

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

AMERICAN HONDA

Spool Report

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

Run Date : 06/20/2012

Case Details

Case ID : N012006-08-2900066	Division : Honda - Auto	Condition : Closed	Open Date : 8/29/2006 6:49:30 AM
Case Originator : John Arauza (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/11/2006 8:55:41 AM
Case Owner : Brian Philbin (Team HC)	Method : Phone	Queue :	Days Open : 13
Last Closed By : Brian Philbin (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 10G [REDACTED] - BRAKING CONCERN	No. of Attachments : 0		

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

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 :	MCALESTER, OK [REDACTED]
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	No VIN /
VIN Type / No. :	PILOT / 2005
Model / Year :	/
Model ID / Product Line :	27,000
Miles / Hours :	
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. Of Doors :	
Transmission Code :	
Exterior Color :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208137 / RIVERSIDE HONDA
Phone No. :	918-423-2288
Address :	916 S.GEORGENIGH EXPWY
City / State / Zip :	MCALESTER, OK 74501
Svc District / Sls District :	10B / B10
Warranty Labor Rate / Date :	\$84.95 /
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
N012006-08-2900066-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012006-08-2900066-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Philbin	Type 1 : Product	Status : Subcase Close	Open Date : 8/29/2006 2:01:00 PM
Issue Owner : Brian Philbin	Type 2 : Operation	Queue :	Close Date : 9/11/2006 8:55:07 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc : Braking Effort 4102
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
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 : N012006-08-2900066

Case Title : 100 [REDACTED] - BRAKING CONCERN

*** CASE CREATE 8/29/2006 6:49:30 AM, jarauza

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

*** CASE MODIFY 8/29/2006 6:50:35 AM, jarauza

into WIP default and Status of Solving.

*** NOTES 8/29/2006 6:57:41 AM, jarauza, Action Type : Call from Customer

Customer is calling about a concern with her brakes and the VSA in her vehicle. There have been three incidents where the VSA and the exclamation point lights turning on and the vehicle brakes hard. The last time the vehicle was at the dealership, a bad brake switch was replaced, but this did not fix the problem.

Brother a mechanic, he recommended to call AHM to begin a campaign on the matter.

In the latest incident, when braking, it braked real hard and uncontrollably. She also heard a vibration sound. This happened this past Sunday around 2:00p. It braked so hard, it made her tires squeal. If someone was behind her, they would have hit her. She believes she was going about 25 to 30 mph. She was merging from one lane to another. She says when it happens, the VSA light turns on and also the exclamation point light. After it happened, she was able to turn into a grocery store parking lot

The customer believes it is something that has to do with the VSA because the light turns on every single time.

I suggested taking it to the dealership again and advising them what happened. I will document her concern and also forward it to a RCM for further review. The person will follow up with the dealership and confirm what is diagnosed and what actions can be taken.

*** CASE MODIFY 8/29/2006 6:57:44 AM, jarauza

into WIP default and Status of Solving.

*** CASE MODIFY 8/29/2006 6:57:44 AM, jarauza

into WIP default and Status of Solving.

*** CASE DISPATCH 8/29/2006 6:57:51 AM, jarauza

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 8/29/2006 1:28:27 PM, bphilbin

from Queue Honda Team F to WIP NEW (Default).

*** CASE MODIFY 8/29/2006 1:49:07 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** SUBCASE N012006-08-2900066-1 CREATE 8/29/2006 2:01:00 PM, bphilbin

Created in WIP Default with Due Date 8/29/2006 2:01:00 PM.

*** CASE MODIFY 8/29/2006 2:01:42 PM, bphilbin

into WIP NEW (Default) and Status of Solving.

*** NOTES 8/30/2006 2:14:14 PM, bphilbin, Action Type : Call to Dealer

Spoke to Mike Henson, Service Manager. Mike indicates that after the brake switch replacement, there was no indication of any further issue. Mike indicates that he will be glad to review the vehicle if there is any further issue, and will contact Techline to review any suggestions they may have.

