 08/19/2009 11:28:14 AM ecobb
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 8/19/2009 11:28:17 AM, ecobb
WARRANTY CHECK 08/19/2009 11:28:17 AM ecobb
No data found for VIN.

*** CASE VSC LOOKUP 8/19/2009 11:28:21 AM, ecobb
VSC-CUC CHECK 08/19/2009 11:28:21 AM ecobb
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:28:57 AM, ecobb
CAMPAIGN CHECK 08/19/2009 11:28:57 AM ecobb
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:29:03 AM, ecobb
CAMPAIGN CHECK 08/19/2009 11:29:02 AM ecobb
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:29:15 AM, ecobb
CAMPAIGN CHECK 08/19/2009 11:29:15 AM ecobb
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:29:27 AM, ecobb
CAMPAIGN CHECK 08/19/2009 11:29:26 AM ecobb
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE CAMPAIGN LOOKUP 8/19/2009 11:29:33 AM, ecobb
CAMPAIGN CHECK 08/19/2009 11:29:33 AM ecobb
The following Campaign information was found
09-053; R12; 07-09 ODYSSEY A/T VIBRATION; ; ;

*** CASE MODIFY 8/19/2009 11:31:32 AM, ecobb
into WIP default and Status of Solving.

*** SUBCASE [REDACTED]-1 CREATE 8/19/2009 11:31:55 AM, ecobb

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DLR COMPLAINT/NO LOANER VEHICLE AVAIL

Created in WIP Default with Due Date 8/19/2009 11:31:55 AM.

*** NOTES 8/19/2009 11:34:20 AM, ecobb, Action Type : Call from Customer

Verified customer's information.

Situation: Tailgate in need of repair.

Request: AHM assistance in verifying if loaner vehicle is available with warranty repair.

Probing Questions: Having problems with the tailgate, goes up and starts beeping, doesn't stay open, closes on you. Brought to DLR and was told that AHM doesn't offer loaner cars as she needed one for the duration of the repair.

Inbound summary: ACS advised that the AHM does not offer loaner cars, loaners are offered by DLR if possible, but are not a mandatory offered or available with a warranty repair. ACS apologized for her situation and would document her complaint about AHM policy and the DLR not having a loaner vehicle.

Customer understood and had no further questions.

*** SUBCASE [REDACTED] CLOSE 8/19/2009 11:35:06 AM, ecobb

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/19/2009 11:35:07 AM, ecobb

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 2/25/2010 1:59:14 PM
 Case Originator : Ron Robbins (Team SM) Sub Division : Customer Relations Status : Closed Close Date : 3/9/2010 8:42:20 AM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 12
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - SAFETY/INJURY - TAILGATE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38719B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3879JW / A
 Miles / Hours : 15,000
 In Service Date : 02/16/2009
 Months In Use : 12
 Engine Number : J35A75019080
 Originating Dealer No. / Name : 208285 / BOCH HONDA
 Selling Dealer No. / Name : 208285 / BOCH HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BU
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208285 / BOCH HONDA
 Phone No. : 781-255-6000
 Address : 279 PROVIDENCE HIGHWAY
 City / State / Zip : NORWOOD, MA 02062
 Svc District / Sls District : 09F / C09
 Warranty Labor Rate / Date : \$109.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PRODU	Subcase Close	Product	Accident/Injury	748	Power Door Lock

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 2/26/2010 8:08:17 AM
Issue Owner : Kentaro Ogawa	Type 2 : Accident/Injury	Queue :	Close Date : 2/26/2010 8:21:56 AM
Issue Title : ██████████ - PRODUCT - ACCIDENT/INJURY			

Coding Info :

Labor Code / Desc : 748 / Power Door Lock
 Condition Code Desc Pwr Lift Gate 7482
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Forward to HNA Law
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Deaths And Injuries Info :

Deaths Or Injuries Reported Flag On / By : 02/26/2010 / kogawa
 Method : Verbal only
 Date Method Updated On / By : 02/26/2010 / kogawa
 Incident Location : MA
 Incident Date : 07/14/2009
 # of Deaths : 0
 # of Persons with Serious Injuries : 1
 # of Persons with Non - Serious Injuries : 0

Component Category 1 :	17 - Latches
Component Category 2 :	NA - Please Specify
Component Category 3 :	NA -
Component Category 4 :	NA - Please Specify
Component Category 5 :	NA - Please Specify

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SAFETY/INJURY - TAILGATE

*** CASE CREATE 2/25/2010 1:59:14 PM, robbins

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

*** NOTES 2/25/2010 1:59:16 PM, robbins, Action Type :

Customer states that in July 2009 (he doesn't have exact date) his wife was hit in the head by the tailgate of this Odyssey.

He was not present. He states that his wife was in a supermarket shopping center parking lot and used the electronic switch to open the tailgate. While loading package, the tailgate dropped swiftly and struck her in the head.

After that happened and before it got repaired it continued intermittently. He states that it was approximately a week between the incident and between having it repaired at the dealer.

Customer states that he had never contacted his auto insurance about this matter. He states that it was a clear failure of the car, and not accident related.

He reported the incident immediately to the dealer, and it took approximately a week before they had the proper parts in stock to make the repair.

The repair was covered under warranty.

The following day after the incident, she was continuing to have headaches. Her doctor instructed her to go the Emergency Room. She was diagnosed with a concussion.

Customer states that his medical insurance covered the hospital visit but it did not cover the deductible.

Customer is asking AHM to cover the cost of the co-pay. Customer also doesn't know specifically what this was but believes it to be \$200. He states that the paperwork is not in front of him and apologized for being more disorganized than he should be.

Customer also requests some sort of token of appreciation. He states that he just wants some sort of gesture to compensate for the fact that it is not normal for a customer to get a concussion simply for putting away groceries. I asked if he could be more specific, and he only mentioned lifetime oil changes. He then states that is not what he wants, nor does he want money, but he just wants some sort of compensation. Customer states that he is not interested in bringing up any kind of a lawsuit and has no plans of doing that.

*** CASE MODIFY 2/25/2010 1:59:27 PM, robbins

into WIP Default and Status of Solving.

*** CASE MODIFY 2/25/2010 2:00:26 PM, robbins

into WIP Default and Status of Solving.

*** NOTES 2/25/2010 2:06:00 PM, robbins, Action Type : Call from Customer

Customer found the documentation while we were speaking

Date of the incident was July 14, 2009

The amount of money he is seeking is \$ 169.77

\$100 for the ER visit copay

\$69.77 for the X-ray copay

Per RM, I advised customer that we will document his request for assistance and will have the appropriate Honda representative contact him back within 1-2 business days.

I provided customer with his case number.

Customer thanked me.

*** CASE MODIFY 2/25/2010 2:11:25 PM, robbins

Case History

Case ID : ██████████

Case Title : ██████████ - SAFETY/INJURY - TAILGATE

into WIP Default and Status of Solving.

*** CASE MODIFY 2/25/2010 2:11:28 PM, rrobbins
into WIP Default and Status of Solving.

*** CASE MODIFY 2/25/2010 2:11:29 PM, rrobbins
into WIP Default and Status of Solving.

*** CASE DISPATCH 2/25/2010 2:11:42 PM, rrobbins
from WIP Default to Queue Honda Team H .

*** CASE ASSIGN 2/25/2010 2:28:19 PM, sperez
██████████ to kogawa, WIP

*** CASE RULE ACTION 2/25/2010 2:28:20 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CLAIMS LOOKUP 2/26/2010 7:42:34 AM, kogawa

CLAIM CHECK 02/26/2010 07:42:34 AM kogawa

The following Claim History information was found

0; 2009-07-23; 208285; 540688; 510; 823125 ; TRUNK LID, TAILGATE/ STAY ASSEMBLY, LEFT - REPLACE.
05-ON ODYSSEY REVISED TO 0.1 PER WO 39691/ GARY G

*** NOTES 2/26/2010 7:53:40 AM, kogawa, Action Type : Note-General
Asking RM for review/guidance before I contact customer.

*** COMMIT 2/26/2010 7:53:46 AM, kogawa, Action Type : N/A

Made to STEVEN SIMONS due 02/26/2010 03:53:48 PM.

initial;

*** SUBCASE ██████████ CREATE 2/26/2010 8:08:17 AM, kogawa
Created in WIP Default with Due Date 2/26/2010 8:08:17 AM.

*** SUBCASE ██████████ INJURIES/DEATH CHANGES 2/26/2010 8:09:03 AM, kogawa
Initial setting of Injuries/Death method to Verbal only

*** SUBCASE ██████████ MODIFY 2/26/2010 8:09:41 AM, kogawa
into WIP Default and Status of Solving.

*** SUBCASE ██████████ INJURIES/DEATH CHANGES 2/26/2010 8:09:42 AM, kogawa
Changed Injuries/Death Reported from No to Yes

*** CASE MODIFY 2/26/2010 8:10:17 AM, kogawa
into WIP Default and Status of Solving.

*** NOTES 2/26/2010 8:19:58 AM, dgonzale, Action Type : Manager
RM-DG reviewed case. ACS will close case as the customer is seeking compensation for medical expenses that he incurred.

*** SUBCASE ██████████ CLOSE 2/26/2010 8:21:56 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/26/2010 8:22:00 AM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Case History

Case ID : ██████████ Case Title : ██████████ - SAFETY/INJURY - TAILGATE

*** CASE REOPEN 3/2/2010 6:43:39 AM, kogawa
with Condition of Open and Status of Solving.

*** NOTES 3/2/2010 6:47:37 AM, kogawa, Action Type : Call to Customer

Called customer, and left message on name identified voicemail acknowledging his contact to ACS on 2/25 concerning his and his spouse's claim, and advised to expect follow up from AHM within 2 weeks. I welcomed a call back to my extn if customer has any questions or concerns in the meantime.

*** NOTES 3/2/2010 6:59:45 AM, kogawa, Action Type : Call to Customer

Called home number, and was able to reach spouse, Ms. ██████████. Customer has not had a chance to fax the supporting documentation for her claim, she will do so now. ACS confirmed contact address, phone and e-mail contact information. ACS informed customer to expect AHM follow up within 2 weeks.

*** COMMIT 3/2/2010 8:09:44 AM, kogawa, Action Type : N/A

fax?

*** CASE MODIFY 3/2/2010 8:23:10 AM, kogawa
into WIP Misc and Status of Solving.

*** NOTES 3/4/2010 10:18:22 AM, kogawa, Action Type : Call to Customer

Customer advises due to other pressing personal reasons has not yet been able to fax the medical bills/records. She assures me she will fax this info tonight.

*** CASE FULFILL 3/4/2010 10:20:46 AM, kogawa

Fulfilled for ██████████ due 03/04/2010 12:00:00 AM.

*** COMMIT 3/4/2010 10:20:49 AM, kogawa, Action Type : N/A

fax?

*** NOTES 3/8/2010 11:25:58 AM, kogawa, Action Type : Call to Customer

Left message on customer's voicemail advising I am unable to acknowledge receipt of any fax, was she able to send it? I again provided the fax number 783-3023, as well as my 117744 extn.

*** CASE FULFILL 3/8/2010 11:26:42 AM, kogawa

Fulfilled for ██████████ due 03/09/2010 12:00:00 AM.

*** COMMIT 3/8/2010 11:26:48 AM, kogawa, Action Type : N/A

fax?

*** NOTES 3/8/2010 1:15:44 PM, kogawa, Action Type : Call from Customer

Customer advises he had misplaced the fax number - he will now fax it tonight to my attention.

*** NOTES 3/8/2010 2:49:46 PM, mmillen, Action Type : Letter/Fax

On 03/08/10 ACS received a 1-page cover from the customer with a 1-page Invoice from Newton-Wellesley Hospital and a 1-page invoice from Newton Wellesley Radiology Associates.

*** NOTES 3/9/2010 8:41:40 AM, kogawa, Action Type : Call to Customer

Called customer and informed him that we have received his fax (cover sheet, \$100 bill to patient from Newton Wellesley Hospital, and \$69.77 bill from Newton Wellesley Radiology Lab) and his file will be forwarded within AHM for appropriate review and response. Informed customer to anticipate follow up no later than 2 weeks, and to not hesitate to call back if has any further questions or concerns.

*** NOTES 3/9/2010 8:42:10 AM, kogawa, Action Type : Note-General

Closed file, and forwarded docs to RM to send to HNA Law.

*** CASE CLOSE 3/9/2010 8:42:20 AM, kogawa

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - SAFETY/INJURY - TAILGATE

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

*** NOTES 3/9/2010 8:42:46 AM, sperez, Action Type : Manager

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 11/19/2010 6:10:45 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/17/2010 9:40:32 AM
Case Owner : Marion Cooley (Team HG)	Method : Phone	Queue :	Days Open : 28
Last Closed By : Marion Cooley (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - TPMS LIGHT ON/ND	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38759B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	27,000
In Service Date :	02/19/2009
Months In Use :	21
Engine Number :	J35A75019246
Originating Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Selling Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207553 / DCH ACADEMY HONDA
Phone No. :	732-721-3333
Address :	1101 U.S. HIGHWAY 9 N
City / State / Zip :	OLD BRIDGE, NJ 08857
Svc District / Sls District :	05G / G05
Warranty Labor Rate / Date :	\$118.00 /
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
[REDACTED] - PROD	Subcase Close	Product	Operation	421	Wheels/Tires

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marion Cooley	Type 1 : Product	Status : Subcase Close	Open Date : 11/22/2010 7:04:12 AM
Issue Owner : Marion Cooley	Type 2 : Operation	Queue :	Close Date : 11/22/2010 8:19:39 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc : TirePres Mon Sys421A
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 19 - Tires
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : 5G-ACADEMY HONDA-[REDACTED]-TPMS LIGHT ON/ND

*** CASE CREATE 11/19/2010 6:10:45 AM, mwells

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

*** NOTES 11/19/2010 6:22:10 AM, mwells, Action Type : Call from Customer

ACS spoke to Ms [REDACTED]

ACS verified customer information

Best Contact: [REDACTED]

Dealership:DCH ACADEMY HONDA

Situation: mutiple concerns

Customer states she has been to the dealer for service and the dealer is not telling her if she has a problem with her vehicle. She was at the dealer about a month ago. Customer has mutiple concerns. She states there his an exclamation sign on the instrument panel and she is aware that it has to do with her tires, and the trunk door is difficult to open. Customer also states the front two tires are wearing, But not the back two. Customer states she feel the dealer is not giving her the information she needs and she is trying to be a loyal customer.

Customer is seeking futher assistance

ACS advised this concern can be reviewed by the case manager. She was advised of the review process time of 1-2 business days. Customer thanked ACS and had no further requests

*** CASE MODIFY 11/19/2010 6:22:18 AM, mwells
into WIP default and Status of Solving.*** CASE MODIFY 11/19/2010 6:22:23 AM, mwells
into WIP default and Status of Solving.*** CASE MODIFY 11/19/2010 6:23:09 AM, mwells
into WIP default and Status of Solving.*** CASE DISPATCH 11/19/2010 6:23:18 AM, mwells
from WIP default to Queue Honda Team G.*** CASE ASSIGN 11/19/2010 12:39:55 PM, galbu
[REDACTED] to mcooley, WIP 3*** CASE RULE ACTION 11/19/2010 12:39:56 PM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 11/22/2010 7:02:16 AM, mcooley
into WIP ** default ** and Status of Solving.*** CASE MODIFY 11/22/2010 7:03:48 AM, mcooley
into WIP ** default ** and Status of Solving.

*** SUBCASE [REDACTED] CREATE 11/22/2010 7:04:12 AM, mcooley

Case History

Case ID : [REDACTED] Case Title : 5G-ACADEMY HONDA-[REDACTED] TPMS LIGHT ON/ND

Created in WIP Default with Due Date 11/22/2010 7:04:12 AM.

*** CASE MODIFY 11/22/2010 7:04:19 AM, mcooley
into WIP ** default ** and Status of Solving.

*** COMMIT 11/22/2010 7:04:21 AM, mcooley, Action Type : N/A
follow up

*** CASE MODIFY 11/22/2010 7:04:34 AM, mcooley
into WIP ** default ** and Status of Solving.

*** COMMIT 11/22/2010 7:04:36 AM, mcooley, Action Type :

Made to [REDACTED] due 11/30/2010 07:04:40 AM.

DCS Follow-Up

*** NOTES 11/22/2010 7:05:18 AM, mcooley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER Tony Marszelek RESOLUTION DUE DATE : 11/30/2010

This customer contacted our office regarding a concern with the TPMS light being on. Please advise.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible.

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

Marion Cooley
Automobile Customer Service

*** CASE MODIFY 11/22/2010 7:05:23 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE MODIFY 11/22/2010 8:05:14 AM, mcooley
into WIP ** default ** and Status of Solving.

*** NOTES 11/22/2010 8:06:29 AM, mcooley, Action Type : Call to Dealer

Called the dealer and only received VM. I left VM for the SD Tony Marszelek to contact our office back to discuss the case.

*** CASE MODIFY 11/22/2010 8:06:36 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE MODIFY 11/22/2010 8:07:52 AM, mcooley
into WIP ** default ** and Status of Solving.

*** NOTES 11/22/2010 8:18:07 AM, mcooley, Action Type : Call to Customer

Called the customer and I introduced myself as the RCM. Address was verified. The customer stated that she had taken the vehicle into the dealer for an oil change and every time she takes the vehicle in she always tells them to check her vehicle over. She took the vehicle to her local shop for the last oil change and they told her that the front tires are worn down and will need to be replaced and she will need to get an alignment done as well. She stated that she would have expected for the dealer to tell her this kind of information. In this case the dealer did not tell her anything at all. She stated that she has not tried to address this with the dealer. I advised her that a customer has to tell the dealer what they would like to have done for the maintenance and that she would need to request certain services. I advised her that at this time if she has any concerns with the vehicle she should make an apt with the dealer and take the vehicle to the Honda dealer. I advised her that they will let her know if the tires do need to be replaced at this time. She stated that she will do that.

Case History

Case ID : [REDACTED] Case Title : 5G-ACADEMY HONDA-[REDACTED] TPMS LIGHT ON/ND

She stated that she was hoping that they would just tell her what to do at the oil changes. I advised her that unless a customer asked for specific services at that time, most likely they only do the oil change. The customer understood. She had no other concerns or questions at this time. I thanked her for her time.

*** CASE MODIFY 11/22/2010 8:18:15 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE FULFILL 11/22/2010 8:18:19 AM, mcooley
Fulfilled for [REDACTED] due 11/30/2010 12:00:00 AM.

*** CASE FULFILL 11/22/2010 8:18:24 AM, mcooley
Fulfilled for [REDACTED] due 11/30/2010 07:04:40 AM.

*** CASE MODIFY 11/22/2010 8:18:32 AM, mcooley
into WIP ** default ** and Status of Solving.

*** NOTES 11/22/2010 8:19:13 AM, mcooley, Action Type : Note-General

The customer has no diagnostic from Academy Honda at this time. The customer was referred to the dealer for diagnostic at this time.

*** CASE MODIFY 11/22/2010 8:19:18 AM, mcooley
into WIP ** default ** and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/22/2010 8:19:39 AM, mcooley
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/22/2010 8:19:41 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE CLOSE 11/22/2010 8:19:43 AM, mcooley
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/17/2010 9:38:49 AM, mcooley
with Condition of Open and Status of Solving.

*** NOTES 12/17/2010 9:40:08 AM, mcooley, Action Type : Call from Customer
ACS received a VM from Mr. [REDACTED] at [REDACTED] or [REDACTED]

*** NOTES 12/17/2010 9:40:20 AM, mcooley, Action Type : Call to Customer

The customer called back to discuss this matter. I introduced myself as the RCM. He stated that he had gone to the dealer express service and that they told him that there is no problem with the alignment of the vehicle, but the tires are worn down in the front. I asked him whether he had tire rotations done over the last two years. He stated that he was not sure, but since he takes the vehicle to service to get everything done. I asked him how we can help him at this time. He stated that there has to be an issue with front of the vehicle since the tires are wearing down. I asked him if the dealer verified that there was an issue. He stated that they did not. I advised him that we can only document his concerns at this time. there is nothing further we would do for him. he stated that if other services are needed the dealer should tell him. I advised him that just like I advised his wife that it is the customer responsibility to tell the dealer what services are needed. He stated that as a new customer he would expect for AHM or the dealer to tell him. I advised him that this information is in the owner manual. I advised him that it is his choice as well to pick a Honda dealer that he wants to work with. I advised him that there are a lot of Honda dealers in his area that he can choose from. I advised him that it is not the dealer or Honda responsibility to make sure that services are done on the vehicle, but it is the customer responsibility. He stated that he does not agree with that. I advised him that I will make note of discontent. He stated that this is not good enough and that he feels that this concern with the wear on his tires will need to be addressed. I advised him that he can address this directly with the dealer once he makes the apt to have this looked at. He stated that this is not good enough and he will take this up with NHTSA

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : 5G-ACADEMY HONDA-[REDACTED]- TPMS LIGHT ON/ND

since this is a design problem. I advised him that he never got a write up with a Honda dealer addressing his concern; he only has oil changes on the vehicle done. He stated that he is recording this call. I advised him that he has no right to record the call. The customer yelled that he has every right. I again advised him that he does not have permission to record this call and if he continues, I will disconnect this call. The customer stated that he will continue to record the call. I advised him that the call will be discontinued at this time.

*** CASE MODIFY 12/17/2010 9:40:31 AM, mcooley
into WIP ** default ** and Status of Solving.

*** CASE CLOSE 12/17/2010 9:40:32 AM, mcooley
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/12/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 2/23/2010 6:31:25 AM
 Case Originator : Cristine Perez (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 2/23/2010 6:45:32 AM
 Case Owner : Cristine Perez (Team SC) Method : Phone Queue : Days Open : 0
 Last Closed By : Cristine Perez (Team SC) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - LIFT GATE ISSUES No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] AEL MCDONALD 15 A
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED] AEL MCDONALD
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : NATICK, MA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38629B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours :
 In Service Date : 05/12/2009
 Months In Use : 9
 Engine Number : J35A75019481
 Originating Dealer No. / Name : 207478 / BERNARDI HONDA
 Selling Dealer No. / Name : 207478 / BERNARDI HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207478 / BERNARDI HONDA
 Phone No. : 508-651-3033
 Address : 960 WORCESTER ROAD
 City / State / Zip : NATICK, MA 01760
 Svc District / Sls District : 09F / C09
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	821	Door, left rear

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cristine Perez	Type 1 : Product	Status : Subcase Close	Open Date : 2/23/2010 6:45:17 AM
Issue Owner : Cristine Perez	Type 2 : Operation	Queue :	Close Date : 2/23/2010 6:45:25 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 821 / Door, left rear
 Condition Code Desc : Door 8211
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIFT GATE ISSUES

*** CASE CREATE 2/23/2010 6:31:25 AM, cperez

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

*** CASE EXTENDED WARRANTY LOOKUP 2/23/2010 6:32:56 AM, cperez

WARRANTY CHECK 02/23/2010 06:32:56 AM cperez

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/23/2010 6:33:00 AM, cperez

CLAIM CHECK 02/23/2010 06:33:00 AM cperez

The following Claim History information was found

0; 2009-08-27; 207478; 669066; 510; 8411D4 ; GLOVE BOX - REPLACE.

*** CASE CAMPAIGN LOOKUP 2/23/2010 6:33:02 AM, cperez

CAMPAIGN CHECK 02/23/2010 06:33:01 AM cperez

No data found for VIN

*** CASE CUC LOOKUP 2/23/2010 6:33:06 AM, cperez

CUC CHECK 02/23/2010 06:33:06 AM cperez

The following CUC information was found

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

*** CASE VSC LOOKUP 2/23/2010 6:33:06 AM, cperez

VSC CHECK 02/23/2010 06:33:06 AM cperez

The following VSC information was found

[REDACTED]V003602237;D78;NEW 84MO/80K, \$0 DED;ACTIVE;;2009-05-12;2016-05-11;80000;15;207478;0.00

*** NOTES 2/23/2010 6:44:28 AM, cperez, Action Type : Call from Customer

Verified Customer Information//

Situation: Customer is calling about the vehicle.

Request: Customer would like to discuss lift gate

Probing Questions: Customer states when he opens the lift gate, is it suppose to open automatically. Customer states that the original lift gate was replaced due to an accident and now the lift gate is difficult to open. Customer would like to know it open automatically

Inbound Summary: ACS documented his concern and advised him that it dose not open automatically, as when he uses the lift gate manually. Customer states he ha set to take it back in to the dealer for inspection. ACS suggested that if he feels it is not working properly to take it back in. Customer understood and no further assistance was needed.

*** SUBCASE [REDACTED] CREATE 2/23/2010 6:45:17 AM, cperez

Created in WIP Default with Due Date 2/23/2010 6:45:17 AM.

*** SUBCASE [REDACTED] CLOSE 2/23/2010 6:45:25 AM, cperez

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/23/2010 6:45:32 AM, cperez

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/19/2011 8:29:28 AM
Case Originator : Fran Diaz (Team SA)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	5/16/2011 10:35:09 AM
Case Owner : Kris Schroeder (Team HE)	Method :	Mail	Queue :		Days Open :	27
Last Closed By : Kris Schroeder (Team HE)	Point of Origin :	Customer	Wipbin :			
Case Title : ██████████ - REPARI REIMBURSEMENT			No. of Attachments :	1		

Site / Contact Info :

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

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 5FNRL38759B ██████████
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	38,571
In Service Date :	12/30/2008
Months In Use :	28
Engine Number :	J35A75019759
Originating Dealer No. / Name :	208048 / AUTOWAY HONDA
Selling Dealer No. / Name :	208048 / AUTOWAY HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208048 / AUTOWAY HONDA
Phone No. :	727-531-0444
Address :	17275 US HWY.19 NORTH
City / State / Zip :	CLEARWATER, FL 33764
Svc District / Sls District :	07K / F07
Warranty Labor Rate / Date :	\$96.11 /
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
██████████ -	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kris Schroeder	Type 1 : Product	Status : Subcase Close	Open Date : 4/20/2011 7:04:37 AM
Issue Owner : Kris Schroeder	Type 2 : Operation	Queue :	Close Date : 5/16/2011 10:35:08 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Assist - AHM 100%, CR Generated Gdwill
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 4347	Payee Name : [REDACTED]
Primary Amount : \$199.72	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : ST PETERSBURG, FL [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$199.72	Contention Code : 01201
Approved By : mfenner	Defect Code : 03217
Approval Date : 5/12/2011	Category : Regular
Status : PROCESSED	Failed Part # : 74820-SHJ-A71
Check No. : 1910868	
Check Date : 5/13/2011	

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REPARI REIMBURSEMENT

*** CASE CREATE 4/19/2011 8:29:28 AM, fdiaz

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

*** NOTES 4/19/2011 8:29:29 AM, fdiaz, Action Type :

On 04/15/11 ACS received a 1 page letter from the customer with 1 page Ro from Autoway Honda. Customer is requesting repair reimbursement.

*** CASE MODIFY 4/19/2011 8:29:57 AM, fdiaz

into WIP default and Status of Solving.

*** CASE MODIFY 4/19/2011 8:29:57 AM, fdiaz

into WIP default and Status of Solving.

*** CASE DISPATCH 4/19/2011 8:30:01 AM, fdiaz

from WIP default to Queue Honda Team E.

*** CASE ADD ATTACHMENT 4/19/2011 8:45:17 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-04-1900286_1.PDF

*** CASE ASSIGN 4/19/2011 10:31:28 AM, ltafoya

[REDACTED] to kschroed, WIP

*** CASE RULE ACTION 4/19/2011 10:31:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 4/20/2011 7:03:57 AM, kschroed, Action Type : Letter/Fax

Customer had rear tailgate struts replaced. Customer looking to get reimbursed as she felt at 38,000 AHM should cover the repairs. Customer paid \$199.72 for the cost of the repair at Autoway Honda

*** SUBCASE [REDACTED] CREATE 4/20/2011 7:04:37 AM, kschroed

Created in WIP Default with Due Date 4/20/2011 7:04:37 AM.

*** CASE MODIFY 4/20/2011 7:04:47 AM, kschroed

into WIP Default and Status of Solving.

*** CASE MODIFY 4/20/2011 7:05:02 AM, kschroed

into WIP Default and Status of Solving.

*** COMMIT 4/20/2011 7:05:17 AM, kschroed, Action Type : N/A

Made to [REDACTED] due 04/23/2011 07:05:21 AM.

Offer reimbursement?

*** NOTES 4/20/2011 7:05:35 AM, kschroed, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/23/2011

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:

Rear tailgate struts

Please provide the following information:

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REPAIR REIMBURSEMENT

- * Diagnostic (complaint - cause - correction)
- * Estimate for repairs (parts and labor)
- * Current mileage (at time of diagnostic or last service)
- * Service history, if available
- * RO #(s)

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

Kris Schroeder
 Automobile Customer Service
 310-783-7703

*** CASE MODIFY 4/20/2011 7:05:38 AM, kschroed
 into WIP Default and Status of Solving.

*** NOTES 4/20/2011 2:26:35 PM, kschroed, Action Type : Call to Customer

Spoke with the customer who stated that he felt that at just 28 months old the part should not have failed. he stated that he does understand that the vehicle was outside the factory warranty, but advised that he was looking to get reimbursed for the cost of the repair as he felt that assistance should have been given. I advised that ACS would review the case to see what AHM can do for the customer. I advised that the case was going to be documented and AHM would give him a call back by 4-27-11

Verified customers information

*** NOTES 4/20/2011 2:27:23 PM, kschroed, Action Type : Note-General
 Service history from Airbase

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
283339867		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 04/05/2011 12:00:00
AM 166.65	38571	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279761		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 01/12/2009 12:00:00
AM 1142.91	458	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279759		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 01/23/2009 12:00:00
AM 683.78	787	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279760		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 02/12/2009 12:00:00
AM 683.78	1144	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279756		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 04/17/2009 12:00:00
AM 73.42	5432	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279757		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 11/17/2009 12:00:00
AM 90.36	19953	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279755		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 05/19/2010 12:00:00
AM 25.79	24142	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279758		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 06/16/2010 12:00:00
AM 94.26	26942	208048	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
271279753		A44358060	[REDACTED]	[REDACTED]	5FNRL38759B	[REDACTED] 08/20/2010 12:00:00

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - REPARI REIMBURSEMENT

AM 0 33335 208048 HOND ODYSSEY
271279754 A44358060 [REDACTED] 5FNRL38759E [REDACTED] 11/17/2010 12:00:00
AM 0 37117 208048 HOND ODYSSEY
271279762 A44358060 [REDACTED] 5FNRL38759E [REDACTED] 12/10/2010 12:00:00
AM 98.05 37420 208048 HOND ODYSSEY

*** CASE MODIFY 4/20/2011 2:27:31 PM, kschroed
into WIP 24 hr call and Status of Solving.

*** CASE MODIFY COMMITMENT 4/20/2011 2:27:49 PM, kschroed
with [REDACTED] due 04/25/2011 07:05:21 AM.

*** CASE MODIFY 4/20/2011 2:27:57 PM, kschroed
into WIP 24 hr call and Status of Solving.

*** NOTES 4/29/2011 1:38:02 PM, kschroed, Action Type : Call to Customer

Left message for customer to give AHM a call back regarding customers concerns with the tailgate. Left ACS contact information and a call back date of-5-3-11

*** CASE MODIFY COMMITMENT 4/29/2011 1:38:21 PM, kschroed
with [REDACTED] due 05/03/2011 07:05:21 AM.

*** CASE MODIFY 4/29/2011 1:38:28 PM, kschroed
into WIP Check Request and Status of Solving.

*** NOTES 5/3/2011 2:22:33 PM, kschroed, Action Type : Call to Customer

Left message for customer to give AHM a call back with regards to the customers concerns for a strut failure. Left ACS contact information and a call back date of 5-10-11

*** CASE MODIFY COMMITMENT 5/3/2011 2:23:40 PM, kschroed
with [REDACTED] due 05/10/2011 07:05:21 AM.

*** CASE MODIFY 5/3/2011 2:23:49 PM, kschroed
into WIP Check Request and Status of Solving.

*** NOTES 5/6/2011 2:06:52 PM, kschroed, Action Type : Call from Customer

Spoke with the customer regarding issue. I advised that after reviewing the paperwork, AHM was able to reimburse the customer for the cost of the tailgate struts, (\$199.72). I advised that AHM was going to process the paperwork, and the customers check wouldbe placed in the mail in 2-3 weeks. Customer understood and agreed. I thanked him for his time and ended call.

Verified customers information

*** CASE FULFILL 5/6/2011 2:07:03 PM, kschroed
Fulfilled for [REDACTED] due 05/10/2011 07:05:21 AM.

*** COMMIT 5/6/2011 2:07:06 PM, kschroed, Action Type : N/A
check request

*** CASE MODIFY 5/6/2011 2:08:08 PM, kschroed
into WIP Check Request and Status of Solving.

*** NOTES 5/12/2011 1:13:09 PM, kschroed, Action Type : Call to Dealer

Spoke with the service manager and verified that the customer had the rear struts replaced. Case documented

Case History

Case ID : ██████████ Case Title : ██████████ - REPAIR REIMBURSEMENT

*** NOTES 5/12/2011 1:13:20 PM, kschroed, Action Type : Note-General

DPSM involved? No

Total Amount the customer paid \$ 199.72

Total Goodwill assistance offered: \$ 199.72

Percentage of Goodwill Authorized: 100%

*** SUBCASE ██████████ DISPATCH 5/12/2011 1:14:01 PM, kschroed
from WIP Subcase to Queue CkReq - Fenner.

*** CASE FULFILL 5/12/2011 1:15:43 PM, kschroed

Fulfilled for ██████████ due 05/12/2011 12:00:00 AM.

*** COMMIT 5/12/2011 1:16:00 PM, kschroed, Action Type : N/A
check mailed

*** CASE MODIFY 5/12/2011 1:16:15 PM, kschroed
into WIP Check Request and Status of Solving.

*** SUBCASE ██████████ 5/12/2011 1:54:56 PM, mfenner, Action Type :
Check Requisition for 199.72 \$ submitted
Check Requisition for 199.72 \$ submitted by mfenner

*** SUBCASE ██████████ RETURN 5/12/2011 1:55:06 PM, mfenner
from Queue CkReq - Fenner to WIP Subcase.

*** NOTES 5/16/2011 6:55:45 AM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE ██████████ COMMIT 5/16/2011 8:01:30 AM, kschroed, Action Type : External Commitment
Check processed for check_req_no = 4347 on 2011-05-13-00.00.00.000000

*** NOTES 5/16/2011 10:34:24 AM, kschroed, Action Type : Call to Customer

Left message for customer to give AHM a call back regarding reimbursement check that was placed in the mail. I advised case was going to be closed but if the customer had any concerns to give AHM a call back.

*** CASE MODIFY 5/16/2011 10:35:05 AM, kschroed
into WIP Check Request and Status of Solving.

*** SUBCASE ██████████ CLOSE 5/16/2011 10:35:08 AM, kschroed
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/16/2011 10:35:09 AM, kschroed
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 12/16/2010 6:53:08 AM
Case Originator : John Starling (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/17/2011 12:07:39 PM
Case Owner : Jeff McCaughan (Team SB)	Method : Phone	Queue :	Days Open : 32
Last Closed By : Jeff McCaughan (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : (SO. SHORE HONDA) 5A - [REDACTED] - REAR HATCH / BRAKES SHI No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38749B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	11,000
In Service Date :	05/29/2009
Months In Use :	19
Engine Number :	J35A75020866
Originating Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GR
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Phone No. :	516-285-8036
Address :	704 WEST MERRICK ROAD
City / State / Zip :	VALLEY STREAM, NY 11580
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$104.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R.	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	P Subcase Close	Product	Operation	421	Wheels/Tires
[REDACTED]	P Subcase Close	Product	Operation	823	Rear Compartment
[REDACTED]	P Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 12/16/2010 8:16:58 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/11/2011 9:36:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc Vibration 4211
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern, Operates as Designed
 Component Category : 20 - Wheels
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 12/20/2010 10:40:46
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/11/2011 9:36:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Other 823X
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 17 - Latches
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jeff McCaughan	Type 1 : Product	Status : Subcase Close	Open Date : 1/11/2011 12:22:27 PM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 1/17/2011 12:07:35 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Rotors 4106
 Campaign Code / Desc : /
 Temperament Code : Medium
 Resolutions : CR Generated Gdwill, Documented Concern, Assist - AHM Partial
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
45251-SHJ-A00	DISK, FR. BRAKE	Not Applicable

Check Req Info :

Check Requisition No. : 301	Payee Name : [REDACTED]
Primary Amount : \$200.00	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : LYNBROOK, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$200.00	Contention Code : 03220
Approved By : galbu	Defect Code : 03217
Approval Date : 1/13/2011	Category : Regular
Status : PROCESSED	Failed Part # : 45251-SHJ-A00
Check No. : 1892131	
Check Date : 1/14/2011	

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) 5A - [REDACTED] - REAR HATCH / BRAKES SHIMMY

*** CASE CREATE 12/16/2010 6:53:08 AM, jstarlin
Contact = [REDACTED], Priority = N/A, Status = Solving.
*** CASE MODIFY 12/16/2010 6:53:30 AM, jstarlin
into WIP default and Status of Solving.
*** CASE MODIFY 12/16/2010 6:55:33 AM, jstarlin
into WIP default and Status of Solving.
*** CASE MODIFY 12/16/2010 6:58:01 AM, jstarlin
into WIP default and Status of Solving.
*** NOTES 12/16/2010 7:02:17 AM, jstarlin, Action Type : Call from Customer
Updated Customer's Information

Best Contact Number: [REDACTED]

The customer states that a week after purchase her husband reported a problem with the brakes the customer states that the DLR advised her that the vehicle needs to be driven through the break-in period. The customer states that she presented the issue several times after and was told that it was not a safety concern. The customer states that now in November 2010 the DLR recommended all rotors and brake pads replaced for \$700. The customer feels that this is premature and request reimbursement. The customer has owned 2 Honda's and 1 Acura and believes that these part failures are uncharacteristic of Honda products.

*** CASE MODIFY 12/16/2010 7:03:28 AM, jstarlin
into WIP default and Status of Solving.
*** NOTES 12/16/2010 7:05:01 AM, jstarlin, Action Type : Call from Customer
The customer states that SM told her this past summer that he would contact the DPSM to request assistance, but she never received a return call. ACS advised the customer that her request will be reviewed, but no assistance is guaranteed. Case Dispatched
*** CASE MODIFY 12/16/2010 7:06:24 AM, jstarlin
into WIP default and Status of Solving.
*** CASE DISPATCH 12/16/2010 7:06:32 AM, jstarlin
from WIP default to Queue Honda Team G.
*** CASE MODIFY 12/16/2010 7:06:33 AM, jstarlin
into WIP default and Status of Solving.
*** CASE YANKED 12/16/2010 8:15:26 AM, jmccaugh
Yanked by jmccaugh into WIPbin default.
*** CASE MODIFY 12/16/2010 8:15:53 AM, jmccaugh
into WIP default and Status of Solving.
*** CASE MODIFY 12/16/2010 8:16:04 AM, jmccaugh
into WIP default and Status of Solving.
*** COMMIT 12/16/2010 8:16:19 AM, jmccaugh, Action Type : N/A
First call.
*** SUBCASE [REDACTED] CREATE 12/16/2010 8:16:58 AM, jmccaugh

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) 5A - [REDACTED] - REAR HATCH / BRAKES SHIMMY

Created in WIP Default with Due Date 12/16/2010 8:16:58 AM.

*** CASE MODIFY 12/16/2010 8:17:42 AM, jmccaugh into WIP default and Status of Solving.

*** CASE MODIFY 12/16/2010 8:17:55 AM, jmccaugh into WIP default and Status of Solving.

*** NOTES 12/16/2010 8:20:20 AM, jmccaugh, Action Type : Note-General

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
234588644	A27801437	[REDACTED]	[REDACTED]	[REDACTED]	5FNRL38749B	[REDACTED] 01/09/2010 12:00:00
AM 30.84	4075	207455	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
245546569	A27801437	[REDACTED]	[REDACTED]	[REDACTED]	5FNRL38749B	[REDACTED] 06/21/2010 12:00:00
AM 70.15	8027	207455	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
230782878	A27801437	[REDACTED]	[REDACTED]	[REDACTED]	5FNRL38749B	[REDACTED] 06/03/2009 12:00:00
AM 820.36	5	207455	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]
263353804	A27801437	[REDACTED]	[REDACTED]	[REDACTED]	5FNRL38749B	[REDACTED] 11/26/2010 12:00:00
AM 620.48	10992	207455	HOND ODYSSEY	[REDACTED]	[REDACTED]	[REDACTED]

*** CASE MODIFY 12/16/2010 8:20:32 AM, jmccaugh into WIP District 5A and Status of Solving.

*** CASE MODIFY 12/16/2010 10:36:11 AM, jmccaugh into WIP District 5A and Status of Solving.

*** NOTES 12/16/2010 11:11:35 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that the customer was last seen in June of this year with a complaint about a shimmy/vibration. They recommended he have the rotors cut/resurfaced. He declined to have the rotors cut. This is on the front brakes only. He does not drive this vehicle much. Now the customer came back on 11/16 for the same complaint. They told him he needed new front brake pads and the rotors would now need to be replaced. He could have had the rotors cut back in June and it would have paid 50% less. The repair completed on 11/26 the customer paid \$588.36 to replace the front brake pads and front rotors.

*** CASE MODIFY 12/16/2010 11:11:52 AM, jmccaugh into WIP District 5A and Status of Solving.

*** NOTES 12/17/2010 9:39:54 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a VM. I requested Mr. Morsellino call me back.

*** CASE FULFILL 12/17/2010 2:30:23 PM, jmccaugh

Fulfilled for [REDACTED] due 12/17/2010 12:00:00 AM.

*** COMMIT 12/17/2010 2:31:24 PM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 12/20/2010 10:39:52 AM, jmccaugh, Action Type : Call for Case Mgr

I called the customer at the day time phone number and introduced myself as the RCM. I spoke to Mrs. [REDACTED] and she informed me that her husband [REDACTED] is at work, however, she is the person who drives this van and is the person who called with this complaint. I apologized she has needed to replace the rotors. She told me that this vehicle has had this defect from day one. She told me that they have been complaining about the shimmy and vibration from the first week. They (So. Shore Honda Service Dept.) kept telling her that this is just a break in period and it will go away. It never did. I apologized she has this

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : (SO. SHORE HONDA) 5A - [REDACTED] - REAR HATCH / BRAKES SHIMMY

issue of concern. I stated that brake pads and rotors are normally considered to be considered part of maintaining the vehicle. She cut me off and told me she knows this. She said this is not normal wear, this is a defect. I informed her I have reviewed this complaint with the Service Mgr. Sam. He did not mention any defects. She was negative at this point and told me she has owned 2 Hondas and 1 Acura and never had a problem like this. She told me that this vehicle is terrible. She now has another issue with the tailgate. She said she will be taking the vehicle back to So. Shore Honda next Wednesday to address this new problem. I empathized with her. I informed her I would be happy to review the previous repair for possible GW assistance with part of the expense. She said she may never own another Honda because of this. I apologized she feels this way and informed her I have documented the call. I provided her my name, title, fax number and she said she would fax me a copy of the paid receipt within the next couple of days. I informed her any possible GW assistance by ACS is considered on a case by case basis. She said OK. I thanked Mrs. Morsellino for calling AHM and informed her I would call her back once I have received the faxed document. She was not sure when exactly she would be sending the fax because of the Holidays.

*** SUBCASE [REDACTED] CREATE 12/20/2010 10:40:46 AM, jmccaugh

Created in WIP Default with Due Date 12/20/2010 10:40:46 AM.

*** CASE FULFILL 12/20/2010 10:42:39 AM, jmccaugh

Fulfilled for [REDACTED] due 12/20/2010 12:00:00 AM.

*** COMMIT 12/20/2010 10:42:43 AM, jmccaugh, Action Type : N/A

Call the customer.

*** NOTES 1/4/2011 10:58:29 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that the customer came back to So. Shore Honda on 12-30/10. No mention of any shimmy or vibration. Complaint was with the left front tire having a slow leak, and the trunk stays not holding the trunk open. No problem found with the front left tire. They replaced the trunk stays under warranty and the customer picked up the vehicle. No open RO at this time.

*** NOTES 1/4/2011 11:03:00 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number. I left a detailed VM and informed the customer of my contact with the Service Mgr. Sam at So. Shore Honda. I provided my first name, title, phone number, ext., and office hours. I requested Mr. [REDACTED] call me back at his earliest convenience.

*** CASE FULFILL 1/4/2011 11:03:07 AM, jmccaugh

Fulfilled for [REDACTED] due 01/05/2011 12:00:00 AM.

*** COMMIT 1/4/2011 11:03:10 AM, jmccaugh, Action Type : N/A

Call the customer/follow up.

*** NOTES 1/5/2011 6:29:14 AM, jmccaugh, Action Type : Call from Customer

Mrs. [REDACTED] called and left a VM. She requested I call her back @ (516) 887-3686.

*** NOTES 1/5/2011 6:34:12 AM, jmccaugh, Action Type : Call to Customer

I called the customer @ the day time phone number, as she requested, and left a detailed VM. I informed Mrs. [REDACTED] of my contact with the Service Mgr. Sam at So. Shore Honda. I provided her my office hours and requested she call me back if I could be of any further assistance. I thanked Mrs. [REDACTED] for calling AHM.

*** CASE FULFILL 1/5/2011 6:40:54 AM, jmccaugh

Fulfilled for [REDACTED] due 01/07/2011 12:00:00 AM.

*** CASE MODIFY 1/5/2011 6:42:18 AM, jmccaugh

into WIP WIPbin 2 and Status of Solving.

*** CASE MODIFY 1/5/2011 6:46:46 AM, jmccaugh

into WIP WIPbin 2 and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) 5A - [REDACTED] - REAR HATCH / BRAKES SHIMMY

*** NOTES 1/5/2011 7:05:36 AM, jmccaugh, Action Type : Call from Customer

Mrs. [REDACTED] called and informed me that she got the voice message I had left for her. She said she has had a problem with the brake pads and rotors making a vibration/shimmy since day one. She said she addressed this issue with the Service Mgr. at So. Shore Honda several times. He did nothing, he told them to let the vehicle break in. I apologized she felt this way. I asked what the Service Manager's name is? She said she did not know. She told me that she feels Honda is not standing behind our product. I apologized she felt this way. I informed her that AHM will make any necessary repairs on her Honda under the terms of our new car warranty. She told me that we should have made these repairs under warranty since she has been complaining about the problem since day one, and she has small children. I informed her of my contact with the Service Mgr. Sam at So. Shore Honda. I stated that Sam never mentioned any defects in materials or workmanship. She was very negative and would not allow me to finish my sentences. I allowed her to continue to explain how unhappy she was that they were charged so much money to replace the brake pads and rotors in November. I asked if she ever had this issue addressed by any other Honda dealership? She said no. I informed her that normally brake pads and rotors are considered to be wear and tear type of components. I said any possible GW assistance for this type of repair is considered on a case by case basis. She said she would never buy another Honda or Acura. I informed her I have documented the call and informed her I would document the way she feels. She told me that she did not like the way I am handling this issue. She wanted the spelling of my last name. I informed her I would provide her my first name, however, for security reasons I would not provide her my last name. She said she wanted to speak to someone else. I informed her that I am the RCM assigned to this region. I informed her that we do understand you may not like the decisions we make and we provide an alternate contact with the BBB Auto Line and this information is printed in the warranty book. They are a good third part arbitrator. She told me we were losing a customer over this. I apologized she feels this way, however, she made it very clear she would never buy another Honda or Acura. She said she may change her mind if I reimbursed her for the cost of the repair they paid for in November. I respectfully declined. She was very negative and I informed her I would document the call. I thanked Mrs. [REDACTED] for calling AHM.

*** NOTES 1/5/2011 7:30:23 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and I was informed he is off today. I spoke to the Asst. SM Deo and informed him of the conversation I just had with Mrs. [REDACTED]. He informed me she just called him and was very negative with him too. She told him what she said to me. He asked her why she said she would never buy another Honda? She said she was mad. I asked if she complained about the brake pads and rotors causing a vibration/shimmy from day one? He said he does have it documented she was complaining about this issue in the past. They never duplicated the problem. I requested he send me a copy of the RO.

*** NOTES 1/5/2011 7:35:21 AM, jmccaugh, Action Type : Call to Dealer

Deo said he would fax me a copy of the RO from November related to the brake and rotor repair. AHM will review and call the customer back to discuss a possible one time GW offer for part of the cost the customer paid for this repair. In the interest of customer loyalty.

*** NOTES 1/5/2011 7:36:39 AM, jmccaugh, Action Type : Escalation

Reviewed case with my RM and the RCM (Matt C.). Matt will call Mrs. [REDACTED] and address a one time GW offer (partial reimbursement).

*** COMMIT 1/5/2011 7:36:46 AM, jmccaugh, Action Type : N/A

Call customer.

*** NOTES 1/5/2011 10:01:10 AM, mmillen, Action Type : Letter/Fax

On 1/5/11 ACS received a 2-page invoice from South Shore Honda regarding previous issue.

*** NOTES 1/5/2011 2:13:48 PM, jmccaugh, Action Type : Letter/Fax

I received a faxed copy of invoice #C90520 from Plaza Honda. Dated 11/26/10, vehicle had 10,992 miles. Customer was charged \$588.36 to replace front pads, front rotors and have the calipers serviced.

*** NOTES 1/6/2011 12:55:10 PM, mcaldare, Action Type : Call to Customer

I attempted to contact Mrs. [REDACTED] to discuss her request for reimbursement per RCM Jeff. The customer was unavailable. I informed the customer that her RCM has reviewed her request for assistance once again and informed that as a one time goodwill gesture in the interest of customer satisfaction AHM would like to provide her a 200 dollar reimbursement towards the 588 dollar front brake repair she recently paid for. I provided the customer my contact information and asked that she call Honda back to verify this message was received and provide her response.

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) 5A [REDACTED] REAR HATCH / BRAKES SHIMMY

*** CASE FULFILL 1/6/2011 2:43:19 PM, jmccaugh

Fulfilled for [REDACTED] due 01/07/2011 12:00:00 AM.

*** COMMIT 1/6/2011 2:43:24 PM, jmccaugh, Action Type : N/A

Process check req.

*** NOTES 1/11/2011 9:23:42 AM, mcaldare, Action Type : Call to Customer

I attempted to contact Mr. and Mrs. [REDACTED] once again. The customer's were again unavailable. I left another voice message with my contact information asking that the customer's call back to discuss this case. This is my 2nd attempt to reach the customer's with no response received to date. The RCM has been notified.

*** NOTES 1/11/2011 9:35:47 AM, jmccaugh, Action Type : Note-General

RCM Matt C. informed me that the customer has not returned his calls.

*** SUBCASE [REDACTED] CLOSE 1/11/2011 9:36:41 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE [REDACTED] CLOSE 1/11/2011 9:36:50 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 1/11/2011 9:36:57 AM, jmccaugh

Fulfilled for [REDACTED] due 01/12/2011 12:00:00 AM.

*** NOTES 1/11/2011 10:42:08 AM, mcaldare, Action Type : Call to Customer

I returned Mrs. [REDACTED] phone call responding to my voice message. The customer said that she did receive my initial voice message regarding Honda reimbursing her 200 dollars for what she paid for brakes on her new Odyssey. The customer said that she does appreciate the goodwill gesture and happily accepted this offer.

I thanked the customer for her time and explained that her RCM will have that check request processed for her and mailed out this Monday. I stated that she would receive the check in roughly two weeks. She understood and thanked Honda again for the help.

*** SUBCASE [REDACTED] CREATE 1/11/2011 12:22:27 PM, jmccaugh

Created in WIP Default with Due Date 1/11/2011 12:22:27 PM.

*** CASE MODIFY 1/11/2011 12:24:34 PM, jmccaugh

into WIP Escalations and Status of Solving.

*** NOTES 1/11/2011 12:34:50 PM, jmccaugh, Action Type : Note-General

DPSM involved? No

Total Amount the customer paid \$588.36

Total Goodwill assistance offered: \$200.00

*** SUBCASE [REDACTED] DISPATCH 1/11/2011 12:38:02 PM, jmccaugh

from WIP default to Queue CkReq - Albu.

*** CASE MODIFY 1/11/2011 12:38:50 PM, jmccaugh

into WIP Escalations and Status of Solving.

*** CASE MODIFY 1/11/2011 1:10:54 PM, jmccaugh

into WIP Escalations and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) 5A - [REDACTED] - REAR HATCH / BRAKES SHIMMY

*** SUBCASE [REDACTED] RULE ACTION 1/12/2011 12:38:02 PM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE RULE ACTION 1/13/2011 6:53:08 AM, sa
Action owner - 30 days of rule Case Closure fired

*** SUBCASE [REDACTED] 1/13/2011 8:07:43 AM, galbu, Action Type :
Check Requisition for 200.00 \$ submitted
Check Requisition for 200.00 \$ submitted by galbu

*** SUBCASE [REDACTED] RETURN 1/13/2011 8:07:54 AM, galbu
from Queue CkReq - Albu to WIP sub cases.

*** NOTES 1/14/2011 3:08:03 PM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE [REDACTED] COMMIT 1/17/2011 8:02:49 AM, jmccaugh, Action Type : External Commitment
Check processed for check_req_no = 301 on 2011-01-14-00.00.00.000000

*** NOTES 1/17/2011 12:07:13 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a detailed VM. I informed Mr. [REDACTED] that AHM mailed him a check in the amount of \$200.00.
I requested he call me back if he had any further questions. I thanked Mr. Morsellino for calling AHM.

*** SUBCASE [REDACTED] CLOSE 1/17/2011 12:07:35 PM, jmccaugh
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/17/2011 12:07:39 PM, jmccaugh
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	4/8/2011 9:17:19 AM	
Case Originator :	Danielle Mixon (Team HB)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	4/26/2011 6:20:04 AM
Case Owner :	Wayne Zitter (Team HF)	Method :	Phone	Queue :		Days Open :	18
Last Closed By :	Wayne Zitter (Team HF)	Point of Origin :	Customer	Wipbin :			
Case Title :	8H - (MEYER HONDA CO.) - STRUT REPAIR REIMBURSEM					No. of Attachments :	1

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 :	DU QUOIN, IL
E Mail :	
Svc District / SIs District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL387X9B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879JW / A
Miles / Hours :	48,000
In Service Date :	05/02/2009
Months In Use :	23
Engine Number :	J35A75021078
Originating Dealer No. / Name :	206633 / HUEY'S HONDA
Selling Dealer No. / Name :	206653 / MEYER HONDA CO.
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BU
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	206653 / MEYER HONDA CO.		
Phone No. :	618-622-0588		
Address :	1268 CENTRAL PARK DR.		
City / State / Zip :	O'FALLON, IL 62269		
Svc District / SIs District :	08H / E08		
Warranty Labor Rate / Date :	\$99.00 /		
Agent Name :	Comp Ind. :		

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PROD	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Wayne Zitter	Type 1 : Product	Status : Subcase Close	Open Date : 4/8/2011 10:24:10 AM
Issue Owner : Wayne Zitter	Type 2 : Operation	Queue :	Close Date : 4/26/2011 6:20:00 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial, CR Generated Gdwill
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
74820-SHJ-A71	STAY, TAILGATE OPEN	Not Applicable

Check Req Info :

Check Requisition No. : 3566	Payee Name : [REDACTED]
Primary Amount : \$100.00	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : DU QUOIN, IL [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$100.00	Contention Code : 05203
Approved By : cmartine	Defect Code : 03217
Approval Date : 4/21/2011	Category : Regular
Status : PROCESSED	Failed Part # : 74820-SHJ-A71
Check No. : 1908170	
Check Date : 4/22/2011	

Case History

Case ID : [REDACTED] Case Title : 8H - (MEYER HONDA CO.) - [REDACTED] - STRUT REPAIR REIMBURSEMENT

*** CASE CREATE 4/8/2011 9:17:19 AM, dmixon

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

*** NOTES 4/8/2011 9:24:22 AM, dmixon, Action Type : Call from Customer

I verified the customer's information.

The best contact number [REDACTED]

The customer states he needed to get struts added to the back door. The customer is out of warranty and had to pay \$126 at Meyer Honda to get it repaired by Dan the service technician. The customer already expressed to Meyer Honda that he didn't feel he should pay and they proceeded to charge him anyway. ACS dispatch this case to cm and provided case number. The customer states that he has 2 Hondas. The customer understood and needed no further information.

*** CASE MODIFY 4/8/2011 9:24:52 AM, dmixon
into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2011 9:25:31 AM, dmixon
into WIP default and Status of Solving.

*** CASE MODIFY 4/8/2011 9:25:32 AM, dmixon
into WIP default and Status of Solving.

*** CASE DISPATCH 4/8/2011 9:25:41 AM, dmixon
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 4/8/2011 10:10:03 AM, wzitter
from Queue Honda Team F to WIP Default.

*** CASE MODIFY 4/8/2011 10:21:48 AM, wzitter
into WIP Default and Status of Solving.

*** CASE MODIFY 4/8/2011 10:22:43 AM, wzitter
into WIP Default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 4/8/2011 10:24:10 AM, wzitter
Created in WIP Default with Due Date 4/8/2011 10:24:10 AM.

*** COMMIT 4/8/2011 10:24:22 AM, wzitter, Action Type :

Made to [REDACTED] due 04/11/2011 10:24:24 AM.

DCS Follow-Up

*** NOTES 4/8/2011 10:24:36 AM, wzitter, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/11/2011

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

Reat Hatch Struts

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

The customer states he needed to get struts added to the back door. The customer is out of warranty and had to pay \$126 at Meyer Honda to get it repaired by Dan the service technician. The customer already expressed to Meyer Honda that he didn't feel he should pay and they proceeded to charge him anyway.

Case History

Case ID : [REDACTED]

Case Title : 8H - (MEYER HONDA CO.) - [REDACTED] - STRUT REPAIR REIMBURSEMENT

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

Wayne Zitter
Automobile Customer Service

*** CASE MODIFY 4/8/2011 12:14:02 PM, wzitter
into WIP Default and Status of Solving.

*** NOTES 4/8/2011 12:16:11 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the rear hatch strut concerns. I did advise the customer that I would like to further discuss the concerns of the vehicle. I did advise the customer that if I did not hear from them by 04/04/2011 I would try them again. I provided the ACS contact information.

*** COMMIT 4/8/2011 12:21:40 PM, wzitter, Action Type : N/A

Follow-up w/ Customer w/ 1st Call

*** NOTES 4/11/2011 10:00:24 AM, wzitter, Action Type : Call to Dealer

I called the SM, Dan and left a voicemail message in regards to the customer concerns of the rear hatch struts. I did request a callback so that we can further discuss this.

*** CASE FULFILL 4/11/2011 10:00:35 AM, wzitter
Fulfilled for [REDACTED] due 04/11/2011 10:24:24 AM.

*** CASE MODIFY 4/11/2011 10:01:11 AM, wzitter
into WIP 08H - John Lenon and Status of Solving.

*** NOTES 4/11/2011 10:19:11 AM, wzitter, Action Type : Call from Dealer

I spoke with the SM, Dan in regards to the customer concerns of the rear struts. SM, Dan indicated that the customer was very upset that he had to pay for the repairs. SM, Dan explained to the customer his warranty and that he was not happy. SM, Dan indicated that the customer is not a good servicing customer.

*** NOTES 4/12/2011 12:55:49 PM, wzitter, Action Type : Call to Customer

I called the customer and left a voicemail message in regards to the concerns of the rear hatch strut concerns. I did advise the customer that I would like to further discuss the concerns of the vehicle. I did advise the customer that if I did not hear from them by 04/15/2011 I would try them again. I provided the ACS contact information.

*** CASE MODIFY COMMITMENT 4/12/2011 12:56:17 PM, wzitter
with [REDACTED] due 04/14/2011 12:00:00 AM.

*** CASE MODIFY COMMITMENT 4/12/2011 12:56:34 PM, wzitter
with [REDACTED] due 04/15/2011 12:00:00 AM.

*** NOTES 4/13/2011 2:15:09 PM, wzitter, Action Type : Call to Customer

I returned the customer's voicemail message and a gentleman answered the phone and took a message. I provided the ACS contact information.

*** NOTES 4/15/2011 8:57:36 AM, wzitter, Action Type : Call to Customer

I spoke with the customer in regards to the rear hatch struts. Customer states that the rear struts should not have to be replaced within 2 years of use. Customer states that AHM should pay for them. I explained to the customer that the new vehicle limited warranty for his vehicle is 3yrs or 36k miles whichever occurs. I did advise the customer that I did not see a service contract for his vehicle. I did agree with the customer that the repairs are not welcomed and that given

Case History

Case ID : [REDACTED] Case Title : 8H - (MEYER HONDA CO.) - [REDACTED] - STRUT REPAIR REIMBURSEMENT

the age and the mile of his vehicle I would be willing to assist. Customer states that he paid \$126.90 for the cost of the repairs. I did advise the customer that I would like to reimburse him in the amount of \$100.00. Customer agreed. I did ask the customer for a copy of the receipt and proof of payment. Customer states that he will fax it. I did advise the customer that the check would be mailed out on 04/24/2011 if I receive the documents before 04/21/2011. Customer agreed.

*** CASE FULFILL 4/15/2011 8:57:44 AM, wzitter

Fulfilled for [REDACTED] due 04/15/2011 12:00:00 AM.

*** COMMIT 4/15/2011 8:57:47 AM, wzitter, Action Type : N/A

Follow-up w/Customer w/Documents

*** NOTES 4/15/2011 2:02:47 PM, pbongco, Action Type : Letter/Fax

On 04/15/11 ACS received a 2-page fax from the customer regarding previous issue.

*** CASE ADD ATTACHMENT 4/15/2011 2:30:17 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-04-0800357_1.PDF

*** SUBCASE N012011-04-0800357-1 NOTES 4/18/2011 7:33:03 AM, wzitter, Action Type : Note-General

DPSM involved? No

Total Amount the customer paid \$ 126.90

Total Goodwill assistance offered: \$ 100.00

Percentage of Goodwill Authorized: 79%

*** SUBCASE N012011-04-0800357-1 DISPATCH 4/18/2011 7:34:09 AM, wzitter

from WIP Sub Cases to Queue CkReq - Martinez.

*** CASE FULFILL 4/18/2011 7:34:34 AM, wzitter

Fulfilled for [REDACTED] due 04/20/2011 12:00:00 AM.

*** COMMIT 4/18/2011 7:34:39 AM, wzitter, Action Type : N/A

Follow-up w/Check Mailed

*** CASE MODIFY 4/18/2011 8:00:01 AM, wzitter

into WIP 08H - John Lenon and Status of Solving.

*** SUBCASE [REDACTED] RULE ACTION 4/19/2011 6:34:09 AM, sa

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

*** SUBCASE [REDACTED] RULE ACTION 4/20/2011 6:34:09 AM, sa

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

*** SUBCASE [REDACTED] 4/21/2011 1:55:35 PM, cmartine, Action Type :

Check Requisition for 100.00 \$ submitted

Check Requisition for 100.00 \$ submitted by cmartine

*** SUBCASE [REDACTED] RETURN 4/21/2011 1:55:43 PM, cmartine

from Queue CkReq - Martinez to WIP Sub Cases.

*** NOTES 4/22/2011 3:41:33 PM, mmillen, Action Type : Note-General

Check mailed.

*** SUBCASE [REDACTED] COMMIT 4/25/2011 8:01:26 AM, wzitter, Action Type : External Commitment

Case History

Case ID : [REDACTED] Case Title : 8H - (MEYER HONDA CO.) - [REDACTED] - STRUT REPAIR REIMBURSEMENT

Check processed for check req no = 3566 on 2011-04-22-00.00.00.000000

*** SUBCASE [REDACTED] CLOSE 4/26/2011 6:20:00 AM, wzitter

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/26/2011 6:20:04 AM, wzitter

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 11/9/2010 11:13:02 AM
Case Originator : Erin Quintero (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/9/2010 11:21:06 AM
Case Owner : Erin Quintero (Team HA)	Method : Dealer Referred	Queue :	Days Open : 0
Last Closed By : Erin Quintero (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : TAILGATE SUPPORTERS REPLACED	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 :	NEW ROCHELLE, NY
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38729B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	15,000
In Service Date :	06/29/2009
Months In Use :	17
Engine Number :	J35A75021158
Originating Dealer No. / Name :	208060 / GREENWICH HONDA
Selling Dealer No. / Name :	208060 / GREENWICH HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208060 / GREENWICH HONDA
Phone No. :	203-622-0600
Address :	289 MASON STREET
City / State / Zip :	GREENWICH, CT 06830
Svc District / Sls District :	05F / F05
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
N012010-11-0901004-1 /	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erin Quintero	Type 1 : Product	Status : Subcase Close	Open Date : 11/9/2010 11:20:44 AM
Issue Owner : Erin Quintero	Type 2 : Operation	Queue :	Close Date : 11/9/2010 11:20:58 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE SUPPORTERS REPLACED

*** CASE CREATE 11/9/2010 11:13:02 AM, emataali

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

*** CASE MODIFY 11/9/2010 11:13:52 AM, emataali

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2010 11:17:33 AM, emataali

into WIP default and Status of Solving.

*** CASE MODIFY 11/9/2010 11:19:17 AM, emataali

into WIP default and Status of Solving.

*** NOTES 11/9/2010 11:19:59 AM, emataali, Action Type : Call from Customer

Updated customers contact information.

Best contact number: [REDACTED]

DEALER REFERRED

Probing Questions:

Customer stated that she had a problem with her tailgate. She had to replace both tailgate supports. Customer stated that she didn't have any problems prior to that. Customer stated that it was the first time it happened. Customer stated that she spoke Rich, in charge of the service department, and she stated that he was great and he explained to her what happened and what they did.

Inbound Summary:

ACS documented the customer's concern because the dealership advised the customer to contact AHM to report her issue. ACS provided the customer with the case number in case she wanted to call back and reference that case number.

Customer was thanked and didn't need further assistance.

*** SUBCASE [REDACTED] CREATE 11/9/2010 11:20:44 AM, emataali

Created in WIP Default with Due Date 11/9/2010 11:20:44 AM.

*** SUBCASE [REDACTED] CLOSE 11/9/2010 11:20:58 AM, emataali

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/9/2010 11:21:02 AM, emataali

into WIP default and Status of Solving.

*** CASE CLOSE 11/9/2010 11:21:06 AM, emataali

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

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 11/1/2010 11:33:50 AM
Case Originator : Keith Applewhite (Team CD)	Sub Division : Satellite Center	Status : Closed	Close Date : 11/1/2010 11:42:17 AM
Case Owner : Keith Applewhite (Team CD)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Keith Applewhite (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VEHICLE COMPLIANT	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 :	CORPUS CHRISTI, TX ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 5FNRL38649B ██████████
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3869JW / A
Miles / Hours :	15,000
In Service Date :	04/14/2009
Months In Use :	19
Engine Number :	J35A75021487
Originating Dealer No. / Name :	208430 / HONDA OF SAN MARCOS
Selling Dealer No. / Name :	207709 / CHAMPION HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	WH
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	
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
██████████ - PRODU	Subcase Close	Product	Operation	815	Door, Lt front

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Keith Applewhite	Type 1 : Product	Status : Subcase Close	Open Date : 11/1/2010 11:42:02 AM
Issue Owner : Keith Applewhite	Type 2 : Operation	Queue :	Close Date : 11/1/2010 11:42:16 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 815 / Door, Lt front
Condition Code Desc : Other 815X
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - VEHICLE COMPLIANT

*** CASE CREATE 11/1/2010 11:33:50 AM, kapplewh

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

*** CASE MODIFY 11/1/2010 11:33:56 AM, kapplewh

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 11/1/2010 11:33:57 AM, kapplewh

WARRANTY CHECK 11/01/2010 11:33:57 AM kapplewh

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/1/2010 11:34:02 AM, kapplewh

CAMPAIGN CHECK 11/01/2010 11:34:02 AM kapplewh

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/12/10; FX;

*** CASE VSC LOOKUP 11/1/2010 11:34:02 AM, kapplewh

VSC-CUC CHECK 11/01/2010 11:34:02 AM kapplewh

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/1/2010 11:34:06 AM, kapplewh

CLAIM CHECK 11/01/2010 11:34:06 AM kapplewh

The following Claim History information was found

0; 2010-05-10; 207709; 261828; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE MODIFY 11/1/2010 11:34:18 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 11/1/2010 11:35:04 AM, kapplewh

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/1/2010 11:36:01 AM, kapplewh

CAMPAIGN CHECK 11/01/2010 11:36:01 AM kapplewh

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/12/10; FX;

*** CASE MODIFY 11/1/2010 11:36:03 AM, kapplewh

into WIP default and Status of Solving.

*** CASE MODIFY 11/1/2010 11:38:20 AM, kapplewh

into WIP default and Status of Solving.

*** NOTES 11/1/2010 11:40:58 AM, kapplewh, Action Type : Call from Customer

The customer called AHM to express her dissatisfaction with the vehicle. The customer states she's having multiple problems with the vehicle.. The customer states the power lift gate will not open, the cruise control intermittently works, the a/c condition blows out hot air and the left rear sliding door will not open unless you manually unlock it.

I informed the customer that she has reached the campaigns office. I informed the customer that I'll need to transfer the call back into the queue, and to select option # 7 when prompted. The customer requested no further assistance.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] VEHICLE COMPLIANT

Customers contact number: 361 991 0424

*** SUBCASE [REDACTED] CREATE 11/1/2010 11:42:02 AM, kapplewh

Created in WIP Default with Due Date 11/1/2010 11:42:02 AM.

*** CASE MODIFY 11/1/2010 11:42:13 AM, kapplewh

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 11/1/2010 11:42:16 AM, kapplewh

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2010 11:42:17 AM, kapplewh

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	11/1/2010 11:42:30 AM	
Case Originator :	Fenton Hulse (Team HD)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	11/1/2010 11:53:15 AM
Case Owner :	Fenton Hulse (Team HD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Fenton Hulse (Team HD)	Point of Origin :	Customer	Wipbin :			
Case Title :	- VEHICLE CONCERNS				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 : CORPUS CHRISTI, TX
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : US VIN / 5FNRL38649B
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours : 15,500
 In Service Date : 04/14/2009
 Months In Use : 19
 Engine Number : J35A75021487
 Originating Dealer No. / Name : 208430 / HONDA OF SAN MARCOS
 Selling Dealer No. / Name : 207709 / CHAMPION HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207709 / CHAMPION HONDA
 Phone No. : 361-857-7900
 Address : 4520 CROSSTOWN EXPWY
 City / State / Zip : CORPUS CHRISTI, TX 78415
 Svc District / Sls District : 03G / B03
 Warranty Labor Rate / Date : \$77.00 /
 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
- PRODU	Subcase Close	Product	Operation	738	Cruise Control
- PRODU	Subcase Close	Product	Operation	821	Door, left rear

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 11/1/2010 11:52:19 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 11/1/2010 11:53:14 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 738 / Cruise Control
 Condition Code Desc Any 7380
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 18 - Vehicle Speed Cntrl
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / 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 : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Subcase Close	Open Date : 11/1/2010 11:52:57 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date : 11/1/2010 11:53:13 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 821 / Door, left rear
 Condition Code Desc Door 8211
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : ██████████ Case Title : ██████████ - VEHICLE CONCERNS

*** CASE CREATE 11/1/2010 11:42:30 AM, fhulse

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

*** CASE EXTENDED WARRANTY LOOKUP 11/1/2010 11:42:34 AM, fhulse

WARRANTY CHECK 11/01/2010 11:42:34 AM fhulse

No data found for VIN.

*** CASE CLAIMS LOOKUP 11/1/2010 11:42:53 AM, fhulse

CLAIM CHECK 11/01/2010 11:42:53 AM fhulse

The following Claim History information was found

0; 2010-05-10; 207709; 261828; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE CAMPAIGN LOOKUP 11/1/2010 11:42:59 AM, fhulse

CAMPAIGN CHECK 11/01/2010 11:42:59 AM fhulse

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 05/12/10; FX;

*** CASE VSC LOOKUP 11/1/2010 11:43:00 AM, fhulse

VSC-CUC CHECK 11/01/2010 11:42:59 AM fhulse

No data found for VIN.

*** NOTES 11/1/2010 11:51:56 AM, fhulse, Action Type : Call from Customer

Verified customer information.

phn# ██████████

Ms. ██████████ called in regarding her vehicle. She stated that about 4 weeks ago she had a failure in the power lift gate. She stated that she had to manually had to lift the gate open. About a week later she stated that her cruise control failed. The dealer did repair this as well. Since then it intermittently fails. She has also had an intermittent issue with the driver side passenger sliding door. She stated that this door would not unlock. She stated that these issues are very frustrating and the dealer has not been able to duplicate them to make the necessary repairs. She wants to know if AHM can offer assistance. ACS advised Ms. ██████████ that repairs can only be authorized if the dealer is able to duplicate and properly diagnose any concerns. ACS advised that without duplication, the dealer would not be in a position to make warranty repairs. ACS suggested further discussion with the SM to possibly arrange leaving the vehicle in their possession for an extended time frame. Ms. ██████████ understood. Case documented and closed.

*** SUBCASE NO ██████████ CREATE 11/1/2010 11:52:19 AM, fhulse

Created in WIP Default with Due Date 11/1/2010 11:52:19 AM.

*** SUBCASE NO ██████████ CREATE 11/1/2010 11:52:57 AM, fhulse

Created in WIP Default with Due Date 11/1/2010 11:52:57 AM.

*** CASE MODIFY 11/1/2010 11:53:07 AM, fhulse

into WIP default and Status of Solving.