*** NOTES 8/30/2006 2:15:35 PM, bphilbin, Action Type : Call to Customer

Left message for customer, requesting that she make an appointment with the dealership to review her concern. Informed customer that I have reviewed her concern

Case History

Case ID : N012006-08-2900066

Case Title : 10G RIVERSIDE - [REDACTED] - BRAKING CONCERN

with Mike Henson, Service Manager, and that they will contact our Techline Engineers to review any further needs the vehicle may have. Requested that customer contact us with time and date of appointment so that we may follow up directly. Provided return call information and dealership's phone number for reference.

*** COMMIT 8/30/2006 2:15:39 PM, bphilbin, Action Type : N/A

Cust Resp or Final - RIVERSIDE - Brakes?

*** CASE MODIFY COMMITMENT 9/1/2006 8:05:40 AM, bphilbin
with [REDACTED] due 09/05/2006 11:01:00 AM.

*** CASE MODIFY COMMITMENT 9/7/2006 8:30:40 AM, bphilbin
with LISA HAZELWOOD due 09/08/2006 11:01:00 AM.

*** NOTES 9/8/2006 8:38:15 AM, bphilbin, Action Type : Call to Customer

Left message for customer, requesting that she make an appointment with the dealership to review her concern. Informed customer that I have reviewed her concern with Mike Henson, Service Manager, and that they will contact our Techline Engineers to review any further needs the vehicle may have. Requested that customer contact us with time and date of appointment so that we may follow up directly. Provided return call information and dealership's phone number for reference.

*** CASE MODIFY COMMITMENT 9/8/2006 8:38:28 AM, bphilbin
with LISA HAZELWOOD due 09/11/2006 11:00:00 AM.

*** NOTES 9/11/2006 8:54:06 AM, bphilbin, Action Type : Note-General
Customer unresponsive. Closing case.

*** CASE MODIFY 9/11/2006 8:54:40 AM, bphilbin
into WIP 10G - Robert Doyle and Status of Solving.

*** SUBCASE N012006-08-2900066-1 CLOSE 9/11/2006 8:55:07 AM, bphilbin
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/11/2006 8:55:41 AM, bphilbin
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-11-1200632	Division : Honda - Auto	Condition : Closed	Open Date : 11/12/2008 10:20:12
Case Originator : Jay Pasquin (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/12/2008 10:25:14
Case Owner : Jay Pasquin (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jay Pasquin (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - PRODUCT COMPLAINT/ VSA		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 :	HOLLIS, NH ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	
VIN Type / No. :	No VIN /
Model / Year :	PILOT / 2005
Model ID / Product Line :	/
Miles / Hours :	45,000
In Service Date :	
Months In Use :	
Engine Number :	
Originating Dealer No. / Name :	
Selling Dealer No. / Name :	
Trim :	
No. Of Doors :	
Transmission Code :	
Exterior Color :	
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-11-1200632-1 ██████████ - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-11-1200632-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jay Pasquin	Type 1 : Product	Status : Subcase Close	Open Date : 11/12/2008 10:21:22
Issue Owner : Jay Pasquin	Type 2 : Operation	Queue :	Close Date : 11/12/2008 10:21:36
Issue Title : XXXXXXXXXX PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 01 - Steering System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-11-1200632

Case Title : ██████████ - PRODUCT COMPLAINT/ VSA

*** CASE CREATE 11/12/2008 10:20:12 AM, jpasquin

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

*** SUBCASE N012008-11-1200632-1 CREATE 11/12/2008 10:21:22 AM, jpasquin

Created in WIP Default with Due Date 11/12/2008 10:21:22 AM.

*** SUBCASE N012008-11-1200632-1 CLOSE 11/12/2008 10:21:36 AM, jpasquin

Status = Solving, Resolution Code = Instruction Given

*** NOTES 11/12/2008 10:25:07 AM, jpasquin, Action Type : Call from Customer

Verified the customers information

The customer is requesting for any service bulletin relating to his issue.

The customer stated that everytime he is making a left from a complete stop the car would feel like it will just stop. The customer stated that the problem comes and goes and feels like a problem with the VSA. The customer has addressed his issue to a Honda dealership however the dealership cannot duplicate his issue. The customer is concerned and worried and feels very unsafe when driving the vehicle.