*** SUBCASE NO ██████████ CLOSE 11/1/2010 11:53:13 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE NO ██████████ CLOSE 11/1/2010 11:53:14 AM, fhulse

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/1/2010 11:53:15 AM, fhulse

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	5/31/2011 8:46:03 AM
Case Originator : NaKya Jai (Team SC)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	6/13/2011 8:34:15 AM
Case Owner : Barry Meikle (Team HG)	Method :	Phone	Queue :		Days Open :	13
Last Closed By : Barry Meikle (Team HG)	Point of Origin :	Customer	Wipbin :			
Case Title :	AXLE REIMBURSEMENT/ DLR CLOSED NO DLR NEA No. of Attachments : 1					

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 :	NEW YORK, NY
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38799B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	23,000
In Service Date :	02/19/2009
Months In Use :	27
Engine Number :	J35A75023941
Originating Dealer No. / Name :	208365 / POTAMKIN HONDA
Selling Dealer No. / Name :	208365 / POTAMKIN HONDA
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208475 / GARDEN STATE HONDA
Phone No. :	973-777-1600
Address :	584 ROUTE 3 WEST
City / State / Zip :	CLIFTON, NJ 07014
Svc District / Sls District :	05C / B05
Warranty Labor Rate / Date :	\$99.95 /
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
	Subcase Close	Warranty	Coverage		
	Subcase Close	Product	Operation	219	Diff & Drv Shaft
	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Warranty	Status : Subcase Close	Open Date : 5/31/2011 1:27:04 PM
Issue Owner : NaKya Jai	Type 2 : Coverage	Queue :	Close Date : 5/31/2011 1:27:35 PM
Issue Title : [REDACTED]	WARRANTY - COVERAGE		

Coding Info :

Labor Code / Desc : /
 Condition Code Desc
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Website, Referred to Manual, Documented Concern,
 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 : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 6/6/2011 6:37:56 AM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 6/13/2011 8:34:14 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 219 / Diff & Drv Shaft
 Condition Code Desc : Noise/Vibration 2191
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM Partial, CR Generated Gdwill
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :
 Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
44305-SHJ-L01	DRIVESHAFT ASSY., R.	Retail

Check Req Info :

Check Requisition No. : 4963	Payee Name : [REDACTED]
Primary Amount : \$1,031.50	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : NEW YORK, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$1,031.50	Contention Code : 04216
Approved By : galbu	Defect Code : 00503
Approval Date : 6/9/2011 8:52:42	Category : Regular
Status : PROCESSED	Failed Part # : 44305-SHJ-L01
Check No. : 1914344	
Check Date : 6/10/2011	

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2011 9:57:11 AM
Issue Owner : Barry Meikle	Type 2 : Operation	Queue :	Close Date : 6/13/2011 8:34:15 AM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Cust. Pay
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] -AXLE REIMBURSEMENT/ DLR CLOSED NO DLR NEAR AT TI

*** CASE CREATE 5/31/2011 8:46:03 AM, jnakya

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

*** CASE MODIFY 5/31/2011 8:58:19 AM, jnakya

into WIP default and Status of Solving.

*** NOTES 5/31/2011 9:00:23 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding dealership repair / warranty

The customer indicated that the vehicle is at an IRF because he has two broken axle after hearing a loud noise when turning the steering and the automatic tail gate isn't working. The customer indicated that he is concern with getting repairs done because there isn't any more Honda dealership in Manhattan. The customer also request to know it there are and recalls on his vehicle. ACS informed the customer that there is a Product Update on the PCM Update for Lock-Up Clutch Function.

ACS informed the customer that the repair procedure is in the owner's manual if the vehicle can't go to a Honda dealership for repairs and how to submit for reimbursement. The customer indicated that teh vehicle isn't safe to drive to a Honda dealership and teh IRF is working with a Honda dealership to get teh parts needed but he doesn't know what dealership.

ACS informed the customer that this vehicle comes with a manufacture warranty of 3/36 within defect during the operation of the vehicle.

ACS recommended to the customer to create an owner link account to retrieve additional information on the customer's vehicle.

<<https://www.ahm-ownerlink.com>>

ACS offered to walk the customer through the website which the customer declined.

ACS informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 5/31/2011 9:00:25 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 5/31/2011 9:00:48 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 5/31/2011 1:27:04 PM, jnakya

Created in WIP Default with Due Date 5/31/2011 1:27:04 PM.

*** SUBCASE [REDACTED] CLOSE 5/31/2011 1:27:35 PM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/31/2011 1:27:47 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 5/31/2011 1:27:49 PM, jnakya

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

*** CASE REOPEN 6/3/2011 8:50:14 AM, mmckenzen

with Condition of Open and Status of Solving.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] -AXLE REIMBURSEMENT/ DLR CLOSED NO DLR NEAR AT TI

*** CASE MODIFY 6/3/2011 9:11:49 AM, mmckenz into WIP default and Status of Solving.
 *** CASE MODIFY 6/3/2011 9:12:02 AM, mmckenz into WIP default and Status of Solving.
 *** NOTES 6/3/2011 9:12:56 AM, mmckenz, Action Type : Call from Customer

[REDACTED]

\$1288.06 was the charge from IRF New 2000 Auto Electric Corporation for both axles to be replaced. Customer had to pay for two axles that broke. Customer was not near a Honda dealership because the dealership in his county was closed. Customer couldn't drive the vehicle. Customers Automatic Tail gate Hydraulic were not working properly. This is customers first Honda. Customer chose the Honda brand for reliability and would like reimbursement and we also had the best minivan around.

ACS advised the customer, the case would be forwarded to a CM. The customer understood there were no guarantees of assistance being provided. The customer was advised they would be contacted within 1-2 business days and provided with the case #. Case dispatched.

*** CASE MODIFY 6/3/2011 9:13:12 AM, mmckenz into WIP default and Status of Solving.
 *** CASE DISPATCH 6/3/2011 10:10:09 AM, mmckenz from WIP default to Queue Honda Team G.
 *** CASE ASSIGN 6/3/2011 1:27:48 PM, galbu [REDACTED] to bmeikle, WIP
 *** CASE RULE ACTION 6/3/2011 1:27:49 PM, sa Action Task Assignee of rule Assign Notification fired
 *** CASE MODIFY 6/3/2011 2:28:52 PM, bmeikle into WIP ** default ** and Status of Solving.
 *** SUBCASE [REDACTED] CREATE 6/6/2011 6:37:56 AM, bmeikle Created in WIP Default with Due Date 6/6/2011 6:37:56 AM.
 *** COMMIT 6/6/2011 6:38:47 AM, bmeikle, Action Type : N/A Made to [REDACTED] due 06/06/2011 06:59:49 PM.
 call cust- axles X 2 in NYC
 *** NOTES 6/6/2011 10:02:49 AM, bmeikle, Action Type : Note-General Air Base shows this one new Honda:

PID	VIN	FINCOMP	DLRID	CURROWN	TRXDATE	PURCHAMT	PURCHNEW	PAYMETH	FINTERM
FINENDDT	FINRATE	DOWNPAY	MON						
A14201787	5FNRL38799B	[REDACTED]	AHFC	208365	Y	02/19/2009	12:00:00 AM	31102	Y L
8	05/19/2012	12:00:00 AM	0	498	4				

Case History

Case ID : [REDACTED] Case Title : [REDACTED]-AXLE REIMBURSEMENT/ DLR CLOSED NO DLR NEAR AT TI

With this little service:

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
ODOMETER	DLRID	MAKE	MODEL			
187282261	300367497	.NULL.	.NULL.	5FNRL38799B	[REDACTED]	02/19/2009 12:00:00
AM 10	10	208365	HOND ODYSSEY			
183734770	992347979	.NULL.	.NULL.	5FNRL38799B	[REDACTED]	12/11/2008 12:00:00
AM 0	2	208365	HOND ODYSSEY			

*** NOTES 6/6/2011 10:13:08 AM, bmeikle, Action Type : Call to Customer

I called the customer and left a detailed message. I apologized for the issue that happened. I asked if he can fax me or send a copy of the invoice and I'll take a look. It's unusual that an axle would break at 23,000 miles let alone TWO at the same time. Please fax me a copy of your invoice and let me know if you still have the parts. Information in the warranty book and owners manual say you must keep the parts as well so a Honda dealer can inspect them. Please let me know if you have the parts when you call. I left my # and hours.

*** CASE FULFILL 6/6/2011 10:13:33 AM, bmeikle

Fulfilled for [REDACTED] due 06/06/2011 06:59:49 PM.

*** COMMIT 6/6/2011 10:13:37 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 06/10/2011 05:45:38 PM.

cust to call- 2 axles warra @ IRF Manhattan

*** NOTES 6/6/2011 1:04:34 PM, mmillen, Action Type : Letter/Fax

On 6/6/11 ACS received a 1-page faxed letter from the customer dated 6/3/11 with a 1-page New 2000 Auto Electric invoice & 1-page credit card sales receipt.

*** CASE ADD ATTACHMENT 6/6/2011 1:15:14 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-05-3100659_1.PDF

*** NOTES 6/7/2011 9:38:29 AM, bmeikle, Action Type : Call from Customer

The customer called and left a message that the IRF does not have the parts and no one here told him he needed them. Who reads the warranty book anyway he said. Please call him at [REDACTED] or his cell.

*** NOTES 6/7/2011 9:56:26 AM, bmeikle, Action Type : Call to Customer

I called the customer and went over his case. While it's OK you don't have the parts the cost is a little higher than a Honda dealer would charge for labor. The total parts and labor we are able to reimburse is \$1031.50. The labor cost is the most difference. He doesn't understand that because his IRF charges \$92 and hour and the Honda dealer charged \$125 per hour. The difference is in the amount of labor charged. The flat rate guide that we use allows us to charge a total amount of hours per job. 1.2 hours to replace both front axles with the local Honda dealer charges \$100 per hour equals \$120. It's only 0.2 for both tailgate struts or \$20. We won't go into the fact that there are remanufactured parts available for the front axles that would dramatically reduce the warranty cost. I won't take this into consideration because I can't say if the dealer made the reman parts available to the IRF. A Honda dealer would be required to use them at almost a \$300 savings is quite a bit. We allow MSRP on parts and your IRF did charge you that. Some charge more and we don't pay more than MSRP. When doing repairs under warranty the dealer gets less profit on parts. We understand your IRF can't buy the parts under MSRP so we allow that in reimbursements. He asked if we can pay the full amount? I advised no we can't. We are allowing this when next time you will be asked to use a Honda dealer. He asked why? Because it's under the 50 mile limit in your warranty book. You need to read page 37 please to understand what says this is or isn't an emergency repair. AHM will pay for the tow to the nearest Honda dealer. He asked about his transportation back? That is not a covered portion under the limited warranty you have. Unless you bought up into a VSC AHM does not have rental cars or loaners. While the customer thanked

Case History

Case ID : [REDACTED] Case Title : [REDACTED] -AXLE REIMBURSEMENT/ DLR CLOSED NO DLR NEAR AT TI

us for the refund he still would rather have the total amount. I'm allowed to reimburse at warranty rates. Please understand we could say no because you don't have the parts and there is a dealer 5 miles away what ever direction you travel. He is disappointed that he has to use a Honda dealer when there isn't one on the island. I understand. The check will go out next Monday to the home address listed in the case. His office address is on the invoice.

*** SUBCASE [REDACTED] CREATE 6/7/2011 9:57:11 AM, bmeikle
Created in WIP Default with Due Date 6/7/2011 9:57:11 AM.

*** NOTES 6/7/2011 10:01:45 AM, bmeikle, Action Type : Note-General
Ck req in que.

DPSM involved? No

Total Amount the customer paid \$ 1,288.00

Total Goodwill assistance offered: \$ 1,031.00

Percentage of Goodwill Authorized: 80%

*** SUBCASE [REDACTED] DISPATCH 6/7/2011 10:05:58 AM, bmeikle
from WIP ** default ** to Queue CkReq - Albu.

*** CASE FULFILL 6/7/2011 10:15:53 AM, bmeikle
Fulfilled for [REDACTED] due 06/10/2011 05:45:38 PM.

*** COMMIT 6/7/2011 10:16:00 AM, bmeikle, Action Type : N/A
Made to [REDACTED] due 06/13/2011 05:00:01 PM.
ck req in que

*** SUBCASE [REDACTED] YANKED 6/7/2011 10:33:06 AM, bmeikle
Yanked by bmeikle into WIPbin ** default **.

*** SUBCASE NO [REDACTED] MODIFY 6/7/2011 10:33:25 AM, bmeikle
into WIP ** default ** and Status of Solving.

*** SUBCASE [REDACTED] DISPATCH 6/7/2011 10:33:35 AM, bmeikle
from WIP ** default ** to Queue CkReq - Albu.

*** SUBCASE [REDACTED] RULE ACTION 6/8/2011 9:33:35 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE [REDACTED] 6/9/2011 8:52:42 AM, galbu, Action Type :
Check Requisition for 1,031.50 \$ submitted
Check Requisition for 1,031.50 \$ submitted by galbu

*** SUBCASE [REDACTED] RETURN 6/9/2011 8:52:51 AM, galbu
from Queue CkReq - Albu to WIP 5C.

*** NOTES 6/10/2011 2:08:41 PM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE [REDACTED] COMMIT 6/13/2011 8:01:46 AM, bmeikle, Action Type : External Commitment
Check processed for check_req_no = 4963 on 2011-06-10-00.00.000000

*** SUBCASE [REDACTED] CLOSE 6/13/2011 8:34:14 AM, bmeikle
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : [REDACTED]

Case Title : [REDACTED]

-AXLE REIMBURSEMENT/ DLR CLOSED NO DLR NEAR AT TI

*** CASE CLOSE 6/13/2011 8:34:15 AM, bmeikle

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

*** SUBCASE [REDACTED] CLOSE 6/13/2011 8:34:15 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/3/2009 8:21:39 AM	
Case Originator :	David Kitchen (Team HF)	Sub Division :	Customer Relations	Status :	Closed	Close Date :	8/3/2009 12:21:25 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 :	[REDACTED] - TAILGATE 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 :	DARIEN, CT [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38719B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3879KW / A
Miles / Hours :	500
In Service Date :	03/16/2009
Months In Use :	5
Engine Number :	J35A75025530
Originating Dealer No. / Name :	208423 / HONDA OF WESTPORT
Selling Dealer No. / Name :	208423 / HONDA OF WESTPORT
Trim :	EX-LR&N
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	GR
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Kitchen	Type 1 : Product	Status : Subcase Close	Open Date : 8/3/2009 12:21:08 PM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 8/3/2009 12:21:21 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / 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 : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ISSUE

*** CASE CREATE 8/3/2009 8:21:39 AM, dkitchen

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

*** NOTES 8/3/2009 8:21:40 AM, dkitchen, Action Type :

Customer called to say on Saturday she was hit in the head by the tailgate on her vehicle. Customer said she hit the trunk/ tailgate button to lift up the tail gate. Customer said when she went back to the rear of the vehicle to get something from inside of the vehicle that is when the tailgate just dropped. Customer said that apparently the hydraulics failed and the tailgate came down on her head. Customer said that she did not have to go to the hospital or anything. Customer said that she is okay.

Customer said that she has taken it to Honda of Westport for inspection. Customer said that the dealership determined that the hydraulic system failed and needs to be replaced. She said the dealership has ordered the part.

Customer said she is surprised there is no warning that the system is not functioning or something designed to prevent it from coming down too fast. Customer said that there is no caution label warning the customer to be careful. Customer said that she wanted to have this documented and there is nothing that the dealership or AHM can do right now. Customer said she is leaving on vacation and will not be around to bring vehicle back in to dealer to that the tailgate part replaced.

Customer said she also wants to document that her battery had died previously and the passenger sliding door had to be repaired because it was it was not sliding back correctly.

I told the customer that I have documented her concerns. I advised the customer that AHM reviews this information and forward it to the appropriate department.

Customer thanked me for taking the info and she said there is nothing that needs to be done as the dealership merely waiting for the part to arrive. Customer thanked me for taking the call.

*** CASE MODIFY 8/3/2009 8:21:46 AM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/3/2009 12:21:08 PM, dkitchen

Created in WIP Default with Due Date 8/3/2009 12:21:08 PM.

*** CASE MODIFY 8/3/2009 12:21:11 PM, dkitchen

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 8/3/2009 12:21:21 PM, dkitchen

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/3/2009 12:21:23 PM, dkitchen

into WIP default and Status of Solving.

*** CASE CLOSE 8/3/2009 12:21:25 PM, dkitchen

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 5/12/2010 5:01:32 PM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/17/2010 11:19:11 AM
 Case Owner : Caroline Chow Kwan (Team SB) Method : Dealer Referred Queue : Days Open : 5
 Last Closed By : Caroline Chow Kwan (Team SB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] NUMEROUS COMPLAINTS WITH VEHICLE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38649B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3869JW / A
 Miles / Hours : 5,000
 In Service Date : 07/06/2009
 Months In Use : 10
 Engine Number : J35A75209727
 Originating Dealer No. / Name : 206559 / HARDIN HONDA
 Selling Dealer No. / Name : 206559 / HARDIN HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GR
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206559 / HARDIN HONDA
 Phone No. : 714-533-6200
 Address : 1381 S. AUTO CENTER DR
 City / State / Zip : ANAHEIM, CA 92806
 Svc District / Sls District : 01F / C01
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Chow Kwan	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2010 9:43:28 AM
Issue Owner : Caroline Chow Kwan	Type 2 : Operation	Queue :	Close Date : 5/17/2010 9:44:35 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - NUMEROUS COMPLAINTS WITH VEHICLE

*** CASE CREATE 5/12/2010 5:01:32 PM, cbaldas

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

*** CASE MODIFY 5/12/2010 5:03:27 PM, cbaldas

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/12/2010 5:15:30 PM, cbaldas

CAMPAIGN CHECK 05/12/2010 05:15:30 PM cbaldas

No data found for VIN

*** CASE VSC LOOKUP 5/12/2010 5:15:33 PM, cbaldas

VSC-CUC CHECK 05/12/2010 05:15:33 PM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/12/2010 5:15:37 PM, cbaldas

CAMPAIGN CHECK 05/12/2010 05:15:36 PM cbaldas

No data found for VIN

*** CASE CLAIMS LOOKUP 5/12/2010 5:15:42 PM, cbaldas

CLAIM CHECK 05/12/2010 05:15:42 PM cbaldas

The following Claim History information was found

0; 2010-04-26; 206559; 759703; 510; 817199 ; KEYS AND LOCK CYLINDER, COMPLETE SET - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 5/12/2010 5:15:44 PM, cbaldas

WARRANTY CHECK 05/12/2010 05:15:43 PM cbaldas

No data found for VIN.

*** NOTES 5/12/2010 5:24:08 PM, cbaldas, Action Type : Call from Customer

Updated customer contact information. phn # [REDACTED]

Customer states that he was told to call AHM by John Yekel at Hardin Honda regarding his complaints with his vehicle. DEALER REFERRED. Customer states that the roof rack fell apart and parts fell off the vehicle. Customer states that the trunk and headliner stitching came apart and now the tailgate struts gave out and hit customer in the head. Customer states that he has a welt on the back of his head and has had a headache for the last 3 days because of the head injury. Customer states that he has 4 children under the age of 4 and is upset because this could have seriously harmed or killed his child.

Customer is requesting that AHM extend the warranty of the vehicle and that this is the only way to rebuild his trust in AHM.

ACS advised customer that AHM would not be able to extend his warranty; however should he encountered any issues with the vehicle once outside of the warranty that he can always call AHM to appeal for assistance although assistance is not always guaranteed. Customer escalated stating that the only way AHM can address his concerns regarding the vehicle safety would be to extend the vehicle warranty. ACS reiterated that this would not be possible as legally if AHM extends the warranty for one customer then they have to do so for every customer which will not happen. Customer requested to speak with a supervisor. No supervisor was available at this time due to the closing hour. ACS emailed escalation callback request to TL CChow.

*** CASE MODIFY 5/12/2010 5:24:17 PM, cbaldas

into WIP default and Status of Solving.

*** CASE MODIFY 5/12/2010 5:24:28 PM, cbaldas

into WIP default and Status of Solving.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - NUMEROUS COMPLAINTS WITH VEHICLE

*** CASE ASSIGN 5/12/2010 5:24:48 PM, cbaldas
[REDACTED] to cchow1, WIP

*** CASE RULE ACTION 5/12/2010 5:24:49 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE [REDACTED] CREATE 5/17/2010 9:43:28 AM, cchow1
Created in WIP Default with Due Date 5/17/2010 9:43:28 AM.

*** SUBCASE [REDACTED] CLOSE 5/17/2010 9:44:35 AM, cchow1
Status = Solving, Resolution Code = Instruction Given

*** NOTES 5/17/2010 9:57:51 AM, cchow1, Action Type : Note-General
Reviewed with CM, C. Villanueva - interior and exterior detailing will need to be done at Hardin Honda however, the 3 free oil changes will be able to be done at other dealerships in the service district. CM advised to have customer present written offer to the service manager at dealership and have SM call AHM.

*** CASE CLOSE 5/17/2010 11:19:11 AM, cchow1
Status = Closed, Resolution Code = Instruction Given, State = Open

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 5/12/2010 4:44:06 PM
Case Originator : Suk Hong (Team CB)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/12/2010 5:03:12 PM
Case Owner : Suk Hong (Team CB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Suk Hong (Team CB)	Point of Origin : Customer	Wipbin :	
Case Title : TRUNK 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 :	IRVINE, CA
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38649B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3869JW / A
Miles / Hours :	5,000
In Service Date :	07/06/2009
Months In Use :	10
Engine Number :	J35A75209727
Originating Dealer No. / Name :	206559 / HARDIN HONDA
Selling Dealer No. / Name :	206559 / HARDIN HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GR
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
- PRODUCT	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Suk Hong	Type 1 : Product	Status : Subcase Close	Open Date : 5/12/2010 5:03:04 PM
Issue Owner : Suk Hong	Type 2 : Operation	Queue :	Close Date : 5/12/2010 5:03:12 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Forward to Call Ctr
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TRUNK CONCERN

*** CASE CREATE 5/12/2010 4:44:06 PM, shong

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

*** CASE MODIFY 5/12/2010 4:44:09 PM, shong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/12/2010 4:44:15 PM, shong

WARRANTY CHECK 05/12/2010 04:44:15 PM shong

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/12/2010 4:44:16 PM, shong

CLAIM CHECK 05/12/2010 04:44:16 PM shong

The following Claim History information was found

0; 2010-04-26; 206559; 759703; 510; 817199 ; KEYS AND LOCK CYLINDER, COMPLETE SET - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/12/2010 4:44:17 PM, shong

CAMPAIGN CHECK 05/12/2010 04:44:17 PM shong

No data found For VIN

*** CASE VSC LOOKUP 5/12/2010 4:44:18 PM, shong

VSC-CUC CHECK 05/12/2010 04:44:18 PM shong

No data found for VIN.

*** CASE MODIFY 5/12/2010 4:44:29 PM, shong

into WIP default and Status of Solving.

*** CASE MODIFY 5/12/2010 4:44:31 PM, shong

into WIP default and Status of Solving.

*** NOTES 5/12/2010 5:02:34 PM, shong, Action Type : Call from Customer

Mr. [REDACTED] contacted AHM in reference to his trunk concern.

Customers contact information was verified; [REDACTED]

Customer stated that he was standing underneath his trunk, with his daughter next to him. He stated that the trunk's shocks lost power and the trunk came and slammed on his head. He stated that if he was not standing there, his daughter could have been killed. He stated that this not acceptable and that Honda should definately look into this.

I apologized for the inconvenience and advised him that I have documented his concerns. I advised him that our records indicate that the vehicle was not included in the campaign.

The customer stated that the dealerships replaced both left and right shocks. He stated that this car has been nothing but a headache for him. Customer staated that his trunk shocks have failed on him, and headlight came loose, and also the roofrack fell apart. He stated that this car a was a lemon and he wanted Honda to do something about it.

I apologized for the inconvenience and advised him that a lemon would be considered a vehicle being taken to the dealership numerous times and the issue is still not fixed.

I asked what he was requesting from AHM and the customer asked what Honda can offer. I advised him that we could not speak on his behalf. I advised him that since his request was not campaign related, I will forward him over to our product concerns department for further assistance. Customer accepted.

I asked if he needed any other assistance and he denied. I thanked him for contacting AHM. The call ended.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TRUNK CONCERN

*** SUBCASE [REDACTED] CREATE 5/12/2010 5:03:04 PM, shong
Created in WIP Default with Due Date 5/12/2010 5:03:04 PM.

*** CASE MODIFY 5/12/2010 5:03:10 PM, shong
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 5/12/2010 5:03:12 PM, shong
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/12/2010 5:03:12 PM, shong
Status = Closed, Resolution Code = Instruction Given, State = Open

Attachment #4
Consumer Complaints
2009 Odyssey Touring

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 8/20/2010 7:11:25 AM
Case Originator : John Starling (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/25/2010 1:05:34 PM
Case Owner : Jeff McCaughan (Team SB)	Method : Phone	Queue :	Days Open : 5
Last Closed By : Jeff McCaughan (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : (SO. SHORE HONDA) SAFETY/TAILGATE FAILURE	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38969B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3899KW / A
Miles / Hours :	10,000
In Service Date :	04/28/2009
Months In Use :	16
Engine Number :	J35A75016053
Originating Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Phone No. :	516-285-8036
Address :	704 WEST MERRICK ROAD
City / State / Zip :	VALLEY STREAM, NY 11580
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$104.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : C.R.	Party 3 : Not Applicable
Party 2 : NHTSA	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
	PROD Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 8/20/2010 7:13:25 AM
Issue Owner : Jeff McCaughan	Type 2 : Operation	Queue :	Close Date : 8/24/2010 10:57:24 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Repaired/Warranty
 Component Category : 16 - Structure
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) [REDACTED] - SAFETY/TAILGATE FAILURE

*** CASE CREATE 8/20/2010 7:11:25 AM, jstarlin

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

*** CASE EXTENDED WARRANTY LOOKUP 8/20/2010 7:11:31 AM, jstarlin

WARRANTY CHECK 08/20/2010 07:11:31 AM jstarlin

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/20/2010 7:11:35 AM, jstarlin

CLAIM CHECK 08/20/2010 07:11:35 AM jstarlin

The following Claim History information was found

0; 2010-06-07; 207455; 808791; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE VSC LOOKUP 8/20/2010 7:11:36 AM, jstarlin

VSC-CUC CHECK 08/20/2010 07:11:36 AM jstarlin

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 8/20/2010 7:11:40 AM, jstarlin

CAMPAIGN CHECK 08/20/2010 07:11:40 AM jstarlin

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/07/10; FX;

*** CASE MODIFY 8/20/2010 7:11:54 AM, jstarlin

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/20/2010 7:13:25 AM, jstarlin

Created in WIP Default with Due Date 8/20/2010 7:13:25 AM.

*** NOTES 8/20/2010 7:15:59 AM, jstarlin, Action Type : Call from Customer

Updated Customer's Information

Best Contact Number: [REDACTED]

The customer called to report an incident. The customer states that the tailgate struts failed and almost fell on his 5 year old sons head. The customer contacted his local DLR who he states informed him that the struts fail often, but it is covered by warranty. The customer called to notify AHM that he will be sending photos and documenting a complaint with the NHTSA. The customer will visit a DLR for repair. Case Documented

*** CASE MODIFY 8/20/2010 7:16:33 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 8/20/2010 7:20:33 AM, dharvill, Action Type : Note-General

Reviewed by TL D.Harville.

NOTE: Customer is concerned about the safe operation of the rear tailgate. Case being dispatched to assure proper resolution of this possible safety concern.

*** CASE MODIFY 8/20/2010 7:20:34 AM, jstarlin

into WIP default and Status of Solving.

*** NOTES 8/20/2010 7:20:50 AM, jstarlin, Action Type : Call from Customer

Case Dispatched for possible safety concern

*** CASE MODIFY 8/20/2010 7:21:08 AM, jstarlin

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) [REDACTED] - SAFETY/TAILGATE FAILURE

into WIP default and Status of Solving.

*** CASE DISPATCH 8/20/2010 7:21:19 AM, jstarlin
from WIP default to Queue Honda Team G.

*** CASE YANKED 8/20/2010 7:36:45 AM, jmccaugh
Yanked by jmccaugh into WIPbin default.

*** CASE MODIFY 8/20/2010 7:38:14 AM, jmccaugh
into WIP default and Status of Solving.

*** COMMIT 8/20/2010 7:38:18 AM, jmccaugh, Action Type : N/A

Made to [REDACTED] due 08/23/2010 12:00:00 AM.

First call.

*** CASE CAMPAIGN LOOKUP 8/20/2010 7:38:56 AM, jmccaugh

CAMPAIGN CHECK 08/20/2010 07:38:55 AM jmccaugh

The following Campaign information was found
09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/07/10; FX;

*** CASE MODIFY 8/20/2010 7:39:04 AM, jmccaugh
into WIP default and Status of Solving.

*** CASE MODIFY 8/20/2010 7:39:13 AM, jmccaugh
into WIP default and Status of Solving.

*** SUBCASE [REDACTED] YANKED 8/20/2010 7:39:44 AM, jmccaugh
Yanked by jmccaugh into WIPbin default.

*** COMMIT 8/20/2010 7:40:34 AM, jmccaugh, Action Type :

Made to [REDACTED] due 08/23/2010 07:40:38 AM.

DCS Follow-Up

*** NOTES 8/20/2010 7:43:18 AM, jmccaugh, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/23/2010

This customer contacted our office regarding the following issue(s): Tailgate repair. Customer was told by the SA that this type of failure happens all the time on this model. Customer is very concerned about the safety of this vehicle. The customer said he would be contacting NHTSA.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. What is your diagnosis? What is the status of the repair? Was Tech Line notified? Was the DPSM notified about this safety concern?

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

Jeff McCaughan

Automobile Customer Service

1 (310) 783-7733

*** CASE FULFILL 8/20/2010 7:45:11 AM, jmccaugh

Fulfilled for [REDACTED] due 08/23/2010 07:40:38 AM.

Case History

Case ID : [REDACTED] Case Title : (SO. SHORE HONDA) [REDACTED] - SAFETY/TAILGATE FAILURE

*** NOTES 8/20/2010 8:37:45 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that this customer called him at 0712, EST, today. The customer said he was currently in Maryland and the rear hatch piston failed and the hatch almost fell on his 5 year old son's head. The SM was asked if he has seen this on other Honda Odyssey's? He told the customer "never". The Service Mgr. suggested he take the vehicle to the closest Honda dlr. in Maryland and get this issue taken care of ASAP. Customer was not sure if he would do this or bring the vehicle back to So. Shore Honda. At this time there is no open RO, and no appt. scheduled.

*** NOTES 8/20/2010 8:41:21 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a detailed VM. I apologized he is having an issue with his 2009 Odyssey. I suggested he take the vehicle to the closest Honda dealership and have the repair completed under the terms of the new car warranty. I provided him my name, title, phone number, ext. and office hours. I encouraged him to call me back as soon as possible.

*** CASE FULFILL 8/20/2010 8:41:28 AM, jmccaugh

Fulfilled for [REDACTED] due 08/23/2010 12:00:00 AM.

*** COMMIT 8/20/2010 8:41:32 AM, jmccaugh, Action Type : N/A

Call the customer. Where is the repair being completed?

*** NOTES 8/20/2010 8:59:41 AM, jmccaugh, Action Type : Note-Technical

See Service Bulletin 09085.

*** NOTES 8/24/2010 10:56:13 AM, jmccaugh, Action Type : Call to Dealer

I called the Service Mgr. Sam and he informed me that the customer brought the vehicle in on Saturday and they replaced the two tailgate shocks under warranty. Vehicle is operating as designed at this time.

*** SUBCASE [REDACTED] CLOSE 8/24/2010 10:57:24 AM, jmccaugh

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/24/2010 11:00:05 AM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and left a detailed VM. I provided my name, title, phone number, ext., and office hours. I requested Mr. [REDACTED] call me back at his earliest convenience.

*** CASE FULFILL 8/24/2010 1:26:12 PM, jmccaugh

Fulfilled for [REDACTED] due 08/24/2010 12:00:00 AM.

*** COMMIT 8/24/2010 1:26:58 PM, jmccaugh, Action Type : N/A

Call customer/close case.

*** NOTES 8/25/2010 1:04:55 PM, jmccaugh, Action Type : Call to Customer

I called the customer at the day time phone number and introduced myself as the RCM. I informed her that this was a follow up call to the repair she has needed on her 2009 Odyssey. She vented and told me that this problem happened when they were on vacation. She said her young daughter went to get her jacket out of the back of the van and the door came crashing down. She vented and told me that she never would have expected this from her Honda. This is why we bought this van. I apologized she has needed a repair to the rear hatch door. I informed her that we are very concerned about safety for everyone. We have the most reliable vehicles in the auto industry and wish we never had to make any repairs. The fact is that this is a mass produced vehicle, we have no known problem with this part, and this is why we have a new car warranty to protect our valued consumers from any type of mfg. defects in materials or workmanship. She told me she is concerned for others. I said I share in her concerns and will document the call. This information will be passed on to the Engineering Dept. No other assistance requested at this time. I thanked Mrs. [REDACTED] for calling AHM.

*** CASE CLOSE 8/25/2010 1:05:34 PM, jmccaugh

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	[REDACTED]	Division :	Honda - Auto	Condition :	Closed	Open Date :	8/20/2010 7:00:44 AM
Case Originator :	Arlilu Padungyothee (Team CD)	Sub Division :	Satellite Center	Status :	Closed	Close Date :	8/20/2010 7:18:01 AM
Case Owner :	Arlilu Padungyothee (Team CD)	Method :	Phone	Queue :		Days Open :	0
Last Closed By :	Arlilu Padungyothee (Team CD)	Point of Origin :	Customer	Wipbin :			
Case Title :	[REDACTED] - TAIL GATE			No. of Attachments :	0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38969E [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3899KW / A
Miles / Hours :	10,000
In Service Date :	04/28/2009
Months In Use :	16
Engine Number :	J35A75016053
Originating Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Selling Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GN
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207455 / SOUTH SHORE HONDA
Phone No. :	516-285-8036
Address :	704 WEST MERRICK ROAD
City / State / Zip :	VALLEY STREAM, NY 11580
Svc District / Sls District :	05A / A05
Warranty Labor Rate / Date :	\$104.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PROD	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Arlilu Padungyothee	Type 1 : Product	Status : Subcase Close	Open Date : 8/20/2010 7:17:36 AM
Issue Owner : Arlilu Padungyothee	Type 2 : Operation	Queue :	Close Date : 8/20/2010 7:18:01 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAIL GATE

*** CASE CREATE 8/20/2010 7:00:44 AM, apadungy

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

*** CASE EXTENDED WARRANTY LOOKUP 8/20/2010 7:01:49 AM, apadungy

WARRANTY CHECK 08/20/2010 07:01:49 AM apadungy

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/20/2010 7:01:54 AM, apadungy

CLAIM CHECK 08/20/2010 07:01:54 AM apadungy

The following Claim History information was found

0; 2010-06-07; 207455; 808791; 510; 1255A9 ; UPDATE THE PCM A/T SOFTWARE. S/B# 09-053

*** CASE CAMPAIGN LOOKUP 8/20/2010 7:01:56 AM, apadungy

CAMPAIGN CHECK 08/20/2010 07:01:56 AM apadungy

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/07/10; FX;

*** CASE VSC LOOKUP 8/20/2010 7:01:57 AM, apadungy

VSC-CUC CHECK 08/20/2010 07:01:57 AM apadungy

No data found for VIN.

*** CASE MODIFY 8/20/2010 7:02:10 AM, apadungy

into WIP default and Status of Solving.

*** CASE MODIFY 8/20/2010 7:02:33 AM, apadungy

into WIP default and Status of Solving.

*** CASE CAMPAIGN LOOKUP 8/20/2010 7:02:42 AM, apadungy

CAMPAIGN CHECK 08/20/2010 07:02:42 AM apadungy

The following Campaign information was found

09-053; R32; 07-09 ODYSSEY LC JUDDER; 06/07/10; FX;

*** NOTES 8/20/2010 7:17:25 AM, apadungy, Action Type : Call from Customer

The customer called AHM due to the tailgate failing and almost smashing his daughter. He informed he is going to take the vehicle to South Shore Honda and when he called them to tell them what happened they informed the pistons have failed. The customer informed he wants all the vehicles to be recalled for this issue. He informed he will notify his senate and government about this as he will be saving a child's life due to this issue. He asked how to go about informing AHM of this and getting the recall issued. I informed him calling us is the way to inform us (AHM) of the issue and also taking it to a Honda dealership. I informed him if there is a recall issued he will be notified by mail from AHM. He informed he wanted to speak to management as the recall needs to be issued now he became very persistent therefore call was transferred to product concerns.

*** SUBCASE [REDACTED] CREATE 8/20/2010 7:17:36 AM, apadungy

Created in WIP Default with Due Date 8/20/2010 7:17:36 AM.

*** SUBCASE [REDACTED] CLOSE 8/20/2010 7:18:01 AM, apadungy

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/20/2010 7:18:01 AM, apadungy

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 4/14/2010 8:50:56 AM
 Case Originator : Crystal Baldassarre (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/19/2010 12:01:53 PM
 Case Owner : Justin Mack (Team AB) Method : Phone Queue : Days Open : 5
 Last Closed By : Justin Mack (Team AB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - DOOR NOISE 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 : OCEANSIDE, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls Distr : [REDACTED]

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL38959B [REDACTED]
 Model / Year : ODYSSEY / 2009
 Model ID / Product Line : RL3899KW / A
 Miles / Hours : 14,000
 In Service Date : 03/21/2009
 Months In Use : 13
 Engine Number : J35A75019513
 Originating Dealer No. / Name : 206956 / HOEHN HONDA
 Selling Dealer No. / Name : 206956 / HOEHN HONDA
 Trim : TOUR
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : GR
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206956 / HOEHN HONDA
 Phone No. : 760-438-1818
 Address : 5454 PASEO DEL NORTE
 City / State / Zip : CARLSBAD, CA 92008
 Svc District / Sls District : 01G / C01
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208407	HONDA OF ESCONDIDO		

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED]	Subcase Close	Product	Operation	815	Door, Lt front

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justin Mack	Type 1 : Product	Status : Subcase Close	Open Date : 4/16/2010 11:12:41 AM
Issue Owner : Justin Mack	Type 2 : Operation	Queue :	Close Date : 4/19/2010 12:01:52 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 815 / Door, Lt front
Condition Code Desc Other 815X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DOOR NOISE COMPLAINT

*** CASE CREATE 4/14/2010 8:50:56 AM, cbaldas

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

*** CASE CAMPAIGN LOOKUP 4/14/2010 8:51:02 AM, cbaldas

CAMPAIGN CHECK 04/14/2010 08:51:02 AM cbaldas

No data found for VIN

*** CASE VSC LOOKUP 4/14/2010 8:51:06 AM, cbaldas

VSC-CUC CHECK 04/14/2010 08:51:05 AM cbaldas

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/14/2010 8:51:11 AM, cbaldas

CLAIM CHECK 04/14/2010 08:51:11 AM cbaldas

The following Claim History information was found

0; 2009-07-08; 208407; 501200; 510; 744113 ; POWER SLIDING DOOR MOTOR, LEFT - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 4/14/2010 8:51:40 AM, cbaldas

WARRANTY CHECK 04/14/2010 08:51:39 AM cbaldas

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/14/2010 8:51:43 AM, cbaldas

CAMPAIGN CHECK 04/14/2010 08:51:43 AM cbaldas

No data found for VIN

*** CASE CLAIMS LOOKUP 4/14/2010 8:52:10 AM, cbaldas

CLAIM CHECK 04/14/2010 08:52:09 AM cbaldas

The following Claim History information was found

0; 2009-07-08; 208407; 501200; 510; 744113 ; POWER SLIDING DOOR MOTOR, LEFT - REPLACE.

*** CASE MODIFY 4/14/2010 8:58:13 AM, cbaldas

into WIP default and Status of Solving.

*** NOTES 4/14/2010 8:59:51 AM, cbaldas, Action Type : Call from Customer

Updated customer contact information. Phn [REDACTED]

Situation: Customer has had to have multiple repairs to vehicle.

Request: Customer has had to have multiple repairs to the vehicle which are not fully resolved.

Probing Questions: Passenger sliding door keeps rattling and the customer has had to have this repaired multiple times. Customer has also had the rear hatch (tailgate) repaired after it slammed into her back and now the vehicle makes a weird noise when being used. Customer is also reporting that the windows rattled, the driver's seat has cracked. Customer has had to have multiple repairs and is concerned about the quality of the car and what the overall lifespan of the vehicle. Customer's main complaint is not with the dealership, but with the vehicle and the inability of the dealership to resolve the issues after multiple attempts. Customer is seeking assistance from AHM to resolve the issues.

Inbound Summary: ACS advised customer that her case would be forwarded to a case manager for review, that results were not guaranteed, and that a case manager would contact her within 1-2 business days. Case dispatched.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DOOR NOISE COMPLAINT

*** CASE MODIFY 4/14/2010 8:59:55 AM, cbaldas
into WIP default and Status of Solving.

*** CASE MODIFY 4/14/2010 8:59:55 AM, cbaldas
into WIP default and Status of Solving.

*** CASE DISPATCH 4/14/2010 9:00:15 AM, cbaldas
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 4/14/2010 9:10:53 AM, jstradfo
[REDACTED] to jmack, WIP

*** CASE RULE ACTION 4/14/2010 9:10:54 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 4/14/2010 1:04:35 PM, jmack, Action Type : Call to Customer

I attempted to contact the customer twice at [REDACTED] and the phone just rang with no answering machine so no message could be left.

*** COMMIT 4/14/2010 1:05:13 PM, jmack, Action Type : N/A

Made to [REDACTED] due 04/17/2010 01:05:17 PM.

(HOEHN) DCS/Follow-Up, customer contact

*** NOTES 4/14/2010 1:05:55 PM, jmack, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 4/17/2010

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

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

Passenger sliding door keeps rattling and the customer has had to have this repaired multiple times. Customer has also had the rear hatch (tailgate) repaired after it slammed into her back and now the vehicle makes a weird noise when being used. Customer is also reporting that the driver's seat has cracked. Customer has had to have multiple repairs and is concerned about the quality of the car and what the overall lifespan of the vehicle. Customer's main complaint is not with the dealership, but with the vehicle and the inability of the dealership to resolve the issues after multiple attempts.

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

310-783-7756

Justin Mack

Automobile Customer Service

*** CASE MODIFY COMMITMENT 4/14/2010 1:06:28 PM, jmack
with [REDACTED] due 04/19/2010 05:05:17 PM.

*** CASE MODIFY 4/14/2010 1:07:08 PM, jmack
into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 4/16/2010 10:57:17 AM, jmack
with [REDACTED] due 04/16/2010 05:05:17 PM.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - DOOR NOISE COMPLAINT

*** SUBCASE [REDACTED] CREATE 4/16/2010 11:12:41 AM, jmack

Created in WIP Default with Due Date 4/16/2010 11:12:41 AM.

*** CASE MODIFY 4/16/2010 11:13:03 AM, jmack

into WIP 1G- Ken Illman and Status of Solving.

*** NOTES 4/16/2010 2:22:54 PM, jmack, Action Type : Call to Customer

I attempted to contact the customer and left a VM providing my contact information and requesting a call back.

I informed the customer that I will attempt to reach them again on Wednesday.

*** CASE FULFILL 4/16/2010 2:28:22 PM, jmack

Fulfilled for [REDACTED] due 04/16/2010 05:05:17 PM.

*** COMMIT 4/16/2010 2:28:31 PM, jmack, Action Type : N/A

(HOEHN) DCS/Follow-Up, customer contact

*** CASE MODIFY 4/16/2010 2:29:24 PM, jmack

into WIP 1G- Ken Illman and Status of Solving.

*** CASE MODIFY 4/19/2010 8:44:07 AM, jmack

into WIP 1G- Ken Illman and Status of Solving.

*** CASE CLAIMS LOOKUP 4/19/2010 10:58:20 AM, jmack

CLAIM CHECK 04/19/2010 10:58:20 AM jmack

The following Claim History information was found

0; 2009-07-08; 208407; 501200; 510; 744113 ; POWER SLIDING DOOR MOTOR, LEFT - REPLACE.

VALIDATION 4

*** NOTES 4/19/2010 11:58:45 AM, jmack, Action Type : Call from Customer

The customer states the dealership cleaned and lubricated the seals and sprayed the seals or weather strips.

The customer took the vehicle in about 4 weeks ago and now the door is beginning to rattle again.

The customer states that they also had other concerns with the vehicle such as the rear door and the sliding door motor going out once.

The customer stated that they are not satisfied with the vehicle because it has had concerns so soon and wants AHM to do something about it.

I informed the customer that I will work with the dealership to address her current concerns and apologized for their previous repairs.

The customer stated they don't know if they still want to mess taking the vehicle into have the concern addressed and wants a extended warranty.

I informed the customer they can purchase a extended warranty and I would be glad to assist with resolving the current concerns.

The customer stated they don't know what they are going to do and may not take the vehicle into the dealership.

I informed the that I will be closing their case and if they have questions or concerns they can contact me and reopen the case.

*** CASE CLAIMS LOOKUP 4/19/2010 11:59:37 AM, jmack

CLAIM CHECK 04/19/2010 11:59:37 AM jmack

The following Claim History information was found

0; 2009-07-08; 208407; 501200; 510; 744113 ; POWER SLIDING DOOR MOTOR, LEFT - REPLACE.

VALIDATION 4

*** CASE VSC LOOKUP 4/19/2010 11:59:38 AM, jmack

VSC-CUC CHECK 04/19/2010 11:59:38 AM jmack

No data found for VIN.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - DOOR NOISE COMPLAINT

*** SUBCASE [REDACTED] CLOSE 4/19/2010 12:01:52 PM, jmack

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/19/2010 12:01:53 PM, jmack

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 9/13/2011 6:12:10 AM
Case Originator : Jessica Ward (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/13/2011 6:18:50 AM
Case Owner : Jessica Ward (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jessica Ward (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - OUT OF US WARRANTY/TAILGATE REPAIR	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38939B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3899KW / A
Miles / Hours :	1
In Service Date :	11/17/2008
Months In Use :	34
Engine Number :	J35A75019637
Originating Dealer No. / Name :	206633 / HUEY'S HONDA
Selling Dealer No. / Name :	206633 / HUEY'S HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2011 6:18:23 AM
Issue Owner : Jessica Ward	Type 2 : Operation	Queue :	Close Date : 9/13/2011 6:18:50 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Forward to Call Ctr
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - OUT OF US WARRANTY/TAILGATE REPAIR

*** CASE CREATE 9/13/2011 6:12:10 AM, jward

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

*** CASE MODIFY 9/13/2011 6:12:24 AM, jward

into WIP default and Status of Solving.

*** NOTES 9/13/2011 6:17:23 AM, jward, Action Type : Call from Customer

Customer informed she is in Germany.

Customer called stating both pieces on the lift gate need to be replaced. Customer states she would like the repairs covered under warranty and was advised by the Germany DLR to contact ACS. ACS transferred customer to Chino for further assistance.

*** SUBCASE N012011-09-1300028-1 CREATE 9/13/2011 6:18:23 AM, jward

Created in WIP Default with Due Date 9/13/2011 6:18:23 AM.

*** CASE MODIFY 9/13/2011 6:18:45 AM, jward

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CLOSE 9/13/2011 6:18:50 AM, jward

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/13/2011 6:18:50 AM, jward

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

Case Details

Case ID :	Division :	Honda - Auto	Condition :	Open	Open Date :	9/13/2011 6:16:50 AM
Case Originator : Priscilla Samaniego (Team CC)	Sub Division :	Satellite Center	Status :	Solving	Close Date :	
Case Owner : Ashley VanWestbroek (Team CA)	Method :	Phone	Queue :		Days Open :	29
Last Closed By :	Point of Origin :	Customer	Wipbin :	Overseas Recall/Repair		
Case Title :	- LIFT SUPPORT ASSISTANCE REQUEST			No. of Attachments :	2	

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 :	APO, Germany
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38939B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3899KW / A
Miles / Hours :	28,845
In Service Date :	11/17/2008
Months In Use :	34
Engine Number :	J35A75019637
Originating Dealer No. / Name :	206633 / HUEY'S HONDA
Selling Dealer No. / Name :	206633 / HUEY'S HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SX
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC 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 : Overseas	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
-- None --					

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIFT SUPPORT ASSISTANCE REQUEST

*** CASE CREATE 9/13/2011 6:16:50 AM, psamanie

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

*** NOTES 9/13/2011 6:40:45 AM, psamanie, Action Type : Call from Customer

The customer called stating that she is in Germany where her husband is stationed. The customer stated that the vehicle needs to have new lift supports for the tailgate. The customer stated that she was advised to contact AHM for assistance with the repair. The customer stated that she was advised that she may have to seek reimbursement through AHM for the repairs. I advised that she would. The customer stated that she is working with Honda Rinnen in Bitburg Germany. The customer advised their phone number is [REDACTED]. The customer advised she received assistance previously from AHM, Reference case [REDACTED] 995. I advised that the case will be forwarded to a cm for review. I advised that she will be contacted in 48 business hours. I provided the case number. There were no further questions. The customer was thanked for contacting AHM.

Customer phone verified: [REDACTED]

- 1) The customer is seeking assistance with repairs in Germany
- 2) The case will be forwarded to import/export

*** CASE MODIFY 9/13/2011 6:41:04 AM, psamanie
into WIP default and Status of Solving.

*** CASE DISPATCH 9/13/2011 6:41:10 AM, psamanie
from WIP default to Queue Chino Import/Export.

*** NOTES 9/13/2011 9:19:10 AM, wlambert, Action Type : Note-General
The customer will be contacted by CM

*** NOTES 9/13/2011 9:19:35 AM, wlambert, Action Type : Note-General
The customer will be contacted by CM

*** CASE RULE ACTION 9/14/2011 5:41:10 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** CASE YANKED 9/14/2011 5:59:20 AM, avanwest
Yanked by avanwest into WIPbin default.

*** NOTES 9/14/2011 1:43:59 PM, avanwest, Action Type : Note-General
Due to the time difference the customer will be contacted later in the week.

*** COMMIT 9/14/2011 1:44:06 PM, avanwest, Action Type : N/A
customer

*** CASE MODIFY 9/14/2011 1:44:15 PM, avanwest
into WIP default and Status of Solving.

*** CASE MODIFY 9/14/2011 1:44:32 PM, avanwest
into WIP default and Status of Solving.

*** NOTES 9/15/2011 12:13:43 PM, avanwest, Action Type : Note-General
Due to the time difference the commitment will be reset.

*** CASE FULFILL 9/15/2011 12:13:48 PM, avanwest
Fulfilled for [REDACTED] due 09/15/2011 12:00:00 AM.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - LIFT SUPPORT ASSISTANCE REQUEST

*** COMMIT 9/15/2011 12:13:50 PM, avanwest, Action Type : N/A
customer GERMANY

*** CASE MODIFY 9/15/2011 12:14:29 PM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 9/16/2011 6:44:28 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 9/16/2011 6:52:51 AM, avanwest, Action Type : Call to Customer

I called Ms. [REDACTED] and introduced myself as the CM assigned to her request. I asked her to go into detail with her concern. She advised that the tailgate must be opened by hand, and it won't stay up. She advised that she took the vehicle to the Honda dealer in Bitburg for diagnosis and they advised her that the issue is the 2 lifts on the sides need to be replaced. She advised that they don't think its the motor but they cannot determine that until they replace the lifts. She advised that she has the diagnosis. I asked her to fax a copy of that along with her military orders and the vehicle mileage (she did not have the exact mileage at the time of the call) to [REDACTED]. She advised that she is leaving for vacation and won't be back until next Friday so she'll try to fax it then or the following Monday. I advised her as soon as it is reviewed I will contact her.

Ms. [REDACTED] advised that she also had to pay 41.65 euros for diagnosis and would like that reviewed as well.

Ms. [REDACTED] would also like to have the PUD completed.

Contact number: [REDACTED]

*** CASE FULFILL 9/16/2011 6:52:59 AM, avanwest
Fulfilled for [REDACTED] due 09/16/2011 12:00:00 AM.

*** COMMIT 9/16/2011 6:53:02 AM, avanwest, Action Type : N/A
docs GERMANY

*** CASE MODIFY 9/16/2011 6:53:14 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 9/22/2011 7:02:32 AM, avanwest, Action Type : Note-General
The documents have not yet been received.

*** CASE FULFILL 9/22/2011 7:02:38 AM, avanwest
Fulfilled for [REDACTED] due 09/22/2011 12:00:00 AM.

*** COMMIT 9/22/2011 7:02:41 AM, avanwest, Action Type : N/A
docs GERMANY

*** CASE MODIFY 9/22/2011 7:03:13 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 9/28/2011 6:56:57 AM, avanwest, Action Type : Note-General
The documents have not yet been received.

*** CASE FULFILL 9/28/2011 6:57:02 AM, avanwest
Fulfilled for [REDACTED] due 09/28/2011 12:00:00 AM.

*** COMMIT 9/28/2011 6:57:04 AM, avanwest, Action Type : N/A

Case History

Case ID : [REDACTED] Case Title : HME [REDACTED] - LIFT SUPPORT ASSISTANCE REQUEST

Fulfilled for [REDACTED] due 10/06/2011 12:00:00 AM.

*** COMMIT 10/6/2011 9:29:48 AM, avanwest, Action Type : N/A

dealer GERMANY

*** CASE MODIFY 10/6/2011 9:30:04 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 10/10/2011 10:25:15 AM, avanwest, Action Type : Note-General

Due to the time difference the commitment will be reset.

*** CASE FULFILL 10/10/2011 10:25:23 AM, avanwest

Fulfilled for [REDACTED] due 10/10/2011 12:00:00 AM.

*** COMMIT 10/10/2011 10:25:24 AM, avanwest, Action Type : N/A

customer GERMANY

*** CASE MODIFY 10/10/2011 10:25:36 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE RULE ACTION 10/11/2011 5:16:50 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 10/11/2011 9:29:30 AM, avanwest, Action Type : Call to Customer

I called Mrs. [REDACTED] and advised her that I have tried to get the estimate from the dealer but I haven't received a response. I asked her to contact them and have them fax it to me directly. Mrs. [REDACTED] advised that she would call them tomorrow.

Contact number: [REDACTED]

*** CASE FULFILL 10/11/2011 9:31:23 AM, avanwest

Fulfilled for [REDACTED] due 10/11/2011 12:00:00 AM.

*** COMMIT 10/11/2011 9:31:24 AM, avanwest, Action Type : N/A

estimate GERMANY

*** CASE MODIFY 10/11/2011 9:31:36 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 1/25/2010 2:15:26 PM
Case Originator : Riano Sugito (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/25/2010 2:18:43 PM
Case Owner : Riano Sugito (Team SB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Riano Sugito (Team SB)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - POWER TAILGATE DOOR 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 :	WAKE VILLAGE, TX [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED]
VIN Type / No. :	US VIN / 5FNRL38919B [REDACTED]
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3899KW / A
Miles / Hours :	
In Service Date :	09/30/2009
Months In Use :	4
Engine Number :	J35A75027297
Originating Dealer No. / Name :	207484 / ORR HONDA
Selling Dealer No. / Name :	207484 / ORR HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GR
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	207484 / ORR HONDA
Phone No. :	903-794-6632
Address :	4602 ST. MICHAEL DRIV
City / State / Zip :	TEXARKANA, TX 75503
Svc District / Sls District :	03F / D03
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
[REDACTED] - PRODU	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Riano Sugito	Type 1 : Product	Status : Subcase Close	Open Date : 1/25/2010 2:18:26 PM
Issue Owner : Riano Sugito	Type 2 : Operation	Queue :	Close Date : 1/25/2010 2:18:36 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : NR - No Category Found
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - POWER TAILGATE DOOR ISSUE

*** CASE CREATE 1/25/2010 2:15:26 PM, rsugito

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

*** NOTES 1/25/2010 2:17:40 PM, rsugito, Action Type : Call from Customer

Verified customer information

Customer called in regarding his rear tailgate door issue

Customer stated that the power rear tailgate is no longer working

Customer wanted to know what he needs to do now.

ACS advised the customer to take the vehicle in to Honda dealership for the inspection to determine the issue

Customer understood and no further assistance needed at this time.

*** CASE MODIFY 1/25/2010 2:17:48 PM, rsugito

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 1/25/2010 2:18:26 PM, rsugito

Created in WIP Default with Due Date 1/25/2010 2:18:26 PM.

*** SUBCASE [REDACTED] CLOSE 1/25/2010 2:18:36 PM, rsugito

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/25/2010 2:18:39 PM, rsugito

into WIP default and Status of Solving.

*** CASE CLOSE 1/25/2010 2:18:43 PM, rsugito

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

Spool Report

Run Date : 10/06/2011

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 1/10/2011 1:48:01 PM
Case Originator : Erica Ashley (Team CF)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/18/2011 2:11:06 PM
Case Owner : Arlilu Padungyothee (Team CD)	Method : Phone	Queue :	Days Open : 189
Last Closed By : Arlilu Padungyothee (Team CD)	Point of Origin : Customer	Wipbin :	
Case Title : - TAILGATE ASSISTANCE	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner :	
VIN Type / No. :	US VIN / 5FNRL38909B
Model / Year :	ODYSSEY / 2009
Model ID / Product Line :	RL3899KW / A
Miles / Hours :	25,000
In Service Date :	05/28/2009
Months In Use :	20
Engine Number :	J35A75036912
Originating Dealer No. / Name :	206916 / COLONIAL HONDA
Selling Dealer No. / Name :	206916 / COLONIAL HONDA
Trim :	TOUR
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	BL
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
- PRODU	Subcase Close	Product	Operation	823	Rear Compartment
- PRODU	Subcase Close	Product	Operation	410	Front Brakes

Spool Report

Run Date : 10/06/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley VanWestbroek	Type 1 : Product	Status : Subcase Close	Open Date : 1/11/2011 6:13:58 AM
Issue Owner : Ashley VanWestbroek	Type 2 : Operation	Queue :	Close Date : 2/24/2011 12:56:49 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032011-01-1003779-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ashley VanWestbroek	Type 1 : Product	Status : Subcase Close	Open Date : 2/24/2011 12:52:47 PM
Issue Owner : Ashley VanWestbroek	Type 2 : Operation	Queue :	Close Date : 2/24/2011 12:56:49 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Rotors 4106
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Provided Information, Documented Concern
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ASSISTANCE

*** CASE CREATE 1/10/2011 1:48:01 PM, eashley

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

*** CASE MODIFY 1/10/2011 1:48:34 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 1:48:35 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 1:50:24 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 2:28:05 PM, eashley

into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 2:35:08 PM, eashley

into WIP default and Status of Solving.

*** NOTES 1/10/2011 3:22:11 PM, eashley, Action Type : Call from Customer

The customer contact was verified (name, address, phone [REDACTED]). Miles not known.

The customer brought the vehicle (2009 Odyssey) to Germany from Virginia. He has inquiries about the warranty coverage and inquiries with the navi update (map updates for Germany). He is in the military.

The rear tailgate does not automatically open and the key fob does not work most of the time to control the operation of the tail gate. The dealer in Germany was able to lubricate the motor but this is a temporary fix and seem to be wearing out again. He said that the dealer there is pretty helpful being that he is in the military, but the part to replace this tailgate is about \$1000, not including labor.

He is seeking assistance from AHM. I informed the customer that AHM does not provide a warranty transfer (coverage) from the U.S. to Germany, but only for Germany to the U.S.

I told him that there is no guarantee that anything can be done as this is a case by case basis situation. He is persistent in seeing if AHM will review his case without having to pay up front for the repair. I told him that this is normally not how a review process works and that if there is no coverage, the vehicle has to be diagnosed first. This is when a CM is assigned the case and upon review, will call the customer to advise of their decision. He understood but is hoping that with him being in the military that consideration will be made to offset the expense.

Krauter Automobile -GmbH (phone number 061319696030) -contact (Seffen Schaffner) -Mainz City diagnosed the vehicle to determine that the tailgate motor has gone out. Per checking with my lead, I told him fax a copy of his Military ID, Military Orders, AND the diagnosis repair order from the German dealer to AHM at 9096649009 and the case number which I gave to him to include on the documents being sent. He will fax this tomorrow.

Also, the side windows does not go up 20-30% of the time on the driver side. They (dealer) were baffled about the power window on the driver side as the window rolled up when his wife got there which did not work before.

The light assembly on the dash panel that identifies which gear you are in will flicker on and off, which is a customer concern. He notice this when in the "Drive" position."

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ASSISTANCE

I read to him the pud for the judder: A judder from the torque converter lock-up clutch may be felt while driving between 20-45 mph. To minimize the opportunity for the judder to occur, a software update for the transmission is available. If the judder returns sometime in the future, after the transmission software is updated, the torque converter will need to be replaced. I told him that there is no expiration date and that if the vehicle was in the U.S., free service can be done on the pud. He understood.

I told him that for the navi, the only covered areas supported is that within the U.S. and some parts of Canada, if applicable. I told him that there is no software that can be given for Germany locations for him to use his navi system.

I ended the call thanking the customer for calling AHM when there were no other inquiries.

*** CASE MODIFY 1/10/2011 3:22:14 PM, eashley
into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 3:22:26 PM, eashley
into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 3:22:38 PM, eashley
into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 3:22:51 PM, eashley
into WIP default and Status of Solving.

*** CASE MODIFY 1/10/2011 3:44:48 PM, eashley
into WIP default and Status of Solving.

*** CASE DISPATCH 1/10/2011 3:45:17 PM, eashley
from WIP default to Queue Chino Import/Export.

*** CASE YANKED 1/11/2011 6:03:49 AM, avanwest
Yanked by avanwest into WIPbin default.

*** CASE MODIFY 1/11/2011 6:12:27 AM, avanwest
into WIP default and Status of Solving.

*** NOTES 1/11/2011 6:13:29 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message introducing myself as the CM assigned to his request. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** COMMIT 1/11/2011 6:13:33 AM, avanwest, Action Type : N/A

Made to [REDACTED] due 01/13/2011 12:00:00 AM.
f/u customer GERMANY

*** SUBCASE [REDACTED] CREATE 1/11/2011 6:13:58 AM, avanwest
Created in WIP Default with Due Date 1/11/2011 6:13:58 AM.

*** CASE MODIFY 1/11/2011 6:16:38 AM, avanwest
into WIP default and Status of Solving.

*** NOTES 1/13/2011 7:49:44 AM, avanwest, Action Type : Call to Customer

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE ASSISTANCE

I called Mr. [REDACTED] and introduced myself as the CM assigned to his request. He advised that he has the diagnosis from the dealer and will be sending that by fax along with his ID and military orders. He advised that he has a few requests for assistance, and will send it all in the fax. He advised that there are a few representatives at the dealer that speak English, so we can get in contact with them if we need to. I advised him once I receive his documents, I will contact him.

He advised that the labor at this dealership is very well priced, and since sometimes it can take a long time to order the parts, he can order them through his APO address and have them in 10 days. He advised that he would send me all his documents.

Contact number [REDACTED]

*** CASE FULFILL 1/13/2011 7:49:50 AM, avanwest

Fulfilled for [REDACTED] due 01/13/2011 12:00:00 AM.

*** COMMIT 1/13/2011 7:49:51 AM, avanwest, Action Type : N/A

docs received ? GERMANY

*** CASE MODIFY 1/13/2011 7:50:03 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 1/14/2011 8:34:19 AM, kfuller, Action Type : Documents Received

AHM received a fax cover sheet.

AHM received a copy of the customer's CA driver's license

AHM received a copy of a government ID

AHM received copies of 2 invoices from Krauter Automobile GmbH. The invoice is all in German.

AHM received a copy of the customer's military orders.

No other documents were received.

*** NOTES 1/14/2011 8:43:44 AM, kfuller, Action Type : Documents Received

AHM received a duplicate set of documents.

*** NOTES 1/14/2011 10:05:35 AM, avanwest, Action Type : Note-General

Estimate translation dated 1/12/11 from Krauter Honda:

Brake pads (front):	109.60 Euros
Brake disk (front):	261.22 Euros
Mechanics wage:	88.44 Euros

Total: 459.26 Euros

Tax: 87.26 Euros

Total: 546.52 Euros

*** NOTES 1/14/2011 10:10:57 AM, avanwest, Action Type : Note-General

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ASSISTANCE

Estimate translation dated 1/12/11 from Krauter Honda:

Lock & closer assembly: 258.83 Euros

Mechanics wage: 44.22 Euros

Total: 303.05 Euros

Tax: 57.58 Euros

Total: 360.63 Euros

*** CASE FULFILL 1/14/2011 10:11:50 AM, avanwest

Fulfilled for [REDACTED] due 01/19/2011 12:00:00 AM.

*** COMMIT 1/14/2011 10:11:51 AM, avanwest, Action Type : N/A

f/u dealer GERMANY miles ?

*** CASE MODIFY 1/14/2011 10:13:04 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 1/17/2011 6:33:36 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 1/17/2011 6:38:06 AM, avanwest, Action Type : Note-Third Party

I called Krauter Honda and spoke with Mr. Schaffner. I asked him if he had the current mileage for Mr. [REDACTED] vehicle. He advised that he did not, however the mileage last April 2010 was 11,000.

I asked him about the repairs for the tailgate lock. He advised that the mechanic did remove the lock, there is a defect in it. He advised that it doesn't always lock and should be replaced. I thanked him for the information.

Dealer contact number: 49 061319696030

*** NOTES 1/17/2011 6:43:32 AM, avanwest, Action Type : Note-General

Per management, AHM will assist the customer with the tailgate lock repair totaling 360.63 euros.

*** NOTES 1/17/2011 6:48:52 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I provided my contact information and asked him to return my call.

Contact number: 49 61171200137

*** CASE FULFILL 1/17/2011 6:48:57 AM, avanwest

Fulfilled for [REDACTED] due 01/17/2011 12:00:00 AM.

*** COMMIT 1/17/2011 6:48:59 AM, avanwest, Action Type : N/A

f/u customer GERMANY

*** CASE MODIFY 1/17/2011 6:49:09 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 1/19/2011 7:48:21 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I provided my contact information and asked him to return my call.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE ASSISTANCE

Contact number: 49 61171200137

*** CASE FULFILL 1/19/2011 7:48:47 AM, avanwest

Fulfilled for [REDACTED] due 01/19/2011 12:00:00 AM.

*** COMMIT 1/19/2011 7:48:49 AM, avanwest, Action Type : N/A
f/u customer GERMANY

*** CASE MODIFY 1/19/2011 7:49:01 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 1/24/2011 6:08:54 AM, avanwest, Action Type : Call from Customer

I received a voice mail from Mr. [REDACTED]. He asked me to call him back at [REDACTED].

*** NOTES 1/24/2011 6:11:41 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising I have reviewed his request and wanted to speak with him regarding that. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** CASE FULFILL 1/24/2011 6:11:47 AM, avanwest

Fulfilled for [REDACTED] due 01/24/2011 12:00:00 AM.

*** COMMIT 1/24/2011 6:11:49 AM, avanwest, Action Type : N/A
f/u customer GERMANY

*** CASE MODIFY 1/24/2011 6:12:01 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 1/24/2011 1:26:46 PM, avanwest, Action Type : Call from Customer

I received a call from Mr. [REDACTED]. I advised him that we have reviewed his case. I advised him as brakes are a maintenance item, we cannot assist him with the brake repair. He advised that this is a premature wear of the rotors. I apologized for the inconvenience but explained that brakes are not covered under warranty, even in the US, and therefore this issue would be his responsibility. He advised that two separate dealers advised that it was an issue of premature wear. I advised him I understand his concerns and will document them but again AHM cannot assist him with this repair.

I advised him, however, we are willing to assist him with the other repair totaling 360.63 Euros. I advised him that I will try to work with HME to get the VIN added to the system as a warranty item so that he doesn't have to pay and submit for reimbursement. I advised him that this option is at Honda Germany's discretion, however if they approve it then he wouldn't have to pay for the repair. I advised him that this process will take a few weeks. I advised him that when I have an update I will contact him. He thanked me for the assistance.

Mr. [REDACTED] mentioned that he plans to purchase a 2011 Honda Odyssey already and appreciates our help in this matter.

*** NOTES 1/24/2011 1:33:08 PM, avanwest, Action Type : Note-General

The request has been forwarded to HME.

*** CASE FULFILL 1/24/2011 1:33:13 PM, avanwest

Fulfilled for [REDACTED] due 01/26/2011 12:00:00 AM.

*** COMMIT 1/24/2011 1:33:16 PM, avanwest, Action Type : N/A
f/u hme GERMANY

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - TAILGATE ASSISTANCE

- *** CASE MODIFY 1/24/2011 1:33:25 PM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.
- *** NOTES 1/25/2011 6:22:16 AM, avanwest, Action Type : Note-General
Internal message sent to HME by HME tech advising it is okay to register the vehicle in NEWS.
HME tech also requested that Honda Germany inform the dealer.
Honda Germany replied advising that they have informed the dealer and they will get in contact with the customer to resolve the concern.
- *** CASE MODIFY 1/25/2011 6:22:31 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.
- *** CASE MODIFY 1/25/2011 7:43:23 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.
- *** NOTES 1/25/2011 8:13:48 AM, avanwest, Action Type : Note-General
Customer's contact information forwarded to HME/Honda Germany.
- *** CASE MODIFY 1/25/2011 8:13:53 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.
- *** NOTES 1/28/2011 6:12:16 AM, avanwest, Action Type : Note-General
Internal message received from Honda Germany advising that the parts have arrived and an appointment can be scheduled. Honda Germany has asked us to inform the customer.
- *** CASE FULFILL 1/28/2011 6:26:26 AM, avanwest
Fulfilled for [REDACTED] due 01/28/2011 12:00:00 AM.
- *** COMMIT 1/28/2011 6:26:27 AM, avanwest, Action Type : N/A
f/u hme GERMANY
- *** CASE MODIFY 1/28/2011 6:26:49 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.
- *** NOTES 1/28/2011 6:50:26 AM, avanwest, Action Type : Note-General
Internal message received from Honda Germany confirming the VIN is in the system.
- *** NOTES 1/28/2011 7:03:35 AM, avanwest, Action Type : Call to Customer
I called Mr. [REDACTED] and reached voice mail. I left a message advising that he should be able to schedule an appointment with the dealership. I left my contact information should he have any concerns.
- Contact number: [REDACTED]
- *** CASE FULFILL 1/28/2011 7:13:09 AM, avanwest
Fulfilled for [REDACTED] due 02/01/2011 12:00:00 AM.
- *** COMMIT 1/28/2011 7:13:10 AM, avanwest, Action Type : N/A
appt scheduled ? GERMANY
- *** CASE MODIFY 1/28/2011 7:13:39 AM, avanwest
into WIP Overseas Recall/Repair and Status of Solving.
- *** NOTES 2/3/2011 10:22:22 AM, avanwest, Action Type : Call to Customer

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ASSISTANCE

I called Mr. [REDACTED] and reached voice mail. I left a message advising that I am following up with him to see if he was able to schedule an appointment. I asked him to return my call. I provided my contact information.

Contact number: [REDACTED]

*** CASE FULFILL 2/3/2011 10:22:27 AM, avanwest

Fulfilled for [REDACTED] due 02/03/2011 12:00:00 AM.

*** COMMIT 2/3/2011 10:22:29 AM, avanwest, Action Type : N/A

appt scheduled ? GERMANY

*** CASE MODIFY 2/3/2011 10:22:41 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/7/2011 7:01:14 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising I am following up on the status of his appointment with the dealership. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

*** CASE FULFILL 2/7/2011 7:01:19 AM, avanwest

Fulfilled for [REDACTED] due 02/07/2011 12:00:00 AM.

*** COMMIT 2/7/2011 7:01:20 AM, avanwest, Action Type : N/A

appt scheduled ? GERMANY

*** CASE MODIFY 2/7/2011 7:01:30 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE RULE ACTION 2/7/2011 1:48:01 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 2/10/2011 7:36:05 AM, avanwest, Action Type : Note-General

I called Mrs. [REDACTED] and asked her if an appointment was scheduled for the repair. She advised that she has an appointment scheduled for 2/15/11 at 10:00 AM. I thanked her for this information.

Contact number: 49 61171200137

*** CASE FULFILL 2/10/2011 7:36:10 AM, avanwest

Fulfilled for [REDACTED] due 02/10/2011 12:00:00 AM.

*** COMMIT 2/10/2011 7:36:11 AM, avanwest, Action Type : N/A

repair status ? GERMANY

*** CASE MODIFY 2/10/2011 7:36:28 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/16/2011 6:56:00 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising him I am following up with him on the status of the repair. I provided my contact information and asked him to return my call.

Contact number: [REDACTED]

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ASSISTANCE

I called Mrs. [REDACTED] and she advised that she had to reschedule the appointment for this morning. She advised her husband told her that everything went smoothly but she doesn't know how the vehicle is running. She advised that she would have Mr. [REDACTED] call me when he gets home from work today.

Contact number: [REDACTED]

*** CASE FULFILL 2/16/2011 6:56:06 AM, avanwest

Fulfilled for [REDACTED] due 02/16/2011 12:00:00 AM.

*** COMMIT 2/16/2011 6:56:07 AM, avanwest, Action Type : N/A

close case GERMANY

*** CASE MODIFY 2/16/2011 6:56:16 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/18/2011 10:50:08 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/18/2011 11:40:47 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] but he was not at home. Another member of the household advised he would call me back in 30 minutes.

Contact number: 49 61171200137

*** CASE MODIFY 2/18/2011 11:40:52 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/18/2011 12:08:35 PM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/21/2011 9:24:12 AM, avanwest, Action Type : Call from Customer

I received a voice mail from Mr. [REDACTED]. He advised that he had the service done but is still having a problem with his vehicle. He advised that it was fine for a few days and then it failed. He asked that I call him back to resolve this situation.

*** NOTES 2/21/2011 9:25:23 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message advising that I received his voice mail and am returning his call. I left my contact information.

Contact number: [REDACTED]

*** CASE FULFILL 2/21/2011 9:25:29 AM, avanwest

Fulfilled for [REDACTED] due 02/18/2011 12:00:00 AM.

*** COMMIT 2/21/2011 9:25:31 AM, avanwest, Action Type : N/A

f/u customer GERMANY

*** CASE MODIFY 2/21/2011 9:25:52 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** CASE MODIFY 2/23/2011 10:28:50 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/24/2011 8:59:54 AM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached voice mail. I left a message asking him to return my call. I provided my contact information.

Spool Report

Run Date : 10/06/2011

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE ASSISTANCE

Contact number: 49 61171200137

*** CASE FULFILL 2/24/2011 9:00:07 AM, avanwest

Fulfilled for [REDACTED] due 02/24/2011 12:00:00 AM.

*** COMMIT 2/24/2011 9:00:08 AM, avanwest, Action Type : N/A

f/u customer GERMANY

*** CASE MODIFY 2/24/2011 9:00:18 AM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/24/2011 12:18:54 PM, avanwest, Action Type : Call from Customer

I received a voice mail from Mr. [REDACTED]. He asked me to return his call.

*** NOTES 2/24/2011 12:19:08 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] but the phone rang continuously.

Contact number: [REDACTED]

*** CASE MODIFY 2/24/2011 12:19:18 PM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

*** NOTES 2/24/2011 12:34:27 PM, avanwest, Action Type : Call from Customer

I received a voice mail from Mr. [REDACTED]. He asked me to return his call.