ACS apologized to the customer and informed the customer that at this time there are no S/B relating to his issue. ACS advised the customer to bring the vehicle to a Honda dealership for a 2nd opinion on his vehicle. No further assistance is needed.

*** CASE CLOSE 11/12/2008 10:25:14 AM, jpasquin

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

Case Details

Case ID : N012009-11-1300405 Division : Honda - Auto Condition : Closed Open Date : 11/13/2009 9:35:37 AM
 Case Originator : Fernando Rea (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 11/13/2009 9:48:25 AM
 Case Owner : Fernando Rea (Team MA) Method : Phone Queue : Days Open : 0
 Last Closed By : Fernando Rea (Team MA) Point of Origin : Customer Wipbin :
 Case Title : PARASCHAK, JOSEPH - VSA/CHECK ENGINE INDICATOR ON No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 ██████████ () - ██████████
 ██████████ 1 ██████████
 City / State / Zip : PHILADELPHIA, PA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 45,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207519 / LEHIGH VALLEY HONDA
 Phone No. : 610-967-6500
 Address : 675 STATE AVENUE
 City / State / Zip : EMMAUS, PA 18049
 Svc District / Sls District : 05D / B05
 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
N012009-11-1300405-1 / ██████████	- PR Subcase Close	Product	Operation	123	Emission test FI
N012009-11-1300405-2 / ██████████	- PR Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012009-11-1300405-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 11/13/2009 9:47:27 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 11/13/2009 9:48:24 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 123 / Emission test FI
 Condition Code Desc Check Engine Lt 1231
 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 : N012009-11-1300405-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 11/13/2009 9:48:10 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 11/13/2009 9:48:24 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-11-1300405

Case Title : [REDACTED] - VSA/CHECK ENGINE INDICATOR ON

*** CASE CREATE 11/13/2009 9:35:37 AM, frea

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

*** CASE MODIFY 11/13/2009 9:35:56 AM, frea

into WIP default and Status of Solving.

*** CASE MODIFY 11/13/2009 9:46:38 AM, frea

into WIP default and Status of Solving.

*** NOTES 11/13/2009 9:47:04 AM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: 215-593-4151 cell

Situation: Customer stated he is driving on a highway 70 miles from home and both the VSA and check engine light have come on the dash.

Request: Customer would like advisement on how to proceed.

Probing Questions:

Customer could not produce VIN.

Customer is not close to a Honda dealership.

Customer is close to Bethlham, PA.

Inbound Summary:

ACS advised customer that when the VSA indicator is on it can indicate a problem with the VSA; the vehicle would not have the functions of the VSA when driving with the indicator light on.

ACS advised customer that the engine light can indicate an issue with the emission system or engine. ACS advised customer driving with the light can cause further damage to both systems.

ACS provided the phone number to Lehigh Valley Honda.

ACS advised customer that we would not be able to advise them why the indicator lamps are on.

Customer does not require additional assistance at this time.

*** SUBCASE N012009-11-1300405-1 CREATE 11/13/2009 9:47:27 AM, frea

Created in WIP Default with Due Date 11/13/2009 9:47:27 AM.

*** SUBCASE N012009-11-1300405-2 CREATE 11/13/2009 9:48:10 AM, frea

Created in WIP Default with Due Date 11/13/2009 9:48:10 AM.

*** CASE MODIFY 11/13/2009 9:48:21 AM, frea

into WIP default and Status of Solving.

*** SUBCASE N012009-11-1300405-2 CLOSE 11/13/2009 9:48:24 AM, frea

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-11-1300405-1 CLOSE 11/13/2009 9:48:24 AM, frea

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/13/2009 9:48:25 AM, frea

Case History

Case ID : N012009-11-1300405

Case Title : [REDACTED] - VSA/CHECK ENGINE INDICATOR ON

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

Case Details

Case ID : N012010-11-0500764	Division : Honda - Auto	Condition : Closed	Open Date : 11/5/2010 10:56:14 AM
Case Originator : Noell Jessie (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/5/2010 10:57:39 AM
Case Owner : Noell Jessie (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Noell Jessie (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VSA COMPLAINT	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : 9 ██████████
 Evening Phone No. : ██████████ 6
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : LIVINGSTON, ██████████
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 55,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-11-0500764-1 / ██████████ - PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-11-0500764-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Noell Jessie	Type 1 : Product	Status : Subcase Close	Open Date : 11/5/2010 10:57:18 AM
Issue Owner : Noell Jessie	Type 2 : Operation	Queue :	Close Date : 11/5/2010 10:57:39 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Documented Concern, Provided Information
 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 : N012010-11-0500764