*** NOTES 2/24/2011 12:49:41 PM, avanwest, Action Type : Call to Customer

I called Mr. [REDACTED] and reached him. He advised that he is still having the same problem with the tailgate. He advised that it does not open with the key fob or the button on the dash. He advised that it is an intermittent issue, but he began having the same problem the same day the vehicle was repaired.

I advised Mr. [REDACTED] that this issue will need to be diagnosed again by a Honda dealer. I advised him at that point he can fax us the estimate so it can be reviewed to see if further repairs would be covered under warranty. Mr. [REDACTED] advised that this is his only vehicle and he works during the day and goes to school at night and therefore he has no time for diagnosis however as soon as he is able to get that done he will contact me.

Mr. [REDACTED] again asked about the brakes. He advised that defective rotors at 19,000 miles he would like to discuss. I again advised him that I have documented his concerns on both issues however brakes are a maintenance item and unfortunately we are unable to cover the repairs, maintenance items are at the owners expense. Mr. [REDACTED] indicated he is satisfied with our position.

Contact number: [REDACTED]

*** SUBCASE [REDACTED] CREATE 2/24/2011 12:52:47 PM, avanwest

Created in WIP Default with Due Date 2/24/2011 12:52:47 PM.

*** NOTES 2/24/2011 12:56:41 PM, avanwest, Action Type : Note-Resolution

The customer contacted AHM for assistance with a tailgate repair and brake repair in Germany. The customer is in the military. The request for brake repair assistance was denied because the brakes are outside of warranty, however assistance was provided with the tailgate repair within the warranty parameters. The customer has advised that he is still experiencing the same tailgate issue with the vehicle, but does not know when he can have the vehicle diagnosed again. Therefore, this case will be closed at this time, pending further contact from the customer with the diagnosis and an appropriate estimate from the Honda dealership.

*** CASE MODIFY 2/24/2011 12:56:47 PM, avanwest

into WIP Overseas Recall/Repair and Status of Solving.

Case History

Case ID : ██████████ Case Title : ██████████ - TAILGATE ASSISTANCE

*** SUBCASE ██████████ CLOSE 2/24/2011 12:56:49 PM, avanwest
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE ██████████ CLOSE 2/24/2011 12:56:49 PM, avanwest
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/24/2011 12:56:49 PM, avanwest
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/18/2011 1:48:18 PM, apadungy
with Condition of Open and Status of Solving.

*** CASE MODIFY 7/18/2011 1:51:29 PM, apadungy
into WIP default and Status of Solving.

*** NOTES 7/18/2011 1:55:38 PM, apadungy, Action Type : Call from Customer

The customer called and informed the tail gate is still not working properly and would like assistance having the repairs done under the warranty in germany. He informed he has moved from the last time he has gotten assistance. I informed him to call back with the name, number and address of his dealership where he wishes to take the vehicle into and we will then forward his case to a CM to further assist him. He thanked and call ended.

*** CASE CLOSE 7/18/2011 1:55:41 PM, apadungy
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 7/18/2011 2:09:40 PM, apadungy
with Condition of Open and Status of Solving.

*** CASE CLOSE 7/18/2011 2:11:06 PM, apadungy
Status = Closed, Resolution Code = Instruction Given, State = Open

Attachment #4
Consumer Complaints
2010 Odyssey EX-L

Case Details

Case ID :	Division : Honda - Auto	Condition : Closed	Open Date : 8/1/2011 10:47:21 AM
Case Originator : Loretta Noble (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/6/2011 6:35:34 AM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 36
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] - COMPUTER SYSTEM	No. of Attachments : 2		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL3H78AB [REDACTED]
 Model / Year : ODYSSEY / 2010
 Model ID / Product Line : RL3H7AJW / A
 Miles / Hours : 25,000
 In Service Date : 04/05/2010
 Months In Use : 16
 Engine Number : J35A76045915
 Originating Dealer No. / Name : 206655 / ED MARTIN HONDA
 Selling Dealer No. / Name : 206655 / ED MARTIN HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206655 / ED MARTIN HONDA
 Phone No. : 317-359-4227
 Address : 770 N. SHADELAND AVE.
 City / State / Zip : INDIANAPOLIS, IN 46219
 Svc District / Sls District : 04E / G04
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208036	BOB HOWARD HONDA		YES

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
[REDACTED] - PR	Subcase Close	Product	Operation	121	Fuel Injection
[REDACTED] - PR	Subcase Close	Product	Operation	219	Diff & Drv Shaft

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 8/1/2011 10:52:28 AM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 8/1/2011 10:55:41 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 121 / Fuel Injection
 Condition Code Desc Driveability 1211
 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

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Caroline Odulio	Type 1 : Product	Status : Subcase Close	Open Date : 8/2/2011 9:09:01 AM
Issue Owner : Caroline Odulio	Type 2 : Operation	Queue :	Close Date : 9/6/2011 6:35:34 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 219 / Diff & Drv Shaft
 Condition Code Desc : Other 219X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Assist-VSC/HPP/Road, Assist - Miscel.
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
78120-SHJ-A31	METER ASSY.	Not Applicable

Check Req Info :

Check Requisition No. : 9394	Payee Name : [REDACTED]
Primary Amount : \$0.00	Address : [REDACTED]
Incidental Type 1 / Amount : Towing / \$235.50	City / State / Zip : MCCORDSVILLE, IN [REDACTED]
Incidental Type 2 / Amount : Other / \$163.98	Campaign Template # :
Total Amount : \$399.48	Contention Code : 01201
Approved By : dgonzale	Defect Code : 03217
Approval Date : 9/1/2011 1:08:08	Category : Regular
Status : PROCESSED	Failed Part # : 78120-SHJ-A31
Check No. : 1927848	
Check Date : 9/2/2011	

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPUTER SYSTEM

*** CASE CREATE 8/1/2011 10:47:21 AM, Inoble

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

*** SUBCASE [REDACTED] CREATE 8/1/2011 10:52:28 AM, Inoble

Created in WIP Default with Due Date 8/1/2011 10:52:28 AM.

*** NOTES 8/1/2011 10:55:36 AM, Inoble, Action Type : Call from Customer

updated customer's info

best contact [REDACTED]

customer stated she went to California and didn't make it home. Customer stated she broke down in Oklahoma and had to wait 4 hours for roadside assistance. Customer stated they found a Honda dealership and she ended up having to stay in a Hotel for 2 days. Customer stated the dealership was mean to her and tried to send her in the car and it wasn't fixed. customer stated the vehicle locked up and the tailgate wouldn't open. customer stated the dealership snatched the suit cases over her leather seats. Customer stated she doesn't trust the car anymore. Customer wanted to know if there was a way she could get another vehicle she could trust. customer stated they bought the vehicle to travel in. Customer stated AHFC advised her to contact AHM about a substitutional collateral. Customer stated every indicator on the dash started flashing and then the vehicle died.

ACS advised the customer that AHM doesn't know what substitutional collateral means and to contact AHFC back

customer understood case closed

*** SUBCASE [REDACTED] CLOSE 8/1/2011 10:55:41 AM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/1/2011 10:55:41 AM, Inoble

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

*** CASE REOPEN 8/1/2011 11:25:33 AM, jpacheco

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/1/2011 12:20:15 PM, jpacheco

into WIP default and Status of Solving.

*** NOTES 8/1/2011 12:27:48 PM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Best contact number is [REDACTED]

Customer states that her husband had a massive stroke and her 3 daughters, one of which had a fever at the time, were with her when the car broke down in the middle of a 3K miles road trip. She said that she already asked AHFC about a "substantial collateral" but that only applies to vehicles that are a total loss. She said that she took it to BOB HOWARD HONDA dlrship but they couldn't get the doors open. Customer verified info in the previous call as far as all the indicators flashing. She said that they took the "brain" out and put a new one in and gave her the old one to bring back home with her. She said that she went to ED MARTIN HONDA the dlrship at home who told her that they didn't understand why they came her the "brain" back. Customer said that a 2010 Honda should have been able to drive 3K miles and just wants a car that is safe for her family.

Customer is asking for a new vehicle or at least an extended warranty based on the fact that she still has \$40K on a pay off and feels like the failure can happen again after 36K miles. ACS advised her that we can look into her current situation but cannot guarantee the exchange of the vehicle. I advised her that I would send this to a CM who will contact him within 1 to 2 business days. Customer thanked me and no further assistance was needed.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPUTER SYSTEM

*** NOTES 8/1/2011 12:35:49 PM, jpacheco, Action Type : Note-General

She said that her vehicle is currently at ED MARTIN HONDA

*** CASE DISPATCH 8/1/2011 12:36:04 PM, jpacheco

from WIP default to Queue Honda Team H .

*** CASE YANKED 8/1/2011 2:13:22 PM, codulio

Yanked by codulio into WIPbin Default.

*** SUBCASE [REDACTED] CREATE 8/2/2011 9:09:01 AM, codulio

Created in WIP Default with Due Date 8/2/2011 9:09:01 AM.

*** NOTES 8/2/2011 9:55:51 AM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] . I spoke with the customer. I confirmed the address, phone#, and the spelling of the name is all correct.

I told the customer I am calling to address a computer problem on her vehicle. I told the customer the notes indicate she wants another vehicle since she lacks confidence on the vehicle. The customer said Bob Howard Honda was very rude to her and was not helpful at all. The customer said Bob Howard had tore her leather seat while trying to get her luggage out of the vehicle. I asked if she spoke with a Manager @ the dealer? The customer said she was soo upset and just wanted to get home. The customer said it took 4 hours for the towing to arrive and she ended up only being help \$100 for the towing and the rest she had to pay out of pocket. The customer also said they were stranded for two days and had to end up paying for hotel bills. The customer said Ed Martin Honda was great and they were the one that was able to help her get home.

The customer said the vehicle is still @ Ed Martin Honda. The customer said she is in a loaners that Ed Martin provided her til they find out what is wrong with her current vehicle. Customer said the vehicle was towed to the nearest Honda dealer.

The customer said she does love her Honda and she had worked 6 years to be able to buy the vehicle.

I told the customer AHM is not going to be able to replace her vehicle but under the terms of the factory warranty AHM is responsible to fix the vehicle. The customer asked if there is any compensation for the towing bill and the 2 nights stay @ the hotel due to the break down. I offered to see what we can do and I provided the fax [REDACTED] attn: to me and include the case#. I also provided the 800# along with my extension #117739.

I also offered to call Bob Howard Honda and speak with the Service Manager about the torn seat and see what their dealer can do about that problem.

I told the customer I will call on 8.12.11 to see how things are going with the repairs and also let her know if AHM can do anything about the two request she had asked me to review. The customer agreed with the arrangements.

*** COMMIT 8/2/2011 9:55:58 AM, codulio, Action Type :

Made to [REDACTED] due 08/05/2011 09:56:02 AM.

DCS Follow-Up

*** NOTES 8/2/2011 9:59:04 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 8/5/2011 9

Dear: Jim Jordan,

This customer contacted our office regarding the following issue(s): the customer called saying her car is down @ your dealer.

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPUTER SYSTEM

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

Hello Jim, how are you? I wanted to confirm if this vehicle is currently down @ your dealer? If yes, I need to know if the DPSM & techline is involved since vehicle is still under factory warranty. Customer is seeking to replace the vehicle, an extended warranty if it is not possible to replace the vehicle, reimbursement for the rest of her towing charges, and reimbursement to pay for the 2 nights spent @ a hotel.

Can you let me know what is the current status on the diagnosis and repairs.

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

Caroline Odulio
Automobile Customer Service
310 783-7739 (direct#)
caroline_odulio@ahm.honda.com (note: my e mail & direct# is for dealers use only)

*** NOTES 8/2/2011 10:19:33 AM, codulio, Action Type : Call to Dealer

I called Bob Howard Honda and I left message with Jeremy asking for the SM Brad Campbell to call me on a customer complaint and request. I provided the last 10 digit of the vehicle ID# and case# to refer to when calling. I also asked Jeremy to let the SM know I am sending him an iN message and if he can review the iN message I sent on the customer. I provided my direct# to reach me.

*** COMMIT 8/2/2011 10:19:41 AM, codulio, Action Type :

Made to [REDACTED] due 08/05/2011 10:19:47 AM.

DCS Follow-Up

*** NOTES 8/2/2011 10:23:04 AM, codulio, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/5/2011 1

Dear: Brad Campbell,

This customer contacted our office regarding the following issue(s): the customer said she was stranded and your dealer did not help her with her matter plus she accused your dealer of tearing her leather seat when you took her luggage out the vehicle.

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

Hello Brad, how are you? I wanted to see if you can follow up with the customer to address the problem she experienced with your dealer and the request to fix the leather seat she says you folks tore when taking out her luggage out the vehicle.

Let me know the resolution.

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

Caroline Odulio
Automobile Customer Service
310 783-7739 (direct#)

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPUTER SYSTEM

caroline_odulio@ahm.honda.com (note: my e mail & direct# is for dealers use only)

*** CASE MODIFY 8/2/2011 10:23:08 AM, codulio
into WIP Default and Status of Solving.

*** CASE MODIFY 8/2/2011 10:23:18 AM, codulio
into WIP Default and Status of Solving.

*** CASE FULFILL 8/8/2011 2:23:06 PM, codulio
Fulfilled for [REDACTED] due 08/05/2011 09:56:02 AM.

*** CASE FULFILL 8/8/2011 2:23:09 PM, codulio
Fulfilled for [REDACTED] due 08/05/2011 10:19:47 AM.

*** COMMIT 8/8/2011 2:23:13 PM, codulio, Action Type : N/A
call customer

*** CASE MODIFY 8/8/2011 2:23:27 PM, codulio
into WIP 206655 (4e) ED MARTIN: and Status of Solving.

*** NOTES 8/9/2011 1:54:30 PM, jfort, Action Type : Call from Dealer
Rodney from Ed Martin Honda called and was warm transferred to the RCM.

*** NOTES 8/9/2011 2:05:01 PM, codulio, Action Type : Call from Dealer
I rec'd a call from the Asst. SM Rodney and he said the vehicle has been repaired but he needed a fax# to send the customer's tow bill and hotel bill.

I provided Rodney a 310 783-7890 attn: to me and include the case#.

*** CASE FULFILL 8/9/2011 2:05:48 PM, codulio
Fulfilled for [REDACTED] due 08/09/2011 09:00:00 AM.

*** NOTES 8/9/2011 2:07:02 PM, codulio, Action Type : Call to Customer
I called the customer @ [REDACTED] I spoke with the customer. I let her know I spoke with the Asst. SM Rodney who will be faxing over all her paperwork for the towing & hotel bill. I told the customer I will call on 8.22.11 and let her know what is the final decision on her request. The customer agreed with the arrangements.

*** COMMIT 8/9/2011 2:07:07 PM, codulio, Action Type : N/A
pending fax docs.

*** CASE MODIFY 8/9/2011 2:07:27 PM, codulio
into WIP 206655 (4e) ED MARTIN: and Status of Solving.

*** NOTES 8/9/2011 3:52:06 PM, mmillen, Action Type : Letter/Fax
On 8/9/11 ACS received a 1-page faxed cover from Rodney @ Ed Martin Honda with 4-pages of supporting documentation.

*** CASE ADD ATTACHMENT 8/9/2011 4:00:21 PM, crmsuser
Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-08-0102506_1.PDF

*** NOTES 8/15/2011 12:24:12 PM, codulio, Action Type : Call to Dealer
I sent an internal message asking the SM Jim Jordan if he can send me the actual RO of what repairs they did to this vehicle for their computer. I provided the fax# 310 783-7890 attn: to me and include the case#.

*** CASE MODIFY 8/15/2011 12:24:26 PM, codulio

Case History

Case ID : [REDACTED] Case Title : [REDACTED] - COMPUTER SYSTEM

into WIP 206655 (4e) ED MARTIN: and Status of Solving.

*** NOTES 8/15/2011 12:26:07 PM, codulio, Action Type : Call from Dealer

The SM Jim Jordan sent an internal message letting me know as of 8.2.11 they had the instrumental cluster sent out to have the miles set and the customer was in a loaner but this vehicle has not big problems.

*** NOTES 8/15/2011 2:28:27 PM, codulio, Action Type : Field Service

My DPSM in 4E sent an internal message letting me know as of 8.3.11 she spoke with Jim in the AM. They are awaiting for the instrument cluster to come back from re-setting the odometer. Then the vehicle will be fixed. This is the first, no need to even considering buying vehicle back since first repair @ 25,000 miles. No need to even offer an extended warranty since first repair. The towing and motel bill could be considered to be paid for.

*** CASE MODIFY 8/15/2011 2:29:10 PM, codulio

into WIP 206655 (4e) ED MARTIN: and Status of Solving.

*** NOTES 8/15/2011 2:34:22 PM, valligoo, Action Type : Letter/Fax

On 08/15/11 ACS received a 2 page fax from customer regarding requested document.

*** CASE ADD ATTACHMENT 8/15/2011 2:45:24 PM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012011-08-0102506_2.PDF

*** NOTES 8/16/2011 10:06:49 AM, codulio, Action Type : Call from Dealer

I rec'd a message from the Asst. SM Rodney letting me know all their dealer did was take the control unit out and sent the part to CA to have the proper mileage transferred over but the actual part was replaced by another dealer in Oklahoma.

*** CASE MODIFY 8/16/2011 10:07:27 AM, codulio

into WIP 206655 (4e) ED MARTIN: and Status of Solving.

*** CASE MODIFY 8/16/2011 10:07:32 AM, codulio

into WIP 206655 (4e) ED MARTIN: and Status of Solving.

*** CASE RULE ACTION 8/29/2011 9:47:21 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE FULFILL 8/29/2011 10:53:20 AM, codulio

Fulfilled for [REDACTED] due 08/22/2011 09:00:00 AM.

*** NOTES 8/29/2011 12:07:53 PM, codulio, Action Type : Call to Dealer

I called Bob Howard Honda. I spoke with the SM Brad who confirmed the vehicle did come into the dealer for a cluster problem. Brad said the cluster was flashing and speedometer were not working and there was no ac also.

Bob said he had the DPSM involve in this matter. I told Brad the customer is seeking reimbursement for towing and 2 nights hotel fees.

Brad confirmed the vehicle came into the dealer and dealer also installed a cluster on 7.28.11 @ 26,101 miles.

*** NOTES 8/29/2011 12:21:11 PM, codulio, Action Type : Call to Customer

I called the customer @ [REDACTED] I spoke with the customer. I confirmed the address is still the same. I told the customer I checked her repair history and I apologized for the inconveniences she incurred during her travel in CA and coming back home. I told the customer as a one time goodwill gesture AHM will cover her tow charges of \$235.50 and \$163.98, so the total reimbursement is \$399.48. I told the customer I will process her claim this week and a check should be mailed on 9.12 or 9.13.11 due to the labor Holiday there maybe a delay. I asked one to two weeks for delivery of the check but if there is a problem let me know. Customer understood and agreed with the arrangements.

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPUTER SYSTEM

goodwill template:

DPSM involved? NoTotal Amount the customer paid \$399.48Total Goodwill assistance offered: \$399.48Percentage of Goodwill Authorized: 100%

*** COMMIT 8/29/2011 12:23:20 PM, codulio, Action Type : N/A

pending check req

*** CASE MODIFY 8/29/2011 12:24:49 PM, codulio
into WIP 206655 (4e) ED MARTIN: and Status of Solving.*** SUBCASE [REDACTED] DISPATCH 8/29/2011 12:44:05 PM, codulio
from WIP SUBCASES to Queue CkReq - Gonzalez.*** CASE MODIFY 8/29/2011 12:45:30 PM, codulio
into WIP 206655 (4e) ED MARTIN: and Status of Solving.*** CASE MODIFY 8/29/2011 12:45:45 PM, codulio
into WIP 206655 (4e) ED MARTIN: and Status of Solving.*** SUBCASE [REDACTED] RULE ACTION 8/30/2011 11:44:05 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired*** SUBCASE [REDACTED] RULE ACTION 8/31/2011 11:44:05 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired*** SUBCASE [REDACTED] 9/1/2011 1:08:08 PM, dgonzale, Action Type :
Check Requisition for 399.48 \$ submitted
Check Requisition for 399.48 \$ submitted by dgonzale*** SUBCASE [REDACTED] RETURN 9/1/2011 1:08:21 PM, dgonzale
from Queue CkReq - Gonzalez to WIP SUBCASES.*** CASE MODIFY 9/2/2011 7:23:24 AM, codulio
into WIP 206655 (4e) ED MARTIN: and Status of Solving.*** NOTES 9/2/2011 4:11:37 PM, mmillen, Action Type : Note-General
Check mailed.*** SUBCASE [REDACTED] COMMIT 9/5/2011 8:03:34 AM, codulio, Action Type : External Commitment
Check processed for check_req_no = 9394 on 2011-09-02-00.00.000000*** CASE YANKED 9/6/2011 6:35:16 AM, kogawa
Yanked by kogawa into WIPbin Default.*** SUBCASE [REDACTED] CLOSE 9/6/2011 6:35:34 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/6/2011 6:35:34 AM, kogawa

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - COMPUTER SYSTEM

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 8/24/2011 12:17:54 PM
 Case Originator : LaTanya Ducksworth (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 8/24/2011 12:27:39 PM
 Case Owner : LaTanya Ducksworth (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : LaTanya Ducksworth (Team HB) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - 'ND' - TAILGATE 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 : HUNTERSVILLE, NC [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL3H67AB [REDACTED]
 Model / Year : ODYSSEY / 2010
 Model ID / Product Line : RL3H6AJW / A
 Miles / Hours : 19,032
 In Service Date : 07/06/2010
 Months In Use : 13
 Engine Number : J35A76065253
 Originating Dealer No. / Name : 208151 / GERRY WOOD HONDA
 Selling Dealer No. / Name : 207904 / HENDRICK HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
[REDACTED] - PRO	Subcase Close	Product	Operation	823	Rear Compartment

Spool Report

Run Date : 10/12/2011

Issue Details

Issue ID : ██████████	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : LaTanya Ducksworth	Type 1 : Product	Status : Subcase Close	Open Date : 8/24/2011 12:27:25 PM
Issue Owner : LaTanya Ducksworth	Type 2 : Operation	Queue :	Close Date : 8/24/2011 12:27:36 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
 Condition Code Desc Tailgate 8236
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : NR - No Category Found
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - 'ND' - TAILGATE COMPLAINT

*** CASE CREATE 8/24/2011 12:17:54 PM, lducksw

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

*** CASE MODIFY 8/24/2011 12:18:10 PM, lducksw

into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2011 12:23:19 PM, lducksw

into WIP default and Status of Solving.

*** NOTES 8/24/2011 12:26:37 PM, lducksw, Action Type : Call from Customer

Updated customer information

Best contact number: [REDACTED]

The customer called in because while she was closing the tailgate on her vehicle her son got in the way and the tailgate hit him in the head. The customer assumed that the tailgate would go back up after it detected her son, but it didn't it hit him in the head several times before she was able to get him out of the way. The customer wanted to file a complaint about the tailgate and wanted to know what to do because she feels that the tailgate should have gone back up.

AHM apologized to the customer for what happened to her son. I advised that she should take the vehicle to the dealership to have it inspected to make sure the tailgate is operating as designed.

I placed the customer on hold to research her issue more thoroughly and the customer disconnected the call before I returned to the call.

*** CASE MODIFY 8/24/2011 12:26:38 PM, lducksw

into WIP default and Status of Solving.

*** SUBCASE [REDACTED] CREATE 8/24/2011 12:27:25 PM, lducksw

Created in WIP Default with Due Date 8/24/2011 12:27:25 PM.

*** SUBCASE [REDACTED] CLOSE 8/24/2011 12:27:36 PM, lducksw

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/24/2011 12:27:37 PM, lducksw

into WIP default and Status of Solving.

*** CASE CLOSE 8/24/2011 12:27:39 PM, lducksw

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

Case Details

Case ID : [REDACTED] Division : Honda - Auto Condition : Closed Open Date : 12/30/2010 1:12:42 PM
 Case Originator : Jessica Ward (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/30/2010 1:15:18 PM
 Case Owner : Jessica Ward (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Jessica Ward (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] - TAILGATE WONT OPEN No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNRL3H73AB [REDACTED]
 Model / Year : ODYSSEY / 2010
 Model ID / Product Line : RL3H7AJW / A
 Miles / Hours :
 In Service Date : 10/08/2010
 Months In Use : 2
 Engine Number : J35A76069231
 Originating Dealer No. / Name : 207265 / SOUTH MOTORS HONDA
 Selling Dealer No. / Name : 207391 / MAROONE HONDA OF HOLLYWOOD
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : SX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC 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
[REDACTED]	Subcase Close	Product	Operation	823	Rear Compartment

Issue Details

Issue ID : [REDACTED]	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Ward	Type 1 : Product	Status : Subcase Close	Open Date : 12/30/2010 1:13:23 PM
Issue Owner : Jessica Ward	Type 2 : Operation	Queue :	Close Date : 12/30/2010 1:15:18 PM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 823 / Rear Compartment
Condition Code Desc Tailgate 8236
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern, Referred to Dealer
Component Category : 16 - Structure
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : [REDACTED]

Case Title : [REDACTED] - TAILGATE WONT OPEN

*** CASE CREATE 12/30/2010 1:12:42 PM, jward

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

*** SUBCASE [REDACTED] CREATE 12/30/2010 1:13:23 PM, jward

Created in WIP Default with Due Date 12/30/2010 1:13:23 PM.

*** NOTES 12/30/2010 1:15:04 PM, jward, Action Type : Call from Customer

Customer called stating the tailgate will not open and she would like assistance. ACS informed customer she will have to have the vehicle inspected with a Honda dealer to determine why the tailgate will not open. Customer required no further assistance.

*** SUBCASE [REDACTED] CLOSE 12/30/2010 1:15:18 PM, jward

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/30/2010 1:15:18 PM, jward

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

Attachment #4

Field Reports

2008 Odyssey Touring

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3162580	JOHNB	06/20/2011	JOHNB	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE NO CLOSE	GV TAILGATE MOTOR CIRCUIT CHKS;TAILGATE C/U?		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 53,097
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38848B	Err:
Dir Cont: CLIFFORD	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (706) 228-7000	Extn:		Tran: 5AT	Trim: TOUR P
Serv Mgr: KEVIN MASKEY			Doors: 5DR	WD:
Parts Mgr: TOMMY DUNN			Fact: LINCOLN	Country: USA
Dir Name: GERALD JONES HONDA 4022 WASHINGTON ROAD MARTINEZ GA 30907			Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0	
Phone: (706) 228-7000	Fax #: (706) 228-7041		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: JOHN KERRIGAN	Zone/Dist: 06N		Engine #: J35A74002357	Trans #: P36A6003284
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 90323	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 6/20/2011 6:46:29 AM JOHNB
- 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 DOES THE TAILGATE BEGIN TO MOVE AND BOUCE AND RETURN TO FULL OPEN;IS THERE A BEEP WHEN THE TAILGATE BEGINS OR YOU COMMAND IT TO CLOSE
 - 8 CAN YOU COMMAND THE MOTOR VIA HDS
 - 9 THEN WITH THE POWER TAILGATE MOTOR C/U DISCONNECTED;PLEASE RUN OWN VOLTAGE AND GROUND TO THE TAILGATE MOTOR CIRCUIT AND SEE IF YOU CAN RUN MOTOR IN BOTH DIRECTIONS;IF NOT,THEN CIRCUIT ISSUE,IF CAN,THEN POSSIBLY A POWER TAILGATE MOTOR PROBLEM

Information from Dealer

POWER TAILGATE CLOSER INOP. TAILGATE WILL OPEN FROM DASH SWITCH BUT WONT CLOSE.
 [MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
 [KEYWORD: TAILGATE]
 YES
 NONE
 NONE
 REAR POWER TAILGATE WILL OPEN,BUT WILL NEVER CLOSE ELECTRICALLY,NO CODES
 NOTHING
 ONLY TO OPEN,NOT TO CLOSE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2610253	JOHNB	05/08/2008	JOHNB	5

Code	Original Complaint	Probable Cause/Solution		
P 8245	TAILGATE,NO POWER OPEN	5/9: C732 WAS SOFT SET;RECONNECTED;FIXED CAR		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 45
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38828B	Err:
Dir Cont: GERALD	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (810) 695-3390	Extn:		Tran: 5AT	Trim: TOUR P
Serv Mgr: KYLE KRAWCZYK			Doors: 5DR	WD:
Parts Mgr:			Fact: LINCOLN	Country: USA
Dir Name: HONDA OF GRAND BLANC			Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0	
G-10825 S. SAGINAW ST.			WhtBdy: ABS, AIR BAG, TCS, USA	
GRAND BLANC MI 48439			Engine #: J35A74002820	Trans #: P36A6004262
Phone: (810) 695-3390	Fax #: 8109530839		Em Type: KA	
DPSM: STEVE WALTERS	Zone/Dist: 04A		RO #: 104746	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests**Information from Dealer**

5/8/2008 1:48:49 PM

JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 ANY BEEPS WHEN TRYING TO OPEN
- 5
- 6 THEN NEED TO CHARGE AND TEST BATTERY;WHEN YOU HAVE 12 VOLTS,THEN PERFORM AND RESET ON TAILGATE C/U BY PULLING FUSE 7 IN U/D FUSE BOX FOR SEVERAL MINUTES WITH TAILGATE CLOSED;REINSERT AND NOTE OPERATION;IF STILL INOP;CHK YOUR LATCH SW INPUTS,CB

REAR TAILGATE WILL NOT OPEN. WILLOPEN ONLY MANUALLY INSIDE RELEASE.BUT IT WILL CLOSE WITH ANY SW ICHT USED.

NO

SO I CAN OPEN MAUNALLY,BUT NOT ELECTRICALLY;AFTER OPENED MANUALLY,CAN CLOSE ELECTRICALLY;NO CODES PRESENT;CANNOT OPERATE DOOR OPEN WITH HDS DO NOT REMEMBER,LET ME CHK....

BATTERY IS DEAD

5/9/2008 6:47:48 AM

TOMP

- 7
- 8
- 9 RATCHET SW IS ON WITH GATE OPEN; OFF WHEN CLOSED
- 10 DISCONNECT THE (TAILGATE CLOSER UNIT 6P CONNECTOR) THEN CHECK VOLTAGE TO GROUND AT P4
- 11 RECONNECT 6P CONNECTOR AND CHECK THE RATCHET SWITCH INPUT P4 TERMINAL WITH GATE OPEN AND CLOSED.
- 12 REHOME POWER TAILGATE UNIT; DOES THE GATE NOW FUNCTION? YES: FINISHED NO: DO S/M TROUBLESHOOTING FOR B-CAN System Diagnosis Test Mode A
- 13 THE MOST COMMON PROBLEM FOUND CAUSING THE PROBLEM IS A DOOR IS REPORTED IN "LOCKED" STATE, EVEN WHEN IT APPEARS OPEN...
- 14 HDS BODYELECTRICAL DATA LIST CAN INDICATE WHICH INPUT HAS A PROBLEM.

GERRY:

THE RATCHET SW IS ALWAYS ON

3.43V

IT CHANGES FROM ZERO TO 3.43V

5/9/2008 10:49:45 AM

LANCEK

- 15
- 16
- 17 REPAIR LOCK KNOB SW INPUT AND RETEST

GERRY

FOUND THE THE PASS DOOR LOCK KNOB SW INOP

5/9/2008 2:10:49 PM

JOHNB

- 18
- 19 DO YOU HAVE VOLTAGE AT PASS POWER DOOR LOCK SW
- 20 CHK AT C732
- 21
- 22 PENDED TO TECHLINE GENERAL GROUP
- 23 PENDED TO TECHLINE POWERTRAIN GROUP

PASS DOOR LOCK SW WILL NOT OPERATE DOOR LOCKS BUT DRIVERS SW DOES;THE DRIVERS MASTER SW WILL NOT WORK PASS WINDOW UP OR DOWN,PASS WINDOW SW DOES WORK

NONE

OK,HOLD.....

FOUND C732 SOFT SET;FIXED WINDOW AND POWER LOCK ISSUE,AS WELL AS PWR TAILGATE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2681134	RUDYG	09/03/2008	KENE	2

Code **Original Complaint**
P 7850 POWER T/GATE WON'T CLOSE

Probable Cause/Solution
PINCH SENSOR?; MONITOR WITH HDS

ResIn Source: None **Date:**
Status: N/A **Mileage:** 11,534
Remarks / Requestor: **FE Status:**

Dealer #:	TZ: EST	VIN: 5FNRL38918B [REDACTED]	Err:
Dlr Cont: KIRK BADINE	Training %:	Year: 2,008	Model: ODYSSEY
Serv Ph: (718) 253-8400	Extn:	Tran: 5AT	Trim: TOUR
Serv Mgr: VLADISLAV KOVBASYUK		Doors: 5DR	WD:
Parts Mgr: FRANCISCO FIGUEROA		Fact: LINCOLN	Country: USA
Dlr Name: PLAZA HONDA 2740 NOSTRAND AVENUE BROOKLYN NY 11210		Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
Phone: (718) 253-8400	Fax #: 7183384470	WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: JOHN POMPILE	Zone/Dist: 05A	Engine #: J35A74005817	Trans #: P36A6009082
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 979407	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 9/3/2008 1:42:45 PM RUDYG
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ANY CODES
 - 4 THIS IS FOR POWER TAILGATE RIGHT?
 - 5 WHAT DOES IT NOT DO?
 - 6 USE HDS, CK PINCH SENSOR INPUTS. BOTH SHOULD SHOW NONE
 - 7 IF OK, CK 1/2 LATCH, FULL LATCH, AND RATCHET SWITCH. WHEN DOOR CLOSED 1/2 AND FULL SHOULD READ SAME AND RACHET OPPOSITE. WHEN OPEN THIS WILL BE REVERSED. CK THIS AND C/B WITH RESULTS

Information from Dealer

- CUST STATES REAR HATCH DOES NOT WORK
NO
DIDN'T CK
YES
OPENS OK, WON'T CLOSE
OK
OK

- 9/5/2008 1:13:46 PM KENE
- 8
 - 9 GET A SNAP SHOT WHEN CLOSED AND THEN PUSH OPEN, THEN WHEN OPEN ANOTER BUSHING CLOASE FROM MAIN SWITCH AND THEN MANUALLY CLOSE

SENT SNAP SHOT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3103270	STEVEN	01/07/2011	STEVEN	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	TAILGATE DOESNT OPEN RR	17: CHARACTERISTIC, DOESN OPEN UNDER POWER WITH R		
		Resln Source:	Spoke w/ Dealer	Date: 01/07/2011
		Status:	N/A	Mileage: 56,106
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38978E [REDACTED]	Err:
Dir Cont: TIM PEEK	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (770) 968-1500	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: ROBERT BOLMON			Doors: 5DR	WD:
Parts Mgr: JOHN PLANER			Fact: LINCOLN	Country: USA
Dir Name: WILLETT HONDA SOUTH 6871 MT. ZION BLVD. MORROW GA 30260			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
			WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (770) 968-1500	Fax #: (678) 422-2056		Engine #: J35A74007459	Trans #: P36A6012608
DPSM: TRACY GARNEAU	Zone/Dist: 07G		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 113372	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 1/7/2011 11:30:27 AM STEVEN
- 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 TAILGATE DOESNT OPEN UNDER PAOWER FROM THE REAR HANDLE

Information from Dealer

POWER TAILGATE DOESNT OPEN FROM EXTERIOR HANDLE SWITCH.. WORKS OK OTHERWISE
 [MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT: DOORS]
 [KEYWORD:]
 YES
 NONE
 NONE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2978222	RAYD	03/08/2010	RAYD	4

Code P 7850	Original Complaint PTG WONT OPEN	Probable Cause/Solution 3/8: GLITCH;RESET BY PULL/REINSTALL FUSE;	
		ResIn Source: Spoke w/ Dealer	Date: 03/08/2010
		Status: N/A	Mileage: 38,851
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: CST	VIN: 5FNRL38968E [REDACTED]	Err:
Dlr Cont: GORDON FRANTZ	Training %:	Year: 2,008	Model: ODYSSEY
Serv Ph: (816) 452-7000	Extn:	Tran: 5AT	Trim: TOUR
Serv Mgr: DAVID ROSE		Doors: 5DR	WD:
Parts Mgr: JAMES EARY		Fact: LINCOLN	Country: USA
Dlr Name: HONDA OF TIFFANY SPRINGS 9200 NW PRAIRIEVIEW RD KANSAS CITY MO 64153		Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
		WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (816) 452-7000	Fax #: 8164525463	Engine #: J35A74012862	Trans #: P36A6023606
DPSM: MICHAEL WEHMEIR	Zone/Dist: 08K	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 95299	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 3/8/2010 10:18:10 AM RAYD
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 HAVE YOU TRIED TO OPERATE WITH THE HDS?
 - 6 I CANT SEE THE SCREEN, CHECK ALL DOOR LOCK INPUTS, MAKE SURE THEY ARE ALL UNLOCKED

3/8/2010 1:43:32 PM CHRISR

9 TRANSFERRED TO RAYD

3/8/2010 1:44:16 PM RAYD

7

8 THANKS FOR CALL BACK.

Information from Dealer

CUSTOMER CMOPLAINED THE TAIL GATE WILL NOT OPERATE. A B1006 DTC WAS SET, ALL FUSES ARE GOOD. HOWEVER THE HDS WAS USED TO CONFIRM IF ALL DOOR LOCKS WERE OPERATIONAL. THEN THE DASH SWITCH FOR THE TAIL GATE WAS PRESSED, IT DOES NOTHING AND THE HDS DATA LIST NDICATES A "RED" STATUS.

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:]
[KEYWORD: TAIL GATE]

B1006; POWER TAILGATE RELEASE IS INOPERATIVE, I HAVE THE HDS CONNECTED, WHEN I PUSH THE SWITCH, NOTHING CHANGES ON THE HDS DATA LIST LET ME TRY.....IT SAYS THIS FUNCTION ISNT SUPPORTED

PULLED BACK UP FUSE AND REINSTALLED, NOW EVERYTHING WORKS FINE, WE HAD SOME REAL BAD WEATHER RECENTLY, I WONDER IF SHE TRIED TO OPEN THE T/G WITH SNOW IN THE WAY OR SOMETHING LIKE THAT, I DROVE AND OPERATED SEVERAL TIMES, I CANT GET IT TO ACT UP

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2829190	GARYR	06/03/2009	PAULI	13

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE SELF OPEN 4X	CHK C701 FOR H20	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,920
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL38838B [REDACTED]	Err:
Dir Cont: JONATHAN SMITH	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (423) 478-5301	Extn:		Tran: 5AT	Trim: TOUR P
Serv Mgr: DAVID WINTERS			Doors: 5DR	WD:
Parts Mgr: RICK WATKINS			Fact: LINCOLN	Country: USA
Dir Name: HONDA OF CLEVELAND			Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0	
2701 S. LEE HIGHWAY			WhtBdy: ABS, AIR BAG, TCS, USA	
CLEVELAND TN 37311			Engine #: J35A74014471	Trans #: P36A6026797
Phone: (423) 478-5301	Fax #: 4234736782		Em Type: KA	
DPSM: ERIN BAILEY	Zone/Dist: 07B		RO #: 194823	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests**Information from Dealer**

6/3/2009 11:36:31 AM	GARYR	
1 ORIGINAL COMPLAINT		CUSTOMER STATES REAR TAILGATE HAS OPENED ON ITS OWN 4 TIMES
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 RAIN		YES
4 DID IT OPEN PARKED		YES, WAS IN CUSTOMERS GARAGE AND DAMAGED THE TAILGATE.
5 CUST OR KIDS ACCIDENTLY HIT REMOTES		CUSTOMER SAID NO
6 CODES		MANY B1005 1007 1012 1006 1956 1957 1958 1058 1060 1061 1062 1063 1356 1357 1359 1384 2007 2010 2011 1808
7 CHK C701 AND C702 FOR H2O CHK MICU AND RR JUNCTION FOR H2O		
6/3/2009 12:24:33 PM	KENE	
8		DONT SEE ANY H2O
9 HAVE YOU BEEN ABLE TO DUPLICATE		NO
10 POSSIBLE CUST ERROR WILL SEND OUT MEMORATOR		TECH JONATHAN SMITH
6/3/2009 12:46:11 PM	JAMESH	
11 Paul, please send memorator to Jonathan at this dealer.		
6/3/2009 1:05:21 PM	PAULI	
12 SENT MEMORATOR (63607312 1380)		
6/9/2009 9:50:33 AM	KENE	
13 CB		JOHN
14 JOHN IS OUT SICK		
6/10/2009 1:22:34 PM	PAULI	
15		TIFFANY, SVC
16		MSG>TOM,S/M
6/10/2009 2:04:06 PM	PAULI	
17		TOM, S/M
18		GOT RECORDER, WAITING FOR CUST
19 THANKS		
6/11/2009 2:22:07 PM	PAULI	
20 FYI>JIM H		
6/17/2009 1:12:20 PM	KENE	
21		JOHNATHAN
22 HAS IT FAILED		WE INSTALLED IN A FEW DAYS AGO AND CUST HAS NOT COME BACK WILL BRING IT IN WITHIN 24 HRS OF FAILURE
23 THANKS		
7/1/2009 1:49:37 PM	KENE	
24		JOHNATHAN
25 HAS HATCH OPEND UP SINCE INSTALL		NOT YET, WILL BRING IT IN NEXT WEEK
7/14/2009 10:50:03 AM	PAULI	
26 FAXED SHIP REQEUST>TAB TO RETURN MEMORATOR)		
7/17/2009 3:30:52 PM	PAULI	
27 MEMORATOR RTRNRED--FRWD>JIM HUNT		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3026333	DAVIDK	07/01/2010	RAYD	2

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE PROB B1012	CLOSER UNIT?;VERIFY FULL LATCH INOP	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 43,153
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL38878E [REDACTED]	Err:
Dir Cont: CODY LENTHE	Training %:	Year: 2,008	Model: ODYSSEY
Serv Ph: (740) 387-1400	Extn:	Tran: 5AT	Trim: TOUR P
Serv Mgr: CURT THOMPSON		Doors: 5DR	WD:
Parts Mgr: CAL THOMPSON		Fact: LINCOLN	Country: USA
Dir Name: MATHEWS HONDA		Desc: ODYSSEY 5DR TOUR PAX 6CYL 241.0	
1127 DELAWARE AVENUE		WhtBdy: ABS, AIR BAG, TCS, USA	
MARION OH 43302		Engine #: J35A74016608	Trans #: P36A6031204
Phone: (740) 387-1400	Fax #: 7403828053	Em Type: KA	
DPSM: MARY DOWNING	Zone/Dist: 04F	RO #: 29033	
Previous Dealer/Contact	Date	Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/1/2010 9:40:38 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5
 - 6 START W B1012 INPUT TEST TO REAR JUNCTION BOX. CK CONNECTIONS.
 - 7 IF CODES CLEAR GET SNAP SHOT OF REAR DOOR AND DOOR LOCK
- 7/1/2010 11:16:27 AM RAYD
- 8
 - 9 DOESNT WORK AT ALL?
 - 10 I HAVE THE SNAPSHOT, LET ME LOOK AT IT, I SEE THE TAILGATE SWITCH FLICKERS ON FOR ABOUT 10 SECONDS, I SEE THE 1/2 LATCH SWITCH IS ALWAYS ON, DID YOU HAVE THE T/G 1/2 LATCHED DURING THIS SNAP?
 - 11 ALSO THE FULL LATCH NEVER COMES ON, SOUNDS LIKE A PROBLEM WITH THE CLOSER UNIT, MAKE SURE THIS IS NO A/M CREATIVE WIRING IN THE CAR, IF SO, THE CLOSER UNIT IS PROBABLY NO GOOD

Information from Dealer

REAR TAILGATE DOES NOT WORK

[MODEL: ODYSSEY][YEAR: 2008][PUBID:][SUBJECT:]
 [KEYWORD: TAILGATE]
 B1012 B1356 B1357
 B1359 B1382 B1384 THESE ARE HARD CODES.

CLEARED AND IT TOOK AWHILE TO RESET, I ONLY GOT ONE CODE, B1382, I TOOK A SNAPSHOT WHEN IT HAPPENED
 WONT WORK ELECTRICALLY, BUT WILL CLOSE AFTER OPEN.
 NO, IT MOVED,

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2743883	DAVIDK	12/19/2008	RUDYG	4

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE PROB	12/22: REPL'D PWR TAILGATE C/U		
		Resln Source:	Spoke w/ Dealer	Date: 12/22/2008
		Status:	N/A	Mileage: 11,694
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38968B	Err:
Dlr Cont: JEFFERY	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (734) 761-3200	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: BRAD STEGEMANN			Doors: 5DR	WD:
Parts Mgr: DAN LUDWICK			Fact: LINCOLN	Country: USA
Dlr Name: HOWARD COOPER HONDA 2575 SOUTH STATE ST. ANN ARBOR MI 48104			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
			WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (734) 761-3200	Fax #: 7347619464		Engine #: J35A74023883	Trans #: P36A6047876
DPSM: STEVE WALTERS	Zone/Dist: 04A		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 99776	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

12/19/2008 7:19:46 AM DAVIDK

1 ORIGINAL COMPLAINT

2 PREVIOUS REPAIRS OR PARTS REPLACED?

3

4 FIND SHORT TO GROUND AND REPAIR

12/19/2008 7:37:32 AM JOHN B

5

6

7 SO EITHER YOU HAVE A PIN FIT ISSUE,OR YOU HAVE A CIRCUIT ISSUE,OR YOU HAVE A CLUTCH ISSUE;PLEASE CHK ALL

12/19/2008 8:04:05 AM DAVIDK

8

9 SWAP W K/G CAR FIRST

12/22/2008 9:48:12 AM RUDYG

10 12/22/2008 09:48:33 AM RUDYG

11 THANKS FOR CALL BACK

Information from Dealer

POWER TAILGATE DOES NOT OPEN WITH KEY FOB OR DASH SWITCH ONLY UNLATCHES, SHUTS WITH KEYFOB AND TAIL GATE INSIDE SWITCH, MECHANICALLY/MANUALLY OPENS OKTROUBLESHOOTING A LITTLE UNCLEAR NO B1388 STEP 9 I HAVE OHM TO GROUND ON GRAY WIRE P20

SO B9 AND B20 I THOUGHT HAD CONTINUITY TO GROUND,DOES NOT AS BELIEVED;SO THE CLUTCH IS SHOWING BAD INSTEAD.....WAIT IT IS POOR PIN FIT AT THE MOTOR AND 20 PIN CONNECTOR AT THE PWR TAILGATE C/U;I PLUGGED BACK IN THESE CONNECTORS WAIT....INOP AGAIN,3 BEEPS...SAME CODE

I CHECKED THE WIRES AGAIN AND PIN FIT. ALL LOOK GOOD. I THINK THE C/U IS BAD

(JEFF) I AM CALLING WITH A RESOLUTION. WE REPLACED THE POWER TAILGATE C/U TO FIX. I SWAPPED FROM A K/G AND IT WORKED OK AND I ALSO TOOK MY CAR'S C/U TO THE K/G AND THE PROBLEM TRANSFERRED OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3022504	MARKP	06/22/2010	MARKP	1

Code	Original Complaint	Probable Cause/Solution	
P 8245	TAILGATE, HATCH LATCH	LOCK INPUTS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,319
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: 5FNRL38908E [REDACTED]	Err:
Dlr Cont: JOSE CASTILLO	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (310) 371-3521	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: TOM EDWARDS			Doors: 5DR	WD:
Parts Mgr:			Fact: LINCOLN	Country: USA
Dlr Name: SCOTT ROBINSON HONDA 20340 HAWTHORNE BLVD. TORRANCE CA 90503			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
Phone: (310) 371-3521	Fax #: 3103706591		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: JONAH ROHDE	Zone/Dist: 01E		Engine #: J35A74028503	Trans #: P36A6058125
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 922140	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

6/22/2010 12:17:32 PM MARKP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 NO ONE ON OTHER END

Information from Dealer

REAR POWER TAILGATE IS NOT OPENING. HANDICAPED RAMP CONNECTED TO THE VEHICLE

[MODEL: CIVIC][YEAR: 2009][PUBID:][SUBJECT:][KEYWORD: BLUETOOTH]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2615044	TOMP	05/16/2008	TOMP	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE WON'T OPEN	LOCK KNOB INPUT REPORTED LOCKED;REPAIR AS NEEDED	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,239
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL38958E [REDACTED]	Err:
Dir Cont: DONALD TEETER	Training %:	Year: 2,008	Model: ODYSSEY
Serv Ph: (717) 394-0711	Extn:	Tran: 5AT	Trim: TOUR
Serv Mgr: MIKE BRIGHT		Doors: 5DR	WD:
Parts Mgr: SCOTT BRENEMAN		Fact: LINCOLN	Country: USA
Dir Name: JONES HONDA 1335 MANHEIM PIKE LANCASTER PA 17601		Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
Phone: (717) 394-0711	Fax #: 7173947884	WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: WALTER	Zone/Dist: 05M	Engine #: J35A74031016	Trans #: P36A6063321
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 804599	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

5/16/2008 12:30:25 PM TOMP

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 DTC?
- 5 CAN YOU DUPLICATE THE COMPLAINT?
- 6 CLEAR DTC DOES IT RESET?
- 7 CHECK LOCK KNOB INPUTS IN BODY ELECTRICAL DATA LIST.

Information from Dealer

REAR POWER TAILGATE WILL NOT OPEN FROM OUTSIDE RELEASE OR BUTTON ON DASH CHECKED WIRING ETC. TRIEDKNOWN GOOD CONTROL UNIT STILL INOP
NO
DONALD
B1012
YES
NOT SO FAR.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3051633	MARKP	08/31/2010	MARKP	1

Code	Original Complaint	Probable Cause/Solution		
P 8245	TAILGATE, HATCH LATCH	MONITOR DATA LIST AND COMPARE TO KG		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 31,513
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38928B	Err:
Dir Cont: KENNETH	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (313) 565-5100	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: MICHAEL ZASADNY			Doors: 5DR	WD:
Parts Mgr: MICHAEL PHILLIPS			Fact: LINCOLN	Country: USA
Dir Name: LAFONTAINE HONDA			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
2245 S. TELEGRAPH	MI 48124		WhtBdy: ABS, AIR BAG, TCS, USA	
			Engine #: J35A74057523	Trans #: P36A6113030
Phone: (313) 565-5100	Fax #: 3132787614		Em Type: KA	
DPSM: KEITH LEVINS	Zone/Dist: 04B		RO #: 107915	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/31/2010 12:20:04 PM MARKP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 YOU HAVE NO PWR OR GRND AT ALL
 - 5 MONITOR INPUTS ON DATA LIST COMPARE TO KG

Information from Dealer

REAR HATCH INOP BEEPS 3 TIMES BUT INOP TO CLOSE WILL NOT OPEN

[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
 [KEYWORD: POWER TAILGATE]
 I HAVE PWR AND GRND BUT WON'T WORK AT ALL.
 OK THANKS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2909787	RUDYG	10/08/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	PTG WONT OPEN AT TIMES	CAN'T DUPLICATE?; CK LOCK KNOB UNLOCK SIGNALS		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 17,501
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	PST	VIN: 5FNRL38968B [REDACTED]	Err:
Dir Cont: JUAN POITAN	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (310) 371-3521	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: TOM EDWARDS			Doors: 5DR	WD:
Parts Mgr:			Fact: LINCOLN	Country: USA
Dir Name: SCOTT ROBINSON HONDA			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
20340 HAWTHORNE BLVD.			WhtBdy: ABS, AIR BAG, TCS, USA	
TORRANCE CA 90503			Engine #: J35A74061553	Trans #: P36A6119082
Phone: (310) 371-3521	Fax #: 3103706591		Em Type: KA	
DPSM: JONAH ROHDE	Zone/Dist: 01E		RO #: 896814	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

10/8/2009 4:41:54 PM RUDYG

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ONLY CODES THAT COMES BACK YOU GET B1222?
- 4 CAN YOU DUPLICATE PROBLEM?
- 5 CHK LOCK KNOB SWITCHES FOR ALL DOORS AND MAKE SURE ALL WORKING CORRECTLY
- 6 OTHERWISE YOU WILL NEED TO BE ABLE TO DUPLICATE OR GET CODE RELATED TO POWER TAILGATE

Information from Dealer

CUSTOMER REPORTS THE TAILGATE WONT WORK LIFT OPEN AT TIMES, OPERATE GATE W/ DASH SWITCH, WORK OK, OPERATE GATE, W/ HDS, WORK OK, CHEC, FOR DTC, FOUND TO MANY DTCS, B1222, B1775, B1779, B1005, B1006, B1007, B1012, B1805, B1808, B2007, B2011, B2059, B2061, B2060, B1356, B1357, B1359, B1388, B1058, B1058, AND MORE ALIKE... CLEAR DTC STEEL SHOWS THAT THER IS DTC, BUT GIVE A MESSAGE THAT DO ALL DTC, CHECK , PERFORME ALL DTC CHECK MORE DTC FOUND IN ABSSYS, CLEAR ALL AND RECHECK STEEL SHOWS, DTC B1222

NO
YES
NO
OK
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2717990	DAVIDK	11/05/2008	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	WILL NOT CLOSE	PINCH SENSOR DETECTED?; CK WIRS. OHM SENSOR	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 3,882
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38938B [REDACTED]	Err:
Dir Cont: DON NIXDORFF	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (410) 823-9000	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: JOHN DONOVAN			Doors: 5DR	WD:
Parts Mgr: NOAH WESTERVELT			Fact: LINCOLN	Country: USA
Dir Name: HERITAGE HONDA SERVICE CENTER 725 YORK ROAD TOWSON MD 21204			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
Phone: (410) 823-9000	Fax #: 4103373825		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: ROBERT BORZILLERI	Zone/Dist: 06E		Engine #: J35A74075699	Trans #: P36A6139280
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 942723	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

- 11/5/2008 10:50:54 AM DAVIDK
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3
 - 4 DATA LIST
 - 5 CK WIRE AND OHM SENSOR

POWER TAILGATE WON'T CLOSE
 NO
 CAR WAS IN A CRASH. REPLACED LATCH AND CLOSER LATCH.
 ONE OF PINCH SENSORS STATES DETECT

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3161968	SHAWNW	06/16/2011	SHAWNW	2

Code	Original Complaint	Probable Cause/Solution		
P 7850	PTG INOP FROM DASH SW	PTG C/U?;CHECK WHT/BLK WIRE TO DASH SW		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 74,909
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38948B	Err:
Dir Cont: JOHN PYLARINOS	Training %:		Year: 2,008	Model: ODYSSEY
Serv Ph: (440) 777-9400	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: GARY DALTON			Doors: 5DR	WD:
Parts Mgr: MARK BRADY JR			Fact: LINCOLN	Country: USA
Dir Name: GANLEY HONDA 25870 LORAIN ROAD NORTH OLMSTED OH 44070			Desc: ODYSSEY 5DR TOUR 6CYL 241.0 HP	
Phone: (440) 777-9400	Fax #: 4408014656		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: RONALD HOPKINS	Zone/Dist: 04H		Engine #: J35A74079378	Trans #: P36A6144808
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 412354	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

6/16/2011 1:17:16 PM	SHAWNW	
1 ORIGINAL COMPLAINT		REAR TAILGATE DOES NOT OPEN THROUGH BUTTON ON DASH
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2008][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: SWITCH]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		N
6 CODES?		N
7 CLEAR?		B1388
8 JUST THE DASH SWITCH?		Y
9 CHECK V AT PIN 2 OF SW SHOULD HAVE REF V		YES, WORKS FROM REMOTE AND REAR HATCH BUTTON
10 IF NOT CHECK AT C5		OK
		OK
6/21/2011 10:34:11 AM	SHAWNW	
11 06/21/2011.10:36:17 AM SHAWNW CALLING FOR UPDATE		CUST TOOK CAR, DIDN'T WANT TO PAY FOR DIAG
12 THANKS FOR THE INFO		

Attachment #4

Field Reports

2009 Odyssey EX-L

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2868019	DAVIDK	07/20/2009	DAVIDK	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE WILL NOT	PINCH SENSOR?; REPLACE	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 7,068
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL38749B [REDACTED]	Err:
Dlr Cont: RALPH	Training %:	Year: 2,009	Model: ODYSSEY
Serv Ph: (716) 632-3323	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr:		Doors: 5DR	WD:
Parts Mgr: PATRICK HAMANN		Fact: LINCOLN	Country: USA
Dlr Name: LIA HONDA 4891 TRANSIT ROAD WILLIAMSVILLE NY 14221		Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
Phone: (716) 632-3323	Fax #: 7166323349	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: MALCOLM HOFF	Zone/Dist: 09A	Engine #: J35A75000625	Trans #: P36A7000746
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 263689	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

7/20/2009 8:14:36 AM DAVIDK

1 ORIGINAL COMPLAINT

- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 DATA LIST DOOR OPEN
- 5 SENSOR IS IN THE RUBBER MOLDING. SEE S/M
- 6 REPLACE PINCH SENSOR

Information from Dealer

POWER TAIL GATE OPENS AND WILL NOT CLOSE W/POWER. HAVE TO CLOSE MANUALLY, BUT THE UP FUNCTION WORKS W/POWER AND CAN BE ACTIVATED BY REMOTE OR DASH BUTTON OR HDS, WILL NOT GO DOWN WITH ANY OF THE AFOREMENTIONED MEANS. HAS TOO MANY BODY CODES TO LIST...ALSO HAS AFTERMARKET WHEELCHAIR LIFE THAT HAS A POWER WIRE TO THE BATTERY. ACCORDING TO THE INSTALLER THERE IS NO INTRUSION INTO ANY OF THE WIRING OR THE POWER DOOR UNIT OR ANY OTHER SYSTEM

NO
ALL CODES CLEAR WILL CLEAR
RT PINCH SENSOR SHOWES DETECT. WHAT IS THAT DO NOT HAVE IT HERE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3027789	RUDYG	07/06/2010	STEVEN	2

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE WOUNDN'T	CAN'T DUPLICATE?, REFER TO DPSM	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 19,650
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL38649B [REDACTED]	Err:
Dir Cont: JEFF	Training %:	Year: 2,009	Model: ODYSSEY
Serv Ph: (336) 854-9900	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: BRAD ANDERSON		Doors: 5DR	WD:
Parts Mgr: SHANE WESTMORELAND		Fact: LINCOLN	Country: USA
Dir Name: CROWN HONDA GREENSBORO 3633 W. WENDOVER AVE. GREENSBORO NC 27407		Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (336) 854-9900	Fax #: 3362996546	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: SCOTT MUDLIN	Zone/Dist: 06L	Engine #: J35A75004443	Trans #: P36A7006224
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 611109	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

7/6/2010 11:33:44 AM RUDYG

- 1 ORIGINAL COMPLAINT

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

- 4 CAN YOU DUPLICATE?
- 5 WHAT ABOUT TAILGATE?

- 6 CHECKED PINCH SENSORS

- 7 AS FAR AS WINDOWS, QUIZ CUST ABOUT HOW OFTEN IT DOES IT. IF RESONABLE AMOUNT OF TIME. ASK IF WE CAN DISABLE REMOTE AND RECHECK
- 8 IF PROBLEM NO LONGER HAPPENS, SUSPECT CUST ERROR
- 9 IF STILL HAPPENS, CK KEY CYL SW
- 10 AS FAR AS PTG PROBLEM. REFER TO DPSM SINCE SOMEWHAT SERIOUS ALLEGATION AND WE CAN'T DUPLICATE IT

CUSTOMER STATES WHEN SHE COMES OUT TO VEHICLE ALL WINDOWS WILL BE ROLLED DOWN A LITTLE. ALSO TODAY TAILGATE CAME DOWN ON HER AND WOULD NOT STOP.

[MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT:]
[KEYWORD: WINDOW]

NO

CLAIMS IT CAME DOWN ON HER WITH MOTOR AND WOULD NOT STOP. CLAIMS SHE WAS HELPED BY A BYSTANDER WHO GOT IT TO STOP

YES, THEN WORK OK, ALWAYS REVERSED WHEN TOUCHED.

OK

OK

OK

OK

7/20/2010 10:43:11 AM STEVEN

- 11

- 12 YOU ARE UNABLE TO DUPLICATE
- 13 PINCH SENSORS WORK?
- 14 AND IF YOU PUT PRESSURE ON THE PANEL WHEN IT CLOSING, WITHOUT TOUCHING THE PINCH SENSORS, DOES IT REVERSE?
- 15 REALLY NEED TO DUPLICATE

DPSM WANTED ME TO CALL BACK, SEE IF THERE WAS ANY MORE INFORMATION ON THIS

CORRECT

YES

YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2812385	JOHNB	04/29/2009	JOHNB	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	NO OP @DSHBOARD TAILGTE SW	CHK INPUT WITH HDS;VOLT DROP SW CIRCUIT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 768
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38609B	Err:
Dir Cont: GERALD SMITH	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (516) 481-2800	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: MATTHEW MORRISON			Doors: 5DR	WD:
Parts Mgr: WENDELL GREENE			Fact: LINCOLN	Country: USA
Dir Name: MILLENNIUM HONDA 286 NORTH FRANKLIN STR HEMPSTEAD NY 11550			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (516) 481-2800	Fax #: (516) 538-1157		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: RUSSELL BERSE	Zone/Dist: 05B		Engine #: J35A75004514	Trans #: P36A7006420
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 226010	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

4/29/2009 6:55:19 AM JOHNB

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3
- 4 LIKELY LOSS OF DASHBOARD PWR TAILGATE SWITCH INPUT;CAN MONITOR VIA HDS IN BODY ELECTRICAL UNDER TAILGATE,AND IF NO INPUT,PERFORM VOLTAGE DROP ON WHT/BLK AT THE SW TO VERIFY CIRCUITS AND SW

Information from Dealer

TAILGATE WONT OPEN OR CLOSE WITH SWITCH FROM DASH BUT WORKS WITH REMOTE AN REAR BUTTON
NO
ANY KNOWNS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3193916	DAVEM	09/13/2011	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	PTG NO OPEN W/ RMT	INPUT?; MON PTG INPUTS ON DATALIST	
		Resln Source: None	Date:
		Status: N/A	Mileage: 20,129
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38609E	Err:
Dlr Cont: IGOR PUGACH	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (718) 680-0202	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: RICHARD REID			Doors: 5DR	WD:
Parts Mgr: MICHAEL VIDOLIN			Fact: LINCOLN	Country: USA
Dlr Name: BAY RIDGE HONDA 8801 4TH AVENUE BROOKLYN	NY 11209		Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (718) 680-0202	Fax #: (718) 745-6673		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DAN OUTTEN	Zone/Dist: 05C		Engine #: J35A75004561	Trans #: P36A7006392
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 572216	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 9/13/2011 6:15:24 AM DAVEM
- 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 VRFY AGAIN AND MON THE TAILGATE INPUTS AND COMPARE TO KG

Information from Dealer

REAR HATCH DOOR DONT ALWAYS OPEN WITH REMOTES
 [MODEL:][YEAR:][PUBID: 0][SUBJECT:][KEYWORD:]
 Y
 N
 N
 ALL WORKING NOW SINCE OPENING W/ THE HDS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3120334	STEVEN	02/21/2011	CHRISR	2

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE DOESNT CLOSE	COMPARE INPUTS WITH A KG VEHICLE	
		Resln Source: None	Date:
		Status: N/A	Mileage: 27,720
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL38789B	Err:
Dir Cont: MICHAEL IERARDI	Training %:	Year: 2,009	Model: ODYSSEY
Serv Ph: (845) 561-3800	Extn:	Tran: 5AT	Trim: EX-LR&N
Serv Mgr: BRUCE BARTON		Doors: 5DR	WD:
Parts Mgr: JASON SILVER		Fact: LINCOLN	Country: USA
Dir Name: MOREHEAD HONDA 1000 AUTO PARK PLACE NEWBURGH NY 12550		Desc: ODYSSEY 5DR EX-L R&N 6CYL 244.0	
		WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (845) 561-3800	Fax #: 8455615325	Engine #: J35A75008239	Trans #: P36A7011753
DPSM: DONALD ANDREWS	Zone/Dist: 09B	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 140512	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 2/21/2011 9:08:54 AM STEVEN
- 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 IS THE TAILGATE INOP FROM THE REMOTE CONTROL AS WELL?
 - 7 ANY DTC'S?
 - 8 COMPARE INPUTS FROM A KG UNIT WITH BOTH TAILGATES UP, AND BOTH CLOSED. SEE IF ALL THE INPUTS ARE THE SAME

Information from Dealer

POWER TAILGATE WILL NOT CLOSE BY USING DASHBOARD SWITCH, TAILGATE SWITCH, KEYLESS TRANSMITTER SWITCH
 [MODEL: ODYSSEY][YEAR: 2009][PUBID: 0][SUBJECT:]
 [KEYWORD: TAILGATE]
 YES
 CLOSER UNIT
 NONE
 YES
 NONE

- 2/21/2011 10:36:26 AM CHRISR
- 9
 - 10 OK..... AFTER REVIEWING I SEE A LEFT PINCH SENSOR ON ALL THE TIME. DIAG SHORTED SENSOR OR CRCT

SENT SNAP
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2997455	RAYD	04/21/2010	RAYD	2

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE WONT CLOSE	PINCH SENSOR; REPLACE LEFT UPPER PINCH SENSOR		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 11,793
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38759B	Err:
Dir Cont: DENNIS QUICK	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (850) 576-5165	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: DON MONDA			Doors: 5DR	WD:
Parts Mgr: JOSEPH FREELAND			Fact: LINCOLN	Country: USA
Dir Name: PROCTOR HONDA			Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
2373 W. TENNESSEE ST.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
TALLAHASSEE	FL 32304		Engine #: J35A75009077	Trans #: P36A7012975
Phone: (850) 576-5165	Fax #: 8505761660		Em Type: KA	
DPSM: GEORGE OPPEL	Zone/Dist: 07F		RO #: 119010	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

4/21/2010 10:49:59 AM RAYD	
1 ORIGINAL COMPLAINT	REAR POWER GATE LOCK ACTUATOR INOP. ALSO, GATE WILL OPEN WITH SWITCH & KEYFOB BUT WILL NOT CLOSE WITH ANY COMMAND. BODY SHOP REPLACED LOCK ACTUATOR AND STILL NOT WORKING.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT:]
4 WAS THIS CAR IN AN ACCIDENT ?	[KEYWORD: TAILGATE] THE ADVISOR SAID THEY REPLACED THE REAR TAILGATE AND A BUMPER COVER.
5 HAVE YOU TAKEN A SNAPSHOT YET?	NO
6 TAKE A SNAPSHOT WITH THE POWER TAILGATE OPEN WHILE PRESSING THE CLOSE SWITCH, THEN TAKE A SNAPSHOT OF THE TAILGATE CLOSED AND YOU HIT THE LOCK SWITCH (DOOR LOCK SYSTEM)	229 393 8117
4/21/2010 12:59:20 PM RAYD	
7 CALLBACK TO DENNIS; THE LEFT UPPER PINCH SENSOR IS DETECTING ALL THE TIME. DISCONNECT IT, SEE IF IT TURNS RED	OK.....ITS OFF NOW
8 REPLACE THE PINCH SENSOR	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3091743	RUDYG	12/08/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 7850	PTG POPS WHEN FULLY OPENED	DRIVE UNIT?; REPLACE
		Resin Source: None
		Status: N/A
		Remarks / Requestor:

Dealer #:	TZ:	MST	VIN: 5FNRL38799B	Err:
Dir Cont: BYRON	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (480) 833-5177	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JERED SCHAGER			Doors: 5DR	WD:
Parts Mgr: CARL YOUNG			Fact: LINCOLN	Country: USA
Dir Name: SANTAN HONDA SUPERSTORE 1150 S. GILBERT ROAD CHANDLER AZ 85286			Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
Phone: (480) 833-5177	Fax #: 4808352214		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: RICHARD REBORI	Zone/Dist: 10D		Engine #: J35A75013513	Trans #: P36A7019695
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 207962	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

12/8/2010 3:12:50 PM	RUDYG
1 ORIGINAL COMPLAINT	POWER TAIL GATE WHEN OPENED HING IS POPPING WHEN FULLY OPENED
2 PREVIOUS REPAIRS OR PARTS REPLACED?	REPLACED POWER ARM ASSY ON LEFT SIDE AND NO CHANGE
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2009][PUBID: 0][SUBJECT:]
4 SO GUIDE UNIT WAS REPLACED?	[KEYWORD: TAIL GATE]
5 HAD ONE CONTACT THAT HAD BAD STAY	YES
6 YES	HATCH STRUTS?
7 COMPARED TO K/G?	ALREADY REPLACED
8 REPL DRIVE UNIT	YES, THIS IS LOUDER THAN OTHERS
	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3103242	SHAWN NW	01/07/2011	SHAWN NW	1

Code	Original Complaint	Probable Cause/Solution
P 7850	PWR TG INOP AT SWITCH&HANDLE	SOFT SET CONN AT DUDFB?; RECHECK INSTALL
	ResIn Source: None	Date:
	Status: N/A	Mileage: 1,540
	Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38799E	Err:
Dlr Cont: ARROW	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (718) 680-0202	Extn:		Tran: 5AT	Trim: EX-LR&N
Serv Mgr: RICHARD REID			Doors: 5DR	WD:
Parts Mgr: MICHAEL VIDOLIN			Fact: LINCOLN	Country: USA
Dlr Name: BAY RIDGE HONDA 8801 4TH AVENUE BROOKLYN NY 11209			Desc: ODYSSEY 5DR EX-L R&N 6CYL 244.0	
			WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (718) 680-0202	Fax #: 7187456673		Engine #: J35A75014281	Trans #: P36A7020604
DPSM: DAN OUTTEN	Zone/Dist: 05C		Em Type: KA	
Previous Dealer/Contact	Date		RO #:	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

1/7/2011 11:14:48 AM	SHAWN NW
1	POWER TAILGATE IS INOP FROM SWITCH OR HANDLE
2 REPAIRS	DASH WAS OUT TO REPACE HEATER BOX ANS NOTICED
	AFTER THAT THE TAIL GATE DIDN'T WORK.
3	ALSO I HAVE TRIED SWAPPING A REAR JUNCTION BOX,
	AND C/U WITH NO CHANGE.
4 HAVE YOU COMPARED DATA LISTS WITH K/G?	CAR NOT HERE ANYMORE
5 SINCE THE DASH WAS OUT LET START THERE VERIFY	OK
POWER COMING OUT OF DUDFB PG 136.SHOULD	
HAVE 12V AT C/U AND AT REAR MICU.	
6 RECHECK F AND G CONNECTOR AT DUDFB	OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2905711	CHRISV	10/01/2009	GARYR	6

Code	Original Complaint	Probable Cause/Solution		
P 7850	WONT OPEN W/ OUTSIDE SW	10/2: CHARACTERISTIC		
		ResIn Source:	Spoke w/ Dealer	Date: 10/02/2009
		Status:	N/A	Mileage: 12,586
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL38739B	Err:
Dir Cont: JON BURHANS	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (865) 970-2300	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: CHARLES QUIETT			Doors: 5DR	WD:
Parts Mgr: DANNY CLEVENGER			Fact: LINCOLN	Country: USA
Dir Name: AIRPORT HONDA			Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
3069 AIRPORT HWY.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
ALCOA	TN 37701		Engine #: J35A75015244	Trans #: P36A7022046
Phone: (865) 970-2300	Fax #: 8659704571		Em Type: KA	
DPSM: ERIN BAILEY	Zone/Dist: 07B		RO #: 148512	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests**Information from Dealer**

10/1/2009 7:28:51 AM	CHRISV	
1 ORIGINAL COMPLAINT		POWERTAILGATE WILL NOT OPEN AUTOMATICALLY WITH OUTSIDE DOOR SWITCH WORKS WITH ALL OTHER SWITCHES
2 PREVIOUS REPAIRS OR PARTS REPLACED?		NO
3 CK THE LOCK KNOB SWITCHES ON THE DATALIST		
10/1/2009 10:22:08 AM	CHRISR	
4		HAVE A QUESTION ABOUT LOCK KNOB
5 SHOOT		THER/F DOOR LOCK KNOB RESULTS ARE OPPOSITE
6 MISPRINT IN MANUAL, DOOR IS MONITORED IN UNLOCK ONLY		OK
7 VERIFIED OUTER HANDLE SW ON INPUT TEST		YES AND ON DATALIST, I WILL SEND SNAP
8 SURE, DOES DOOR CLOSE WHEN OPEN		YES, NORMALLY AND BEEPS. I FOUND DURING INPUT TEST THAT BEEPER DIDNT WHEN JUMP
9 MAY BE A PIEZO BEEPER		OK
10/1/2009 11:00:53 AM	RAYD	
10		THIS WORKS FROM ALL SWITCHES BUT THE OUTSIDE, I SENT 4 SNAPSHOTS
11 I FOUND ONE		OK,
12 DID YOU CHECK THE OUTSIDE SWITCH WITH THE HDS?		YES, IT WORKS
13 CAN YOU OPEN THE T/G WITH THE HDS?		I CAN UNLATCH IT
14 SEE IF YOU CAN OPERATE WITH THE HDS		YES, IT WORKS
15 OK, I FOUND TWO MORE SNAPSHOTS, I SEE THAT YOU HAVE NO 1/2 AND FULL LATCH INPUTS BEFORE YOU HIT THE OPEN SWITCH. (WHICH DOESNT MAKE SENSE IF IT WORKS FROM OTHER SWITCHES)		ITS INTERMITTANT
16 I SEE THOSE SWITCHES COME ON AND GO OFF WHILE YOU ARE TRYING TO OPEN, I WOULD CHECK CONNECTORS 704 AND 851, IF OK, I WOULD PUT A CLOSER ASSY IN		
10/2/2009 11:03:41 AM	GARYR	
17		JON, CHRIS, REPLD CLOSER ASSY AND C/U N/C
18 CHK THE REAR WIPER PARKED CYCLE THE REAR WIPER ON AND OFF		N/C
19 THE SNAPSHOT SHOWS THE NEUTRAL AND RELEASE SW COME ON AT SAME TIME YOU PUSH THE OUTSIDE HANDLE SW. CHK IF A K/G CAR WORKS FROM THE OUTSIDE SW OR DO YOU NEED TO USE THE REMOTE. IF IT DOES OPEN THEN, DEPIN C9 WHT/RED AT C/U THEN BACKPROBE AND JUMP TO B5 YEL/BLU. IF TAILGATE OPENS YOU HAVE SHORTED WIRES FROM C/U TO C704 OR C851 OR SW		
10/2/2009 11:48:06 AM	GARYR	
20 CB		CHRIS
21 WE DON'T HAVE AN ODY WITH POWER TAILGATE BUT OUT RDX WON'T OPEN UNDER POWER FROM THE REAR SW. I THINK ITS NORMAL		

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2988052	TOMP	03/30/2010	TOMP	3

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE PROB	FBF: SOFTSET CONNECTOR C704	
		ResIn Source:	Feedback forms Date: 03/30/2010
		Status:	N/A Mileage: 15,960
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38749B [REDACTED]	Err:
Dir Cont: BILL YURKOVICH	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (724) 935-3711	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JASON CUTRI			Doors: 5DR	WD:
Parts Mgr: JOHN RYAN			Fact: LINCOLN	Country: USA
Dir Name: BAIERL HONDA			Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
10430 PERRY HIGHWAY			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
WEXFORD PA 15090			Engine #: J35A75021419	Trans #: P36A7031815
Phone: (724) 935-3711	Fax #: 7249402105		Em Type: KA	
DPSM: BRUCE WILSON	Zone/Dist: 05L		RO #: 202698	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

3/30/2010 8:54:21 AM TOMP	
1 ORIGINAL COMPLAINT	TAIL GATE WONT OPEN WITH SWITCHES OR REMOTES.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT: DOORS]
4	[KEYWORD:]
5 WHEN DID PROBLEM START?	BILL:
6	LAST DEC; 12/09
7	A MOTOR WAS ORDERED IN DEC; I JUST INSTALLED IT TODAY.
8 DOES IT OPEN MANUALLY?	TAILGATE STILL DOES NOT OPEN.
9 ANY DTCs?	YES; BUT DOES NOT CLOSE EITHER.
10 READ DTCs, THEN CLEAR AND OPERATE TAILGATE. RECHECK FOR DTCs; TROUBLESHOOT CURRENT DTCs.	DID NOT CHECK.
11 IF NO DTCs; CHECK THE STATUS OF ALL DOOR LOCK, KNOB, CYLINDER SWITCH INPUTS. LOCK KNOB INPUTS MUST ALL BE REPORTED AS UNLOCKED.	
3/30/2010 10:19:17 AM CHRISR	
12	I HAVE A DTC B1381
13 CK RELEASE SWITCH DATA AND COMPARE TO KG	OK
14 SHOULD BE SWITCH ON/OFF WITH DOOR CLOSED/OPEN	OK
3/30/2010 12:48:05 PM TOMP	
15	COMMENTS: REPAIR CONNECTOR AT LT.REAR UPPER BODY PANEL. BENT PIN WOULD NOT LOCK CONNECTOR C704. WIRING FROM TAILGATE TO BODY PANEL CODE 3181

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2767757	CHRISV	02/02/2009	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE INOP	SOFTSET CONN; INSPECT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 33
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38719B [REDACTED]	Err:
Dir Cont: DAVID PAGE	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (919) 322-1000	Extn:		Tran: 5AT	Trim: EX-LR&N
Serv Mgr: CHARLES PRIER			Doors: 5DR	WD:
Parts Mgr: KENNETH WESTBROOK			Fact: LINCOLN	Country: USA
Dir Name: LEITH HONDA			Desc: ODYSSEY 5DR EX-L R&N 6CYL 244.0	
3940 CAPITAL HILLS DR			WhtBdy: ABS, AIR BAG, TCS, USA	
RALEIGH NC 27616			Engine #: J35A75021982	Trans #: P36A7032726
Phone: (919) 876-5432	Fax #: 9198500412		Em Type: KA	
DPSM: SCOTT MUDLIN	Zone/Dist: 06L		RO #: 118955	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 2/2/2009 11:52:04 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 DO THE CODES CLEAR
 - 4 REFER TO T-SHOOT 1378, POSS SOFTSET CONN

Information from Dealer

POWER TAILGATE DOES NOT OPEN OR CLOSE WITH SWITCH OR REMOTES/B1378 AND B1380 DTC'S PRESENT
 NO
 NO

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3136352	DEAND	04/05/2011	DEAND	2

Code	Original Complaint	Probable Cause/Solution		
P 7850	TAILGATE MAKES CREEKING	?MOTOR;TRY KG MOTOR		
		ResIn Source: None	Date:	
		Status: N/A	Mileage: 23,165	
		Remarks / Requestor:	FE Status:	

Dealer #:	TZ:	EST	VIN: 5FNRL38689B	Err:
Dir Cont: BENTON	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (386) 253-4478	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr:			Fact: LINCOLN	Country: USA
Dir Name: JON HALL HONDA 330 NORTH NOVA ROAD DAYTONA BEACH FL 32114			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
Phone: (386) 253-4478	Fax #: 3862534512		Engine #: J35A75028324	Trans #: P36A7044519
DPSM: DAVID CATHCART	Zone/Dist: 07H		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 292961	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

4/5/2011 8:31:35 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 CAN YOU TELL WHAT SIDE IT'S FROM?
- 7 COULD BE FROM THE MOTOR?
- 8 NEED TO TRY ANOTHER MOTOR. KG WOULD BE GOOD IF POSSIBLE. I DON'T HAVE ANY OTHERS WITH THIS COMPLAINT. FBK PLEASE

Information from Dealer

WHEN OPENING AND CLOSING HATCH WITH BUTTON IT MAKES CREEKING NOISE AND GYRATES
 [MODEL: ODYSSEY][YEAR: 2009][PUBID: 0][SUBJECT: NVH]
 [KEYWORD:]
 YES
 WE TRIED BOTH STRUTS,BRACKET AND GUIDE ARM.
 NO
 YES LF.
 YES THAT IS WHAT IT SOUNDS LIKE.
 OK THANKS

4/8/2011 5:18:59 AM DEAND

- 9 CALLED TECH BACK FOR FBK.

THE CUST HAD TO TAKE VEH. WILL RESCHEDULE TO REPAIR.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2945383	RUDYG	12/22/2009	RUDYG	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	PTG INOP ALL MODES	SWITCH INPUT?; CK WITH HDS	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,750
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	PST	VIN: 5FNRL38729B	Err:
Dir Cont: JOE LOERA	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (949) 830-7600	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JOHN RATHMAN			Doors: 5DR	WD:
Parts Mgr: LUCIAN PARIS			Fact: LINCOLN	Country: USA
Dir Name: FLADEBOE HONDA 16 AUTO CENTER DR. IRVINE CA 92618			Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
Phone: (949) 830-7600	Fax #: 9492311054		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: TIMOTHY CRAIN	Zone/Dist: 01F		Engine #: J35A75028392	Trans #: P36A7044947
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 155797	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>12/22/2009 4:33:05 PM RUDYG</p> <ol style="list-style-type: none"> 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA 4 ANY CODES? 5 DID YOU INIT PTG AFTER C/U REPLACED? 6 IF YOU SHUT DOOR TO 1/2 LATCH DOES THE CLOSER MOTOR PULL IT IN? 7 DO THIS, CLOSE DOOR FULLY, THEN OPEN FULLY, CLOSE SLOWLY TO 1/2 LATCH POSITION THEN LET CLOSER MOTOR PULL IT IN 8 THIS WILL INIT THE C/U 9 IF STILL NO GOOD, USE HDS AND CK DATA LIST FOR THIS WHEN DOOR IS FULLY CLOSED NEUTRAL-- -OFF RELEASE---OFF FULL AND 1/2 LATCH-- -OFF RATCHET---ON PULSE AND A AND B---N/A MOTOR AND RELEASE LATCH COMMAND---OFF 10 OPEN DOOR AND SEE IF RELEASE CHANGED TO ON AND NOW FULL AND 1/2 LATCH ARE NOW ON AND RATCHET IS OFF 11 IF ONE INPUT DOESN'T RESPOND CK THE WIRES GOING TO THAT SW AS SHOWN ON ETM PG 136-2, CK C851, C704 	<p>REAR TAILGATE WONT GO UP OR DOWN WITH SWITCH AND NO INDICATOR LIGHTS OR BEEPING POWER T/GATE CONTROL MODULE [MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT:] [KEYWORD: TAILGATE] NONE. IT ALSO DOESN'T SHOW OPEN ON DASH INDICATOR AND DOESN'T BEEP WHEN I PUT IT INTO DRIVE WHEN T/GATE IS OPEN NO YES OK OK OK OK OK</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2876820	JOHNB	08/05/2009	JOHNB	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE INOP	CANNOT PRODUCE;B1162;WILL NOT RESET;GV CHKS		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 5,219
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL38749B	Err:
Dlr Cont: ROBERTO	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (281) 338-6666	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: GLENN GREGORY			Doors: 5DR	WD:
Parts Mgr: JASON CUNNINGHAM			Fact: LINCOLN	Country: USA
Dlr Name: HONDA OF CLEAR LAKE 20233 GULF FRWY. WEBSTER TX 77598			Desc: ODYSSEY 5DR EX-L RES 6CYL 244.0	
Phone: (281) 338-6666	Fax #: (281) 332-4783		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	Engine #: J35A75030039
DPSM: VERNON SAGE	Zone/Dist: 03C		Em Type: KA	Trans #: P36A7048126
Previous Dealer/Contact	Date		RO #: 424022	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/5/2009 7:57:30 AM JOHNB
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
3
 - 4 SEE IF RESETS AGAIN;OPERATE IN A NORMAL FASHION;CHK CONNECTIONS TO POWER TAILGATE
C/U

Information from Dealer

CUSTOMER STATE REAR HATH STOPS WORKING. WILL NOT GO UP WILL IT UNLOCK . UNABLE TO OPEN.
NO
WE RECEIVED THIS VAN;POWER TAILGATE WORKING FINE;ONLY PRODUCED INOP OPERATION AFTER LOTS OF CONTINUIOUS OPERATIONS;THEN WE HAD TO LET IT RESET FOR A MINUTE OR TOW,THEN IT WORKED OK AGAIN NORMALLY;WE MAY HAVE OVERHEATED THE MOTOR??;ANYHOW,TAILGATE OK NOW AND THERE WAS A PRIOR CODE OF B1162 WHICH NEVER RESET,EVEN WHEN WE OVERWORKED THE TAILGATE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2980311	JOHNB	03/11/2010	CHRISV	4

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE INOP	POSS VOLT,GROUND,OR PWR TAILGATE C/U?		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 14,398
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38619E [REDACTED]	Err:
Dlr Cont: CHRISTOPHER	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (321) 459-3344	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: DAVID SKINNER			Doors: 5DR	WD:
Parts Mgr: JAMES KREINER			Fact: LINCOLN	Country: USA
Dlr Name: SPACE COAST HONDA			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
1885 WEST HIGHWAY 520			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
COCOA FL 32926			Engine #: J35A75201774	Trans #: P36A7049609
Phone: (321) 459-3344	Fax #: 3214547395		Em Type: KA	
DPSM: MAURICE NARBONA	Zone/Dist: 07L		RO #: 76893	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2840832	STEVEN	06/26/2009	GARYR	6

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE WONT CLOSE	NEW LATCH HAS ISSUIES TOO?; DSCNNCT LATCH & MON RL	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 92
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	MST	VIN: 5FNRL38679B [REDACTED]	Err:
Dir Cont: ROB MARKARIAN	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (480) 893-7900	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: DAVID CLARK			Doors: 5DR	WD:
Parts Mgr: JASON DODGE			Fact: LINCOLN	Country: USA
Dir Name: TEMPE HONDA			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
8030 S. AUTOPLEX LOOP			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
TEMPE AZ 85284			Engine #: J35A75206800	Trans #: P36A7070363
Phone: (480) 893-7900	Fax #: 4804214865		Em Type: KA	
DPSM: RICHARD REBORI	Zone/Dist: 10D		RO #: 262513	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 6/26/2009 10:28:27 AM STEVEN
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ANY DTC'S?
 - 4 YOU CAN VERIFY THE COMPLAINT
 - 5 DOOR DOESNT WORK AT ALL?
 - 6 CHK ALL YOUR INPUTS
 - 7 REPLACE THE LATCH
 - 8 JUMP PINS 2-3-4-5-6 TO 1 INDIVIDUALLY AND SEE IF THE INPUTS CHANGE IN THE DATA LIST, IF THEY DO TAKE A SNAP SHOT WITH THE TAILGATE OPEN AND CLOSE AND SEND THEM TO US

Information from Dealer

- POWER TAILGATE WILL NOT OPERATE
NO
NONE
YES
WONT CLOSE, IT OPENS FINE
YES THE NEUTRAL SWITCH NEVER CHANGES
YES, SWAPPED A KG ONE
OK

- 6/26/2009 2:12:08 PM DAVEM
- 9
 - 10 LOOKS LIKE THE RLS SW IS 'ON' ALL THE TIME
 - 11 HMMM, WELL ODD THISNGS HAVE HAPPENED BEFORE. DSCNNCT THE LATCH. IF IT GOES OFF, RPLC THE LATCH AGAIN

- I SENT TWO SNAPS
WE JUST RPLCD THE LATCH
OK

- 6/26/2009 3:57:52 PM GARYR
- 14
 - 15 CHK IF THE STRIKER IS BENT
- 6/26/2009 3:47:01 PM GARYR
- 12
 - 13 D/C LATCH

- REPLD LATCH N/C
GOT D/C
- RELEASE STILL ON
GOES OFF

- 6/26/2009 4:28:06 PM GARYR
- 16 CB
 - 17 VOL DROP POWER AND GROUNDS TO THE C/U ALSO VOL DROP POWER AND GROUND TO THE CLOSER MOTOR

- ADJ STRIKER N/C

Attachment #4

Field Reports

2009 Odyssey Touring

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3050105	CHRISV	08/27/2010	CHRISV	1

Code **Original Complaint**
P 7850 ONLY OPENS 3/4 THEN CLOSSES

Probable Cause/Solution
WEAK STRUTS?, ASSIST AND RECK

ResIn Source: None **Date:**
Status: N/A **Mileage:** 32,922
Remarks / Requestor: **FE Status:**

Dealer #:	TZ:	EST	VIN: 5FNRL38929B [REDACTED]	Err:
Dlr Cont: STEVEN	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (352) 867-1900	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: JOSEPH OLDS			Doors: 5DR	WD:
Parts Mgr: EDDIE DELANEY			Fact: LINCOLN	Country: USA
Dlr Name: HONDA OF OCALA 1800 S.W. COLLEGE ROAD OCALA FL 34474			Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
Phone: (352) 867-1900	Fax #: 3528670122		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: DAVID CATHCART	Zone/Dist: 07H		Engine #: J35A75005699	Trans #: P36A7007953
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 313069	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/27/2010 7:39:56 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 CK FOR WEAK STRUTS, ASSIST THE DR AND RECK

Information from Dealer

POWER TAILGATE GOES UP 3/4 OF THE WAY, STOPS, THEN TRIES TO OPEN MORE, STOPS, THEN CLOSSES. CODE WAS CLEARED AND NEVER RETURNED

[MODEL: ODYSSEY][YEAR: 2009][PUBID: 0][SUBJECT:]
[KEYWORD: B1012]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2950575	CHRISR	01/06/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution		
P 8245 7840	TAILGATE, HATCH LATCH P/SLIDING DOOR PROB	INPUT?; MON WITH HDS DATALIST		
		ResIn Source: None		Date:
		Status: N/A		Mileage: 12,421
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL38949B	Err:
Dir Cont: RYAN SCULLY	Training %:		Year: 2,009	Model: ODYSSEY
Serv Ph: (302) 452-2709	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: ANDREW PRIVETT			Doors: 5DR	WD:
Parts Mgr: JOE ST JOHN			Fact: LINCOLN	Country: USA
Dir Name: MARTIN HONDA			Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
298 EAST CLEVELAND AVE			WhtBdy: ABS, AIR BAG, TCS, USA	
NEWARK DE 19711			Engine #: J35A75024749	Trans #: P36A7037462
Phone: (302) 452-2709	Fax #: 3028941264		Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05J		RO #: 464653	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

1/6/2010 12:31:13 PM CHRISR

- 1 ORIGINAL COMPLAINT

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

- 4 CK DATALIST AND COMPARE WITH RIGHT SIDE DOOR
- 5 MON RATCHT, 1/2 AND FULL
- 6 ALSO CK INPUT S ON TAILGATE LATCH

Information from Dealer

L/F POWER SLIDING DOOR IS INTERMIT INOP SAME WITH
POWER REAR HATCH CAN NOT GET EITHER TO WORK
PASSENGER SIDE DOOR IS WORKING FINE

[MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT:]
[KEYWORD: SLIDIING]
OK
OK
OK

Attachment #4

Field Reports

2010 Odyssey EX-L

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3037107	TERRYP	07/28/2010	TERRYP	3

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE WONT OPEN	FBF: REPLACED BAD RF DOOR LOCK ACTUATOR		
		Resln Source:	Feedback forms	Date: 07/28/2010
		Status:	N/A	Mileage: 13,626
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H66AE	Err:
Dlr Cont: JONAH JONES	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (770) 924-9000	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: SCOTT BAILEY			Doors: 5DR	WD:
Parts Mgr: KEITH PIERCE			Fact: LINCOLN	Country: USA
Dlr Name: HENNESSY HONDA OF WOODSTOCK			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
8931 HIGHWAY 92			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
WOODSTOCK	GA 30189		Engine #: J35A76003256	Trans #: P36A8003358
Phone: (770) 924-9000	Fax #: 7705925768		Em Type: KA	
DPSM: OPEN POSIT 7/5/11	Zone/Dist: 07E		RO #: 527103	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 7/28/2010 6:36:58 AM TERRYP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 ANY DTCS?
 - 5 INPUTS?
 - 6 MON INPUTS IN DATA LIST,CK ANY THAT DO NOT OPERATE CORRECTLY,PARK INPUT,LOCK KNOB SWITCHES

Information from Dealer

POWER TAILGATE WILL NOT OPEN WHEN ANY SWITCH IS PRESSED. WHEN OPEN WILL CLOSE WITH ANY SWITCH PRESSED

[MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT:]
 [KEYWORD: TAIL]
 NO
 DIDNT CK

7/28/2010 11:32:15 AM TERRYP

- 7 FBF

COMMENTS: THIS VEHICLE HAD A FAULTY DOOR LOCK ACTUATOR ON THE RIGHT FRONT DOOR. USING DATA LIST I SAW THAT ALL THE DOOR WOULD LOCK AND UNLOCK BUT THE RIGHT FRONT. I REPLACED THE ACTUATOR AND TAILGATE OEPRATES AS DESIGNED.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3145871	DAVIDK	05/03/2011	SHAWNW	3

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE NOT CLOSE	TAILGATE C/U?;SWAP	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 31,219
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: CST	VIN: 5FNRL3H60AB	Err:
Dir Cont: RYSZARD	Training %:	Year: 2,010	Model: ODYSSEY
Serv Ph: (312) 628-4400	Extn:	Tran: 5AT	Trim: EX-L
Serv Mgr: ANDREW ZAJAC		Doors: 5DR	WD:
Parts Mgr: KEITH SUDIE		Fact: LINCOLN	Country: USA
Dir Name: FLETCHER JONES HONDA 1100 NORTH CLARK ST. CHICAGO IL 60610		Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (312) 628-4400	Fax #: 3129440149	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: WILLIAM MCKEE	Zone/Dist: 08D	Engine #: J35A76005944	Trans #: P36A8007487
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 343652	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

5/3/2011 8:19:34 AM	DAVIDK	
1 ORIGINAL COMPLAINT		POWER TAIL GATE WONT CLOSE BUT OPENS FINE. NO DTC.
2 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?		[KEYWORD: POWER TAIL GATE]
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?		Y
5 ANY AFTER MARKET ACCESSORIES INSTALLED?		REAR CAR CRASH
6		N
7		REAR CAR CRASH.
8 PLEASE SEND A SNAP SHOT OF DATA LIST WITH TAIL GATE OPEN AND		TAIL GATE OPENS. WILL NOT CLOSE USING THE MASTER S/W
5/3/2011 10:57:22 AM	TROYS	
9		I SENT THE SNAP SHOT WILL YOU LOOK AT IT
10 LOOKING AT THE SS IT SHOWS THE LEFT PINCH SENSOR ON CONTANT DC SEE IF WORKS		
5/3/2011 11:22:59 AM	SHAWNW	
11		LEFT PINCH ALWAYS READS DETECT, EVEN WHEN I D/C C704 IT STILL READS DETECT
12 CHECK WIRES BETWEEN B CONN AT C/U AND C704 IF GOOD, LIKELY C/U		OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2989988	RUDYG	04/02/2010	RUDYG	1

Code	Original Complaint	Probable Cause/Solution
P 7850	PTG WON'T OPEN, B1386,B1387	PTG C/U?; CK FOR SHORTED PULSE WIRES FIRST
		ResIn Source: None Date:
		Status: N/A Mileage: 139
		Remarks / Requestor: FE Status:

Dealer #: Dir Cont: GARY MEACHAM Serv Ph: (253) 922-2673 Serv Mgr: DAN GONZALES Parts Mgr: JASON KILLMER Dir Name: HONDA OF FIFE 4301 20TH STREET EAST FIFE WA 98424 Phone: (253) 922-2673 Fax #: 2539221754 DPSM: PHIL HEINZMAN Zone/Dist: 02B Previous Dealer/Contact Date	TZ: PST Training %: Extn:	VIN: 5FNRL3H60AB [REDACTED] Err: Year: 2,010 Model: ODYSSEY Tran: 5AT Trim: EX-L Doors: 5DR WD: Fact: LINCOLN Country: USA Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA Engine #: J35A76007107 Trans #: P36A8009388 Em Type: KA RO #: 16555 Case Type: Technical W.O. #:
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Suggests

Information from Dealer

4/2/2010 4:02:00 PM RUDYG 1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA 4 DO CODES CLEAR? 5 PARTS REPLACED 6 DTC B1386: Power Tailgate Sensor Pulse A Circuit Malfunction DTC B1387: Power Tailgate Sensor Pulse B Circuit Malfunction 7 8 SEE ETM PG 136-3, CK PULSE A AND B WIRES FOR SHORT TO ANY OTHER WIRE IN B CONNECTOR AT C/U 9 THIS IS B14 AND B15. IF WIRES ARE OK, REPL PTG C/U	POWER TAILGATE NOT WORKING PROPERLY. IT BEGINS TO OPEN, THEN TRIES TO CLOSE, THEN TRIES TO OPEN AGAIN, THEN MOTOR STOPS AND SUPPORTS LIFT OPEN DOOR. BODY CODES B1386 AND B1387. [MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:] [KEYWORD: TAILGATE] YES BUT THEY COME BACK ON DRIVE UNIT, WILL START MOVING ARM AND THEN STOP I REMOVED LINKAGE TO DOOR TO ELIMINATE IT AND MOTOR BY ITSELF DOES THE SAME THING. OK OK
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3071418	DAVEM	10/20/2010	STEVEN	4

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE DOESNT OPEN	10/20: FIXED WITH KG POWER TRAILGATE C/U		
		Resln Source:	Spoke w/ Dealer	Date: 10/20/2010
		Status:	N/A	Mileage: 8,200
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H77AB [REDACTED]	Err:
Dir Cont: HECTOR ROSADO	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (201) 451-5370	Extn:		Tran: 5AT	Trim: EX-LR&N
Serv Mgr: HENRY FAMULARO			Doors: 5DR	WD:
Parts Mgr: JOHN BATTAGLIA			Fact: LINCOLN	Country: USA
Dir Name: METRO HONDA ROUTE 440 NORTH JERSEY CITY	NJ 07305		Desc: ODYSSEY 5DR EX-LR&N 6CYL 244.0	
Phone: (201) 451-5370	Fax #: 2013692322		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: DAN OUTTEN	Zone/Dist: 05C		Engine #: J35A76011487	Trans #: P36A8017803
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 150527	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

10/20/2010 10:05:12 AM	DAVEM	
1 ORIGINAL COMPLAINT		POWER TAILGATE WILL NOT OPEN OR CLOSE WHEN USING REMOTE OR PUSHING POWER TAILGATE BUTTON.
2 PREVIOUS REPAIRS OR PARTS REPLACED?		
3 ISIS SEARCH CRITERIA		[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
4		[KEYWORD: POWER TAILGATE]
5 ETM PAGE 136, OPEN TGHE TAIL GATE, USE B12 AND A4 TO PWR B9 AND B20 ON PAGE 136-3		JUST BEEPS WHEN TRYING TO OPEN AFTER THE LATCH RLS AND BEEPS. ALL INPUTS LOOK OK ABD COMPARE TO A KG CAR
6 NEXT USE A1 AND A2 ON PAGE 136 TO PWR A5 AND A3 ON PAGE 136-3 AND SEE IF TAILGATE MOVES DOWN AND UP OK		
10/20/2010 11:01:44 AM	DAVIDK	
7		A2 TO A5 TAIL GATE CLOSSES.
8 SEND SNAP SHOT OF REAR TAILGATE OPERATION		*UPLOADED A S/S
10/20/2010 11:32:20 AM	TERRYP	
9		*SEE ABOVE
10 ITS HERE. UPLOAD A S/S OF THE K/G LIKE VEH		
10/20/2010 1:25:24 PM	STEVEN	
11		SWAPPED KG POWER TRAILGATE C/U, THAT REPAIRED THE VEHICLE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2932077	JOHNB	11/24/2009	CHRISV	6

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE NO AUTO	12/3: REPLACED MOTOR		
		ResIn Source:	Spoke w/ Dealer	Date: 12/03/2009
		Status:	N/A	Mileage: 60
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H61AE [REDACTED]	Err:
Dir Cont: MATTHEW HILL	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (941) 743-8883	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: DANIEL WHITTINGTON			Doors: 5DR	WD:
Parts Mgr:			Fact: LINCOLN	Country: USA
Dir Name: CHARLOTTE HONDA			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
1252 TAMiami TRAIL			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
PORT CHARLOTTE	FL 33953		Engine #: J35A76017229	Trans #: P36A8027738
Phone: (941) 743-8883	Fax #: 9417434487		Em Type: KA	
DPSM: OPEN POSIT 7/5/11	Zone/Dist: 07J		RO #: 068622	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests**Information from Dealer**

11/24/2009 12:31:52 PM	JOHNB	1 ORIGINAL COMPLAINT 2 PREVIOUS REPAIRS OR PARTS REPLACED? 3 ISIS SEARCH CRITERIA 4 5 ANY FUSES BLOWN 6 I SEE NO CONNECTORS, GROUNDS OR VOLTAGES RELATING BETWEEN THE TAILGATE AND THE INTERIOR LIGHTS; LETS DIAG THE TAILGATE; PLEASE SEE IF CODE RESET AND THE PINCH SENSOR(S) ARE REPORTING APPLIED OR NOT	REAR POWER TAILGATE WILL NOT AUTO CLOSE. [MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:] [KEYWORD: POWER TAILGATE] B1378 CODE PRESENT; PASS SIDE PINCH SENSOR SHOWN APPLIED; REPLACED IT AND NOW THE TAILGATE STILL WILL START TO CLOSE, THEN BEEP 3 TIMES AND REOPEN; ALSO NOW THE INTERIOR LIGHTS AND THE HOMELINK ARE INOP NONE
11/25/2009 1:42:32 PM	TOMP	7 8 9 10 REPLACED ANY PARTS? 11 REFER TO ETM PG. 136-3, MEASURE VOLTAGE TO GROUND ON B13 AND B16, @ POWER TAILGATE CONTROL UNIT. THEN DISCONNECT THE PINCH SENSORS, THEN MEASURE VOLTAGE TO GROUND AND COMPARE SIDE TO SIDE.	MATT L (DIFFERENT FROM ORIG TECH.) PINCH SENSORS ARE NOT CAUSING THE PROBLEM. STILL GET SAME DTC B1378 SWAPPED SENSOR AND TAILGATE CU FROM KG CAR.
11/30/2009 7:36:13 AM	JOHNB	12 13 DO A VOLT DROP ON THOSE TWO WIRES AND SEE IF IT CHANGES WHEN SENSORS PLUGGED BACK IN; IF VOLTAGE SAME, THEN CHK FOR MECHANICAL ISSUES SUCH AS WEAK STRUTS, MOTOR, ETC.	I HAVE 11 VOLTS AT THE YEL/GRN, BLU/RED AT THE PINCH SENSOR WIRES WHEN THE SENSORS ARE DISCONNECTED
11/30/2009 8:03:23 AM	CHRISR	14 15 THATS OK, THE RESISTOR DROPS DOWN, WHAT WAS IT WHEN PUSHING PINCH 16 BUT YOUY HAVE CODES FOR RIGHT PINCH SENSOR 17 MONITOR V AT B13 WHILE DOOR MOVING 18 SHOULD BE 6V UNLESS PINCHED-0V OR OPEN-12V 19 OK	I HAVE 12V WHEN PICH SENSORS D/C'D AND 6V WHEN CONNECTED 0V YES OK OK
12/2/2009 1:29:42 PM	CHRISR	20 21 MOTOR CONTAINS PULSERS	THEY ORDERED THE TRACK OK
12/3/2009 12:09:11 PM	CHRISV	22	REPLACED THE MOTOR FOR THE FIX

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2960594	CHRISR	01/27/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 8245	POWER LIFTGATE WILL NOT OPEN	LIFT MOTOR?; CK DATA , COMPARE W/KG	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 30
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H74AB [REDACTED]	Err:
Dir Cont: SR TIM NORRIS	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (419) 529-4000	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: DAVE JAMES			Doors: 5DR	WD:
Parts Mgr: GREG RODENBERGER			Fact: LINCOLN	Country: USA
Dir Name: HONDA OF MANSFIELD			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
1493 PARK AVE. W.			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
MANSFIELD OH 44906			Engine #: J35A76019799	Trans #: P36A8031821
Phone: (419) 529-4000	Fax #: 4195298264		Em Type: KA	
DPSM: BRIAN SOLENTHALER	Zone/Dist: 04G		RO #: 300098	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

1/27/2010 9:53:18 AM CHRISR

- 1 ORIGINAL COMPLAINT

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

- 4
- 5 WHEN IN HAVE A SECOND CAR AVAIL W/PWR TLGT
- 6 MAY HAVE A MOTOR PROBLEM, WHEN IN, COMPARE DATA BTWN CARS WHEN CLOSED AND WHEN OPEN
- 7 GIVE 15-20% ASSIST TO TAILGATE WHEN OPENING AND SEE IF OK, IF SO TRY RESETTING, IF SAME, MOTOR MAY BE BAD

Information from Dealer

POWER LIFTGATE WILL NOT OPEN PROPERLY....JERKS WHEN OPENING AND BOUNCHES AND KIND OF CATCHES THEN OPENS....WILL NOT CLOSE FROM ANY BUTTON....REMOTE...DASH SWITCH OR BUTTON ON GATE...NO DTC...AVAIL....SOLD UNIT...

[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:]
[KEYWORD: LIFTGATE]

CAR IS GONE NOW BUT BUILDING A PLAN

OK

OK

OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3032734	KENTO	07/16/2010	CHRISV	3

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE POP NS	FBF: REPLACED TAILGATE STAYS	
		ResIn Source: Feedback forms	Date: 07/19/2010
		Status: N/A	Mileage: 4,559
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H62AB	Err:
Dir Cont: SCOTT MARTINAT	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (828) 267-7499	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: ROBERT ALLISON			Doors: 5DR	WD:
Parts Mgr: MIKE MARTIN			Fact: LINCOLN	Country: USA
Dir Name: HONDA CARS OF HICKORY 945 HIGHWAY 70 SE HICKORY NC 28602			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (828) 322-2673	Fax #: 8283228492		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: MARK SIMPSON	Zone/Dist: 06K		Engine #: J35A76023669	Trans #: P36A8037834
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 311053	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

7/16/2010 1:46:46 PM KENTO	
1 ORIGINAL COMPLAINT	POWER TAILGATE MAKES CLUNKING SOUND WHEN TAILGATE ARM REACHES MAX TRAVEL STROKE/ COMPARED TO ANOTHER VAN WITH SAME / BOTH MAKE SIMILAR SOUNDS WHEN OPENING/CUSTOMERS VAN IS LOUDER/ IS THERE ANY ADJUSTMENT ANYWHERE?
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:]
4 TRANSFER TO GENERAL T/L	[KEYWORD: TAILGATE]
7/16/2010 1:49:00 PM CHRISV	
5	THE ARM SEEMS LOOSE
6 BY THE BUSHING	YES
7 REPLACE THE ARM	
7/19/2010 7:27:28 AM CHRISV	
8 FBF	COMMENTS: NOT SURE WHICH CHRIS. REPLACED BOTH POWER TAILGATE STAYS. WAS SUGGESTED BY TECH LINE TO REPLACE POWER TAILGATE ARM AND GUIDE. THOUGHT I WOULD TRY THE STAYS FIRST. FIXED POPPING NOISE FROM ARM AND GUI DE AREA. KEEP IT SIMPLE . WASN'T THERE A PRODUCT UPDATE ON THOSSES STAYS?

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2969917	CHRISR	02/17/2010	CHRISR	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE NO OPEN INT	LOCK INPUT?; MON W/HDS ALL LOCK INPUTS	
		Resln Source: None	Date:
		Status: N/A	Mileage: 969
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H72AE [REDACTED]	Err:
Dir Cont: ANGELO	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (914) 631-0815	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: PETER ZABLOCKI			Doors: 5DR	WD:
Parts Mgr: XU ZHENG			Fact: LINCOLN	Country: USA
Dir Name: TARRYTOWN HONDA 480 S. BROADWAY TARRYTOWN NY 10591			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
Phone: (914) 631-0815	Fax #: 9146315547		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: STEFANIE SENKIW	Zone/Dist: 05E		Engine #: J35A76025473	Trans #: P36A8040571
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 53352	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 2/17/2010 7:52:49 AM CHRISR
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4 VERIFY ALL DOORS UNLOCKED, CK DATALIST WHEN TAILGATE NO OPEN

Information from Dealer

REAR HATCH INOP

[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:]
[KEYWORD: HATCH]
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3128341	RAYD	03/14/2011	STEVEN	2

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE INOP	ALL SWTCH INPUTS NG;GROUND C5 AT UNIT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 15,274
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H6XAB [REDACTED]	Err:
Dir Cont: REN NEWCOMER	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (301) 279-8600	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: MARK NICCHITTA			Fact: LINCOLN	Country: USA
Dir Name: HERSON'S HONDA 15525 FREDERICK ROAD ROCKVILLE MD 20855			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (301) 279-8600	Fax #: 3012797664		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DANIEL MAY	Zone/Dist: 06A		Engine #: J35A76026088	Trans #: P36A8041690
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 89165	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

3/14/2011 11:14:22 AM 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
- 7 FROM ANY SWITCH?
- 8 TWO THINGS IN COMMON, THE SCOM AND UNIT, MEASURE VOLTAGE ON C5, AND B5, SHOULD HAVE NO VOLTAGE ON B5, TRY GROUNDING C5, IF IT OPERATES MAY HAVE BAD SWITCH SCOM; CONTROL UNIT

POWER TAILGATE INOP, NO CODES. DATA LIST SHOWS NOSWITCH INPUTS WHEN SWITCHES OPERATED.
[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
[KEYWORD: POWER TAILGATE]
YES

NO INPUT FROM ANY OF THE SWITCH INPUTS, I TRIED BYPASSING THE SWITCHES AT THE CONTROL UNIT, NO CHANGE, I CAN MAKE IT WORK WITH THE HDS. THE ONLY THING I DONT HAVE IS ANY SWITCH INPUT
YES

3/14/2011 11:47:30 AM STEVEN

- 9
- 10 DOES THE TAILGATE WORK WHEN YOU DO THE FUNCTION TEST?
- 11 WHAT ABOUT WITH THE REMOTES
- 12 YOU CAN TRY A REMOTE FROM PARTS. VOLTAGE DROP THE INPUTS AT THE C CONNECTOR, MAKE SURE THE 5 VOLT REFERENCE GOES AWAY WHEN YOU OPERATE EACH SWITCH
- 13 IF ALL IS OK REPLACE THE POWER TRAILGATE CONTROL UNIT

IF I GROUND THE INPUTS DIRECTLY AT THE C CONNECTOR OF THE CONTROL UNIT, NOTHING STILL HAPPENS. THEY DO NOT CHANGE IN THE DATA LIST
YES

DONT HAVE THE REMOTE

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2952472	JOHNB	01/11/2010	JOHNB	2

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE INOP	FBF: REPLACED TAILGATE C/U;FIXED	
		ResIn Source: Feedback forms	Date: 01/12/2010
		Status: N/A	Mileage: 1,050
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: CST	VIN: 5FNRL3H72AB [REDACTED]	Err:
Dir Cont: SAM GOODLOE	Training %:	Year: 2,010	Model: ODYSSEY
Serv Ph: (615) 896-3480	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: JAMES HALFORD		Doors: 5DR	WD:
Parts Mgr: JAMES HALFORD		Fact: LINCOLN	Country: USA
Dir Name: REDDELL HONDA 1625 SO. CHURCH STREET MURFREESBORO TN 37130		Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
Phone: (615) 896-3480	Fax #: 6158930638	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	Engine #: J35A76028435
DPSM: CHRISTINE LANE	Zone/Dist: 07A	Em Type: KA	Trans #:
Previous Dealer/Contact	Date	RO #: 217440	Case Type: Technical
		W.O. #:	

Tech Line Suggests

Information from Dealer

1/11/2010 9:55:41 AM	JOHNB
1 ORIGINAL COMPLAINT	CUSTOMER COMPLAINT OF POWER TAILGATE IN-OP. TAILGATE WILL NOT WORK FROM ANY SWITCH INPUT. FUSES ARE GOOD, TAILGATE CONTROL UNIT INPUT TEST IS GOOD EXCEPT THAT OUTSIDE CHIME DOESN'T WORK. BODY DTCS B1163 & B1164 HAD BEEN STORED BUT HAVE NOT COME BACK SINCE BEING CLEARED.
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT: EXTERIOR][KEYWORD:]
4	CODES B1163,1164 WILL NOT RESET;POWER DOORS WORK FINE;POWER TAILGATE COMPLETELY INOP CANNOT OPEN OR CLOSE ELECTRICALLY;NO OTHER CODES;I CAN SEE ALL PROPER SW COMMANDS,LATCH AND PINCH SENSOR FUNCTIONS
5 CAN YOU COMMAND THE TAILGATE MOTOR OPERATION VIA HDS	NO
6 HAVE POWER AND GROUND TO POWER TAILGATE C/U	YES
7 THEN TEST TAILGATE MOTOR AND CIRCUIT;POSS MOTOR AND/OR POWER TAILGATE C/U?	
1/12/2010 9:49:56 AM	JOHNB
8 RECEIVED FEEDBACK FAX: 2952472 5FNRL3H72AB041735 01/12/2010 ODYSSEY 2010 208071 JOHN_BURNSIDE COMMENTS: REPLACED POWER TAILGATE CONTROL UNIT. SYSTEM NOW OPERATES PROPERLY.	
9 PENDED TO TECHLINE GENERAL GROUP PENDED TO TECHLINE POWERTRAIN GROUP	

Tech Line Suggests

Information from Dealer

3/11/2010 12:19:10 PM JOHN B

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 ANY CODES
- 6 IF YOU USE THE HDS IN BODY ELECTRICAL,INPUTS,TAILGATE;DO ALL INPUTS SHOW ON/OFF OR DETECT IN PROPER FASHION
- 7 IF YOU USE HDS IN BODY ELECTRICAL,OUTPUTS,TAILGATE,CAN YOU COMMAND THE MOTOR AND CLUTCH TO OPERATE
- 8 THEN HAVE YOU TRIED TO JUMPER YOUR OWN VOLTAGE AND GROUND FROM THE C/U END ON THE MOTOR AND CLUTCH CIRCUITS;DO THEY OPERATE
- 9 PLEASE DO;IF THEY OPERATE,THEN POSS POWER TAILGATE C/U,OR LOOS OF VOLTAGE AND GROUND TO C/U ON A2,B12,B10,C14;ALSO CHK FOR GROUND ON B19,A1,A4

TAIL GATE WILL NOT OPEN WITH REMOTE OR FROM DASH OR CLOSE FROM BUTTON ON TAIL GATE.

[MODEL: ODYSSEY][YEAR: 2009][PUBID:][SUBJECT:]
[KEYWORD: TAIL GATE]
POWER TAILGATE INOP;I CAN UNLATCH AND OPEN IT MANUALLY,BUT CANNOT OPEN OR CLOSE IT ELECTRICALLY
NONE
YES

NO

THE MOTOR DOES,DID NOT TRY THE CLUTCH

3/15/2010 8:15:11 AM CHRIS V

- 10
- 11 WHAT DO YOU HAVE FOR V ON PIN C2
- 12 ARE YOU SURE
- 13 CK FOR V AT C1. JUMP PINS 1 AND 2 AT THE CLOSER MOTOR AND RECK

THE DATALIST SHOWS THE FULL LATCH ON ALL THE TIME. ALREADY REPLACED THE C/U AND CLOSER MOTOR

8.7
YES

3/15/2010 10:42:14 AM CHRIS R

- 14
- 15 4,5,6?
- 16 ALL 5 SHOULD HAVE SAME REF V ON IT
- 17 CHECK AT C/U THEN WORK DOWN

I HAVE 8V AT 2,3
NONE
OK
OK

3/15/2010 12:26:43 PM CHRIS V

- 18
- 19 DID YOU JUMP PIN 2 TO PIN 1
- 20 DISCONN BOTH UNITS AND CK C11 TO PIN 1

SAME V AT THE C/U AS AT THE CLOSER MOTOR. I WAS ABLE TO JUMP PIN 2 TO GND AND THE V DROPED AND SHOWED THE DR OPEN ON THE DATALIST
YES AND NC

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3124135	TOMM	03/02/2011	TOMM	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE PROB(NO	REAR F/B MPX?;/SWAP KG	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 18,296
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H65AB	Err:
Dir Cont: DAVID GARCIA	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (856) 728-2700	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: RAYMOND MALDONADO			Doors: 5DR	WD:
Parts Mgr: STEVE BAPTIST			Fact: LINCOLN	Country: USA
Dir Name: HONDA OF TURNERSVILLE			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
3400-G ROUTE 42			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
TURNERSVILLE NJ 08012			Engine #: J35A76030571	Trans #: P36A8048329
Phone: (856) 728-2700	Fax #: (856) 728-3820		Em Type: KA	
DPSM: ANDREW MCGOWAN	Zone/Dist: 05J		RO #: 183944	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>3/2/2011 10:35:32 AM TOMM</p> <ol style="list-style-type: none"> 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 TRY TO OPERATE IT WITH HDS? 7 CHECK CONNECTIONS @ REAR MPX AND POWER TAILGATE C/U. IF CONNECTIONS ARE ALL GOOD, SWAP IN A KG REAR F/B MPX. 	<p>POWER TAILGATE DOES NOT CLOSE WITH ANY SWITCH VAN HAS BEEN MODIFIED FOR A DISABLED PERSON [MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:] [KEYWORD: POWER TAIL GATE] YES, TAILGATE WILL POWER OPEN, BUT WILL NOT POWER CLOSE WITH ANY INPUT (NO BEEP) HEAVILY MODIFIED HANDICAP VAN. MANY HANDICAP MODS AND WIRING HARNESSSES. YES, AND HDS SHOWS SIGNAL IS BEING SENT TO CLOSE DOOR. OK, I SEE LOTS OF WELDING DONE NEAR REAR MPX BOX.</p>
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3116309	DAVEM	02/09/2011	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	PWR TAILGATE REOPENS @	LATCH INPUT?; SNAP AND REVIEW	
		Resln Source: None	Date:
		Status: N/A	Mileage: 15,454
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H6XAB [REDACTED]	Err:
Dir Cont: NICK GAGLIARDI	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (732) 542-5901	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: STEVE BREEDEN			Doors: 5DR	WD:
Parts Mgr: JASON WOODS			Fact: LINCOLN	Country: USA
Dir Name: DCH KAY HONDA 200 ROUTE 36 EATONTOWN NJ 07724			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (732) 542-5901	Fax #: 7325425397		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: BILL HALLSWORTH	Zone/Dist: 05G		Engine #: J35A76034650	Trans #: P36A8054380
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 652686	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

2/9/2011 11:52:45 AM DAVEM

- 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 MON THE LATCH INPUTS, BUT IF YOU ARE HAVING A HARD TIME, TAKE A SNAP

Information from Dealer

VEHICLES POWER TAILGATE IS WORKING INCORRECTLY BUT NOT ALL THE TIME. INTERMITANTLY UPON CLOSING, THE TAILGATE WILL REACH ITS FULLY LATCHED POSITION THEN IMMEDIATLY UNLATCH (THREE BEEPS SOUND INSIDE THE CAR) AND RETURN TO THE FULLY OPEN POSITION
 [MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
 [KEYWORD: TAILGATE]
 y
 N
 N
 CAN'T ALWAYS DUP, BUT WHAT TO LOOK FOR

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
2997530	DAVEM	04/21/2010	RUDYG	3

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE MAKES POP	WAR: REPLACED, ARM, DRIVE AND MOTOR	
		ResIn Source: Warranty	Date: 07/16/2010
		Status: N/A	Mileage: 50
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL3H79AB	Err:
Dir Cont: JOSE QUIROGA	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (972) 731-3100	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: RANDY STRAWN			Doors: 5DR	WD:
Parts Mgr: CHRIS EDGAR			Fact: LINCOLN	Country: USA
Dir Name: DAVID MCDAVID HONDA OF FRISCO 1601 N. DALLAS PARKWAY FRISCO TX 75034			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
Phone: (972) 731-3100	Fax #: 9727313179		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: OLEN CURL	Zone/Dist: 03A		Engine #: J35A76044379	Trans #: P36A8068199
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 223834	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

4/21/2010 11:51:46 AM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 FRAME THAT THE MTR MOUNTS TOO?
- 6 WHEN YOU OPEN BY HAND?
- 7 ARM OF THE MOTOR OR MOTOR IT'S SELF?
- 8 NO KNOWN ISSUES> SWAP ARM> SWAP MTR

C/S TAILGATE MAKES POPPING NOISE WHEN OPENING WITH AUTO FUNCTION

[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:]
[KEYWORD: TAILGATE]
THIS CAR SOUNDS LIKE A KG, BUT THIS IS LOUDER. I RPLCD THE FRAME, SAME
YES
NO SOUND
I THINK THE ARM

12/8/2010 3:18:28 PM RUDYG

- 9 12/8/2010 03:25:03 PM RUDYG(REVIEWED WARR CLAIMS)
- 10 FROM CLAIM: Labor: 8231J8 (POWER TAILGATE MOTOR - REPLACE.) Contention: 01201 (CUST STATES THAT THE DVD PLAYER AND REAR LIFTGATE ARE NOTWORKING) Failed Part: 74964-SHJ-A62 (DRIVE UNIT) Replaced Part(s): 74964-SHJ-A62 DRIVE UNIT 74965-SHJ-A61 MOTOR ASSY. 74967-SHJ-A61 ARM UNIT 84162-SHJ-A01ZD CAP, L. *NH598L*

FROM CLAIM : REPLD ALL PTG DRIVE UNIT COMPONENTS

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3151083	CHRISV	05/17/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE WONT OPEN	LOCK KNOB SW; MON DATALIST	
		Resln Source: None	Date:
		Status: N/A	Mileage: 12,000
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H72AB	Err:
Dir Cont: HENRY	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (201) 451-5370	Extn:		Tran: 5AT	Trim: EX-LR&N
Serv Mgr: HENRY FAMULARO			Doors: 5DR	WD:
Parts Mgr: JOHN BATTAGLIA			Fact: LINCOLN	Country: USA
Dir Name: METRO HONDA ROUTE 440 NORTH JERSEY CITY	NJ 07305		Desc: ODYSSEY 5DR EX-LR&N 6CYL 244.0	
Phone: (201) 451-5370	Fax #: (201) 369-2322		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: DAN OUTTEN	Zone/Dist: 05C		Engine #: J35A76048018	Trans #: P36A8073465
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 165504	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

5/17/2011 12:43:28 PM 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 MON DATALIST FOR LOCK KNOB SW INPUTS

POWER TAIL GATE DON'T OPEN WITH OUTER HANDLE ,
DASH SWITCH AND HDS BUT CLOSE OK PERFORM INPUT
TEST BEEPER FAIL ALL OTHER INPUT TEST PASS .
REPLACE CONTROL UNIT, OUTER HANDLE AND TAIL GATE
LATCH ASSY.CAR WERE IN AN ACCIDENT ON THE RIGHT
SIDE.
[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
[KEYWORD: POWER TAIL GATE]

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3017190	CHRISV	06/09/2010	CHRISV	4

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE WONT OPEN	FBF: SOFTSET CONN AT PASS ACTUATOR		
		ResIn Source:	Feedback forms	Date: 06/10/2010
		Status:	N/A	Mileage: 114
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL3H7XAB [REDACTED]	Err:
Dir Cont: RON STUBBS	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (414) 328-3500	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: PETER LOBERG			Doors: 5DR	WD:
Parts Mgr:			Fact: LINCOLN	Country: USA
Dir Name: SCHLOSSMANN'S HONDA CITY 3450 SO. 108TH STREET MILWAUKEE WI 53227			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
Phone: (414) 328-3500	Fax #: 4143283531		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: WAYNE NICKLAS	Zone/Dist: 08B		Engine #: J35A76057561	Trans #: P36A8087708
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 406563	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

6/9/2010 10:32:01 AM CHRISV	
1 ORIGINAL COMPLAINT	POWER LIFT GATE WILL NOT OPEN
2 PREVIOUS REPAIRS OR PARTS REPLACED?	
3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT: DOORS]
	[KEYWORD:]
4	REPLACED THE LATCH AND C/U BUT NC
5 ANY CODES	NO
6 MON LOCK KNOB SW INPUTS	
6/9/2010 11:23:17 AM JERRYA	
7 06/09/10 14:23:26 JERRYA: (CALL FROM DEALER)	RON;TECH
8 ANY CODES	NONE
9 RESET THE MODULE	MANY TIMES
10 TRY A KOBCR FOR 20 MIN AND RECHECK , LETS MAKE SURE ALL THE TESTING AND RESETTING OF CONNECTION HAVENT CAUSED AN ISSUE,	OK I'LL LET YOU KNOW
6/9/2010 1:04:26 PM CHRISV	
11	FOUND THE FRT PASS LOCK KNOB SW IS INOP
12 MON V AT PIN 2 OF THE PASS ACTUATOR LOCK AND UNLOCKED	
6/10/2010 9:19:17 AM CHRISV	
13 FBF	COMMENTS: WENT INTO PASS FRONT DOOR TO CHECK VOLTAGE AT LOCKKNOB SWITCH AND FOUND CONNECTOR NOT SEATED ALL TH E WAY CHECKED VOLTAGE OK SEATED CONNECTOR ALL SYS OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3032351	TOMP	07/16/2010	DAVEM	2

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE MAKES POP	CHARACTERISTIC; ED CUST> DPSM		
		ResIn Source: None		Date:
		Status: N/A		Mileage: 1,481
		Remarks / Requestor:		FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL3H70AB [REDACTED]	Err:
Dir Cont: JONATHAN	Training %:	Year: 2,010	Model: ODYSSEY
Serv Ph: (410) 267-7100	Extn:	Tran: 5AT	Trim: EX-LRES
Serv Mgr: DAVID TENNANT		Doors: 5DR	WD:
Parts Mgr: FRANK HARRIS		Fact: LINCOLN	Country: USA
Dir Name: HONDA OF ANNAPOLIS 1736 WEST STREET ANNAPOLIS MD 21401		Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
Phone: (410) 267-7100	Fax #: 4102675925	WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: BILL	Zone/Dist: 06F	Engine #: J35A76063754	Trans #: P36A8096660
Previous Dealer/Contact	Date	Em Type: KA	
		RO #: 232963	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

- 7/16/2010 7:26:15 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5
 - 6 HOW CAN I HELP?
 - 7 REVIEW "CASES" AND "KBs"; FOUND ONE WITH EXACT SAME DESCRIPTION.
 - 8 THE WARRANTY CLAIM INDICATES THEY REPLACED ALL POWER TAILGATE PARTS, MOTOR, ARM AND DRIVE UNIT.
 - 9 INSPECT THE ARM BUSHINGS: SEE 2010 ODYSSEY - Power Tailgate Drive Unit Replacement STEP 2 ILLUSTRATION.
 - 10 74967-SHJ-A61 ARM UNIT
- 9/10/2010 12:24:58 PM DAVEM
- 11
 - 12
 - 13 IF COMAPARES TO OTHERS, STOP. DPSM EVAL TO ED CUST THAT THIS IS A CHARAICTERISTIC> HAVE CUST BRING IN THIS OTHER VEHICAL TO COMPARE IT TO

Information from Dealer

POWER TAILGATE MOTOR MAKES NOISE

[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:]
[KEYWORD: TAILGATE]

JONATHAN
LET ME EXPLAIN: WHEN THE POWER OPTION IS USED THERE IS A POP NOISE WHEN TAILGATE REACHES THE FULL UP POSITION.
HAVE YOU HEARD OF THIS?

DAVID TENNANT, 5428 MILES
THE RR TAILGATE MTR CLUTCH DISENGAGES ONCE THE TAILGATE GETS TO THE TOP AND STOPS. IT COMPARES TO THE DPSMs CAR AND SEVERAL ON THE LOT, BUT THE CUST STATES SHE KNOWS OF ONE THAT DOES NOT. ANY HIST OR ADVISE?
OK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3073956	LARRYL	10/26/2010	STEVEN	5

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE INOP	CONNECTIONS?; CK SW INPUTS		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 1,940
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL3H76AB [REDACTED]	Err:
Dir Cont: MATT	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (217) 356-0303	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: STAN WHITE			Doors: 5DR	WD:
Parts Mgr: GARY ROY			Fact: LINCOLN	Country: USA
Dir Name: TWIN CITY HONDA 100 BURWASH SAVOY IL 61874			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
Phone: (217) 356-0303	Fax #: 2173660058		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: DAVID JACKSON	Zone/Dist: 08J		Engine #: J35A76074334	Trans #: P36A8113397
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 180181	
			Case Type: Technical	
			W.O. #:	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3043039	TOMP	08/11/2010	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE INOP	PINCH SENSOR INPUT; TAKE/SEND SNAPSHOT		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 29
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL3H72AB	Err:
Dlr Cont: JUSTIN SPILLER	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (501) 227-7000	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr: JASON SPILLER			Doors: 5DR	WD:
Parts Mgr: ED HARPER			Fact: LINCOLN	Country: USA
Dlr Name: BALE HONDA			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
10 COLONEL GLENN COURT			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
LITTLE ROCK AR 72210			Engine #: J35A76074807	Trans #:
Phone: (501) 227-7000	Fax #: 5012288114		Em Type: KA	
DPSM: AMY CLAWSON	Zone/Dist: 03F		RO #: 378101	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 8/11/2010 7:17:20 AM TOMP
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 CAN YOU DUPLICATE THE COMPLAINT?
 - 6 DTCs?
 - 7 HOW CAN I HELP YOU TODAY?
 - 8 DOES THE TAILGATE OPEN WHEN CLOSED?
 - 9 TAKE SNAP SHOT OF THIS CAR AND KG
 - 10 THEN REVIEW THE S/S
 - 11 IF YOU DON'T SEE ANY PROBLEMS SEND S/S TO TECHLINE AND CALL AFTER 30 MIN

Information from Dealer

POWER REAR HATCH NOT OPERATING WITH KEYLESS REMOTEOR DASH SWITCH

[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT:]
 [KEYWORD: POWER GATE]
 JUSTIN:
 YES
 NO
 I CAN'T FIND ANY INFO TO FIX THE PROBLEM.
 SOME TIMES.

Tech Line Suggests

Information from Dealer

10/26/2010 1:06:35 PM	LARRYL	1 ORIGINAL COMPLAINT	WHEN TRYING TO TRANSFER MILEAGE TO NEW GAUGE CONTROL MODULE IT SAYS HDS NOT COMMUNICATING WITH OLD GAUGE CONTROL UNIT
		2 PREVIOUS REPAIRS OR PARTS REPLACED?	
		3 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
		4 TRANSFER TO GEN TL	[KEYWORD: B1162]
10/26/2010 1:09:17 PM	DAVIDK	5	GAUGE IS REPLACING FOR B1162 CODE. TAIL GATE IS NOT WORKING. DIAG FOR B1162 SENDS YOU TO REPLACE THE GAUGE.
		6	REPLACED THE GAUGE. TAIL GATE WORKS AND CODE IS GONE BUT UNABLE TO COM W OLD GAUGE
		7 IF GAUGE IS NOT ABLE TO COM W HDS THEN YOU CAN NOT PULL INFO. PALO ALTO OR DOOR STICKER	
10/27/2010 6:18:03 AM	LARRYL	8 FBF	REPLACED GAUGE TO FIX
11/1/2010 8:13:31 AM	RUDYG	9 11/1/2010 08:13:42 AM RUDYG	(MATT) CAR IS BACK AGAIN. TAILGATE DOESN'T OPEN AGAIN. I HAD TO USE MAN RELEASE TO GET IT TO OPEN
		10 ARE YOU AT VEH RIGHT NOW	NO
		11 ONCE OPENED DOES DOOR CLOSE	NO, JUST BEEPS UNTIL YOU CLOSE THE LATCH
		12 ANY CODES?	HAD B1162 LAST TIME, NONE THIS TIME
		13 WHAT HAS BEEN REPLACED SO FAR	LATCH AND GAUGE MODULE
		14 USE HDS AND LOOK AT TAILGATE DATA LIST, WHEN DOOR CLOSED IT SHOULD ONLY HAVE RATCHET SW ON, ALL OTHERS SHOULD BE OFF	OK
		15 WHEN DOOR OPENED, RELEASE, FULL AND 1/2 LATCH SHOULD BE ON. START WITH CHECKING THESE	OK
11/1/2010 8:55:21 AM	STEVEN	16	ICANT COMMUNICATE WITH THE TAILGATE ON THE KG VEHICLE
		17 SAYS NO COMMUNICATION?	NO, THERE IS NO POWER TAILGATE SELECTION PERIOD
		18 BUT THE VEHICLE IS EQUIPED WITH A POWER TAILGATE?	YES
		19 HOT SWAP	I TRIED THAT BUT IT ONLY COMMUNICATED FOR A MINUTE
		20 SEE IF WE CAN DO IT QUICKLY WHILE IT STILL COMS AND COMPRE THE INPUTS OTHERWISE SEND US A SNAPSHOT OF THE TAILGATE ON THE FAILED VEHICLE	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3192406	CHRISV	09/08/2011	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	TAILGATE OPEN ON OWN	CLEAR CODES AND RECK	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 11,731
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	CST	VIN: 5FNRL3H76AB	Err:
Dir Cont: PAUL PERKINS	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (608) 273-3344	Extn:		Tran: 5AT	Trim: EX-LRES
Serv Mgr:			Doors: 5DR	WD:
Parts Mgr: DAVID DUNAHEE			Fact: LINCOLN	Country: USA
Dir Name: ZIMBRICK HONDA			Desc: ODYSSEY 5DR EX-LRES 6CYL 244.0	
1601 WEST BELTLINE HWY			WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
MADISON WI 53713			Engine #: J35A76077637	Trans #: P36A8118682
Phone: (608) 273-3344	Fax #: (608) 271-3506		Em Type: KA	
DPSM: MICHAEL CLARK	Zone/Dist: 08C		RO #: 353721	
Previous Dealer/Contact	Date		Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

9/8/2011 7:39:17 AM	CHRISV
1 ORIGINAL COMPLAINT	TAILGATE OPENS BY ITSELF
2 ISIS SEARCH CRITERIA	[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
	[KEYWORD: B2059]
3 CAN YOU VERIFY THE CUSTOMER'S COMPLAINT?	NO
4 ANY PREVIOUS REPAIRS OR PARTS REPLACED?	NO
5 ANY AFTER MARKET ACCESSORIES INSTALLED?	NO
6	CUST WHILE UNLOADING AT A HOTEL, THEY CAME BACK DOWN TO THE CAR AND FOUND THE TAILGATE OPEN. CLOSED THE TAILGATE AND THEN CAME BACK AND FOUND THE TAILGATE OPEN AGAIN. CLOSED THE TAILGATE AND THE PSD'S OPENED ON THEIR OWN.
7 ANY CODES	B1012 B1163 B1222 B2007 B2059
8 DO THE CODES CLEAR	DID NOT CK
9 WHERE WERE THE REMOTES WHEN THIS WAS GOING ON	THEY SAID THEY PUT THE REMOTES ON THE DASH AND IT STILL HAPPEND
10 CLEAR CODES AND RECK, TRY TO DUP	

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3179097	DAVEM	08/03/2011	DAVEM	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	PTG TRAPPED CUST 2X	UNKNOWN, NO DUP; DPSM EVAL AND DIRECTION		
		ResIn Source:	None	Date:
		Status:	N/A	Mileage: 9,383
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H66AB [REDACTED]	Err:
Dir Cont: STUART	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (305) 256-2340	Extn:		Tran: 5AT	Trim: EX-L
Serv Mgr: BERNIE CHIONG			Doors: 5DR	WD:
Parts Mgr: MIKE FRANCESCHI			Fact: LINCOLN	Country: USA
Dir Name: SOUTH MOTORS HONDA 16165 S. DIXIE HWY MIAMI FL 33157			Desc: ODYSSEY 5DR EX-L 6CYL 244.0 HP	
Phone: (305) 256-2340	Fax #: (786) 242-1131		WhtBdy: P/S, SUN ROOF, ABS, AIR BAG, USA	
DPSM: KEVIN MCCLUNG	Zone/Dist: 07N		Engine #: J35A76080779	Trans #: P36A8124194
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 101652	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

<p>8/3/2011 10:28:34 AM DAVEM</p> <ol style="list-style-type: none"> 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 CODES? 8 WEAK STRUTS? 9 CHK FOR CODES 10 PLACE VAN NOSE UP AND DOWN AND TEST THE PTG AGAIN 11 DPSM DIRECTION SINCE CUST STATES VAN MIGHT BE A HAZARD 	<p>CUST STATES TAILGATE CAME DOWN BY ITSELF TWICE [MODEL: CIVIC][YEAR: 2009][PUBID: 0][SUBJECT:][KEYWORD: DTC]</p> <p>N N N</p> <p>CUST STATES 2X THE PTG CAME DONE AND TRAPPED THEM. WE CANNOT DUP. THE CUST CANNOT DEMO. NO PRVS WORK WE CAN SEE. CUST FEELS VAN IS A HAZARD DID NOT CHECK CORNERS DON'T SAG</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Attachment #4

Field Reports

2010 Odyssey Touring

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3054045	DAVEM	09/07/2010	DAVEM	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE INOP	OPEN IN THE SW INPUT TO LATCH; MON DATALIST TO ISO	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 26,153
		Remarks / Requestor:	FE Status:

Dealer #:	TZ: EST	VIN: 5FNRL3H97AB [REDACTED]	Err:
Dir Cont: DANNY LEDFORD	Training %:	Year: 2,010	Model: ODYSSEY
Serv Ph: (864) 585-5344	Extn:	Tran: 5AT	Trim: TOUR
Serv Mgr: MIKE LANCASTER		Doors: 5DR	WD:
Parts Mgr: ALEC ROSENBERGER		Fact: LINCOLN	Country: USA
Dir Name: VIC BAILEY HONDA 500 E. DANIEL MORGAN SPARTANBURG SC 29302		Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
		WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (864) 585-5344	Fax #: 8645946830	Engine #: J35A76026156	Trans #: P36A8041244
DPSM: PER BOLLNER	Zone/Dist: 06J	Em Type: KA	
Previous Dealer/Contact	Date	RO #: 74104	
		Case Type: Technical	
		W.O. #:	

Tech Line Suggests

Information from Dealer

9/7/2010 1:56:08 PM DAVEM

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4 CODES?
- 5 DATALIST?
- 6 EVEN THE FL AND HL SWs?
- 7 COMPARE TO A KG
- 8 JUMP THE TAILGATE LATCH SW'S AND MON THE DATALIST. THEY SHOULD GO "GREEN" WHEN JUMPED
- 9 ISO THE OPEN IN THE HRNSS

POWER TAILGATE INOP.

[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT: BODY]
[KEYWORD:]
NONE
ALL SW'S ARE OFF AND THE TAILGATE IS CLOSED
YES

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3007094	JOHNB	05/14/2010	RUDYG	3

Code	Original Complaint	Probable Cause/Solution		
P 7850	POWER TAILGATE CODE B1382	5/28: SOFTSET C704 CONNECTOR		
		Resln Source: Spoke w/ Dealer	Date:	05/28/2010
		Status: N/A	Mileage:	730
		Remarks / Requestor:	FE Status:	

Dealer #:	TZ:	EST	VIN: 5FNRL3H92AE [REDACTED]	Err:
Dir Cont: JUSTIN LILLY	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (804) 559-4000	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: WILLIAM MURPHY			Doors: 5DR	WD:
Parts Mgr: TIM SOUNG			Fact: LINCOLN	Country: USA
Dir Name: MECHANICSVILLE HONDA 6530 MECHANICSVILLE TP MECHANICSVILLE VA 23111			Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
			WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (804) 559-4000	Fax #: 8045594102		Engine #: J35A76037162	Trans #: P36A8057906
DPSM: GARTH FRANCIS	Zone/Dist: 06C		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 174256	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests**Information from Dealer**

5/14/2010 6:52:29 AM JOHN B

- 1 ORIGINAL COMPLAINT
- 2 PREVIOUS REPAIRS OR PARTS REPLACED?
- 3 ISIS SEARCH CRITERIA
- 4
- 5 NO KNOWN ISSUES, SO POWER TAILGATE IS FUNCTIONING OK AT THIS TIME
- 6 PRODUCE COMPLAINT TO VERIFY AND NOTE POSSIBLE CAUSE

POWER TAILGATE OPENS HALF WAY MAKES POPPING NOISE LIKE GETTING STUCK THEN CLOSES. HAPPENS WHEN CLOSING TO.

[MODEL: ODYSSEY][YEAR: 2010][PUBID:][SUBJECT: MULTIPLEX INTEGRATED CONTROL SYSTEM (MICS)][KEYWORD:]
I CANNOT PRODUCE
YES

5/28/2010 9:56:42 AM RUDYG

- 7 05/28/2010 09:56:39 AM RUDYG
- 8
- 9 DTC B1381: Tailgate Closer Unit Release Switch Circuit Malfunction
- 10 DTC B1382: Tailgate Closer Unit Full Latch Switch Circuit Malfunction
- 11 I WOULD DISCONNECT TAILGATE CLOSER UNIT AND CK VOLTAGE ON PIN 2, 4, 5, 6 THEY SHOULD ALL BE THE SAME. IF YES, MONITOR IT ON PIN 2 AND WIGGLE TEST HARNESS BETWEEN PTG C/U AND T/GATE CLOSER UNIT
- 12 IF GOES OPEN, CK FOR BAD CONNECTION AT C704, C851
- 13 IF NO OPENS, DISCONNECT PTG C/U AND LEAVE CLOSER UNIT DISCONNECTED AND CK FOR WIRE TO WIRE SHORT ON WIRES BETWEEN PTG C/U AND CLOSER UNIT

(JUSTIN) BODY CODE B1382 STORED. ORIGINALLY REPLACED POWER TAILGATE CLOSER MOTOR FOR CODE B1381. WHEN CLOSING THE TAILGATE MANUALLY WILL NOT LATCH SOMETIMES.

IT WORKED OK FOR ME AFTER I REPLACED IT. GAVE IT BACK TO THE CUSTOMER AND HE CAME BACK THE NEXT DAY. NOW HAS CODE 1382

OK

OK

OK

5/28/2010 11:08:27 AM RUDYG

- 14 05/28/2010 11:08:34 AM RUDYG

(JUSTIN) C704 WAS LOOSE, I CHECKED IT FOR A SOFTSET CONNECTOR AND I HEAR IT CLICK WHEN I PUSHED ON IT. AFTER THAT I WENT AND CLEARED CODES AND NOW WORKING OK

- 15 THANKS FOR CALL BACK

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3119804	TOMP	02/18/2011	TOMP	1

Code	Original Complaint	Probable Cause/Solution		
P 7850	PWR TG INOP, MOTOR, FRM REAR	2/18: CUSTOMER EXPECTATIONS; NONE		
		Resln Source:	None	Date:
		Status:	N/A	Mileage: 5,567
		Remarks / Requestor:		FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H93AB [REDACTED]	Err:
Dir Cont: STEVE LUNDAY	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph:	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: PAUL MCDONALD			Doors: 5DR	WD:
Parts Mgr: JIMMY MCDUFFIE			Fact: LINCOLN	Country: USA
Dir Name: STEVE JONES HONDA 11045 US HWY. 15-501 ABERDEEN NC 28315			Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
			WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (910) 692-2111	Fax #:		Engine #: J35A76040750	Trans #: P36A8062692
DPSM: LIZ CLOGG	Zone/Dist: 06M		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 217160	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

- 2/18/2011 7:52:54 AM 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 WHAT IS THE COMPLAINT?
 - 8 NO IT DOES NOT. I CAN CONFIRM THAT IS NOT HOW THE POWER TAILGATE WORKS FROM THE OUTER HANDLE SWITCH.

Information from Dealer

CUSTOMER STATES WHEN USING OUTSTDE DOOR HANDLE SWITCH TAILGATE WILL NOT OPEN AUTOMATICALLY [MODEL: ACCORD][YEAR: 2010][PUBID: 0][SUBJECT:] [KEYWORD: POWER TAIGATE]

YES
NO
NA
STEVE:
CUSTOMER SAYS THE TAILGATE USED TO OPEN BY THE MOTOR WHEN USING THE POWER TAILGATE OUTER HANDLE SWITCH, BEFORE....

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3145078	DEAND	04/29/2011	ROBS	3

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE WON'T CLOSE	FBF: REPLACED RH PINCH SENSOR	
		ResIn Source: Feedback forms	Date: 05/03/2011
		Status: N/A	Mileage: 4,941
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H95AB	Err:
Dlr Cont: JOHN DIAS	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (631) 669-3110	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: JOHN MCGUIRE			Doors: 5DR	WD:
Parts Mgr: JAMES LANGAN			Fact: LINCOLN	Country: USA
Dlr Name: BABYLON HONDA 650 MONTAUK HIGHWAY WEST BABYLON NY 11704			Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
			WhtBdy: ABS, AIR BAG, TCS, USA	
Phone: (631) 669-3110	Fax #: 6316690914		Engine #: J35A76059785	Trans #: P36A8091203
DPSM: RUSSELL BERSE	Zone/Dist: 05B		Em Type: KA	
Previous Dealer/Contact	Date		RO #: 102237	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

4/29/2011 12:17:17 PM 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 DO THE CODES COME BACK WHEN CLEARED?

7 CAN YOU FEEL THE BIND?

8 DID YOU COMPARE IMPUTS TO KG?

9 I WOULD DO THAT NEXT. I THINK YOU HAVE AN IMPUT PROBLEM. FBK PLEASE

5/3/2011 8:33:57 AM EDB

10 FBF RCVD

Information from Dealer

POWER TAILGATE OPENS BUT WILL NOT CLOSE WITH REMOTE OR BOTH SWITCHES. ORIGINALLY HAVE A BODY DTC FOR B1356 AND B1377. CLOSSES AND OPENS MANUALLY BUT WHEN CLOSING MANUALLY, TAILGATE BINDS AT A CERTAIN POINT OF TRAVEL. REPLACE POWER TAILGATE MOTOR DUETO BINDING. PROBLEMS STILL EXISTS.

[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT: POWER TAILGATE CONTROL UNIT][KEYWORD:]

YES

S/A

NO

NO THEY WERE ONLY THERE ONCE.

IT SEEEMS TO BE FROM THE REGULATOR.BUT THE TAILGATE DOESN'T EVEN TRY TO CLOSE.

NO

OK THANKS

DID NOT REMEMBER TECHS NAME.... TAILGATE WOULD OPEN BUT WOULDNT CLOSE WITH INTERIOR BUTTONS AND REMOTE. AS TOLD USING OUTPUT INFO FROM TAILGATE, I WAS ABLE TO SEE THE RIGHT SIDE PINCH SENSOR WAS NOT RESPONDING. I REPLACED IT WITH A KNOWN GOOD SENS OR AND THE TAILGATE CLOSED USING ALL BUTTONS AND REMOTE.

Tech Line Contact Report

T/L Ref #	Created By	Date Created	Last Edited By	# of Edits
3066792	CHRISV	10/08/2010	CHRISV	1

Code	Original Complaint	Probable Cause/Solution	
P 7850	POWER TAILGATE INT WONT	TAKE A SNAP SHOT	
		ResIn Source: None	Date:
		Status: N/A	Mileage: 1,032
		Remarks / Requestor:	FE Status:

Dealer #:	TZ:	EST	VIN: 5FNRL3H98AB [REDACTED]	Err:
Dir Cont: GARY JOHNSON	Training %:		Year: 2,010	Model: ODYSSEY
Serv Ph: (919) 425-4710	Extn:		Tran: 5AT	Trim: TOUR
Serv Mgr: MATTHEW MANN			Doors: 5DR	WD:
Parts Mgr: JERRY SWANK			Fact: LINCOLN	Country: USA
Dir Name: CROWN HONDA OF SOUTHPPOINT 1001 SOUTHPT AUTOPARK DURHAM NC 27713			Desc: ODYSSEY 5DR TOUR 6CYL 244.0 HP	
Phone: (919) 425-4710	Fax #: (919) 425-4704		WhtBdy: ABS, AIR BAG, TCS, USA	
DPSM: SCOTT MUDLIN	Zone/Dist: 06L		Engine #: J35A76079304	Trans #: P36A8120952
Previous Dealer/Contact	Date		Em Type: KA	
			RO #: 612539	
			Case Type: Technical	
			W.O. #:	

Tech Line Suggests

Information from Dealer

- 10/8/2010 6:50:04 AM CHRISV
- 1 ORIGINAL COMPLAINT
 - 2 PREVIOUS REPAIRS OR PARTS REPLACED?
 - 3 ISIS SEARCH CRITERIA
 - 4
 - 5 MON V TO THE MOTOR WHEN INOP
 - 6 TAKE A SNAPSHOT OF IT WORKING AND NOT WORKING

TAILGATE WORKS INTERMITTANTLY AND WILL GIVE
 ERRORMESSAGE

[MODEL: ODYSSEY][YEAR: 2010][PUBID: 0][SUBJECT:]
 [KEYWORD: TAILGATE]
 INT WONT CLOSE. REPLACED THE C/U BUT NC
 YES AND NO V