Case Title : [REDACTED] - VSA COMPLAINT

*** CASE CREATE 11/5/2010 10:56:14 AM, njessie

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

*** NOTES 11/5/2010 10:56:23 AM, njessie, Action Type : Call from Customer

Updated customer contact info

Best contact # [REDACTED]

Customer states that they are scared to drive the vehicle at this time. Customer states that recently the vehicle has been braking suddenly for no reason. Customer states that this has happened about 10 times in the last 4 years or so. Customer states that the VSA light comes on as well. Customer states that he has seen a lot of complaints about this online. Customer states that the vehicle has not been diagnosed at a dlr. Customer states that they are planning to take the vehicle to the dlr this weekend to be diagnosed. Customer states that they would like to know if AHM has any known issue regarding this situation. ACS informed the customer that AHM does not have any known issues regarding this. ACS informed the customer that the best option for them at this time would be to have the vehicle diagnosed.

Customer understood and no further assistance needed.

*** CASE MODIFY 11/5/2010 10:56:29 AM, njessie

into WIP default and Status of Solving.

*** SUBCASE N012010-11-0500764-1 CREATE 11/5/2010 10:57:18 AM, njessie

Created in WIP Default with Due Date 11/5/2010 10:57:18 AM.

*** SUBCASE N012010-11-0500764-1 CLOSE 11/5/2010 10:57:39 AM, njessie

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/5/2010 10:57:39 AM, njessie

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

Case Details

Case ID : N012011-01-2001141 Division : Honda - Auto Condition : Closed Open Date : 1/20/2011 1:49:04 PM
 Case Originator : Bridgette Samonte (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 1/20/2011 2:00:47 PM
 Case Owner : Bridgette Samonte (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Bridgette Samonte (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VSA INQUIRY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ UNKN
 Dealer No. :
 Site Phone No. : 999-999-9999
 Contact Name : ██████████
 Day Phone No. : 999-999-9999
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address : UNKNOWN
 City / State / Zip : UNKNOWN, NC 99999
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 1
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

3rd Party Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-01-2001141-1 / ██████████ -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012011-01-2001141-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Bridgette Samonte	Type 1 : Product	Status : Subcase Close	Open Date : 1/20/2011 2:00:02 PM
Issue Owner : Bridgette Samonte	Type 2 : Operation	Queue :	Close Date : 1/20/2011 2:00:40 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc : TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information, Referred to Manual, Referred to Website
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 : N012011-01-2001141

Case Title : ██████████ - VSA INQUIRY

*** CASE CREATE 1/20/2011 1:49:04 PM, bsamonte

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

*** NOTES 1/20/2011 1:53:43 PM, bsamonte, Action Type : Call from Customer

Customer did not have VIN and was not in a position to easily obtain it. Customer was in a hurry.

Customer inquired if the VSA light is supposed to come on when the vehicle turns on, or stay off.

ACS referred customer to ownerlink and to owners manual page 60. ACS advised the light normally comes on for a few seconds when vehicle is turned on. ACS advised if it comes on and stays on, there is a problem with the VSA. Customer has no further questions.

*** SUBCASE N012011-01-2001141-1 CREATE 1/20/2011 2:00:02 PM, bsamonte

Created in WIP Default with Due Date 1/20/2011 2:00:02 PM.

*** SUBCASE N012011-01-2001141-1 CLOSE 1/20/2011 2:00:40 PM, bsamonte

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/20/2011 2:00:47 PM, bsamonte

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

Case Details

Case ID : N012011-03-1601360 Division : Honda - Auto Condition : Closed Open Date : 3/16/2011 1:59:44 PM
 Case Originator : Loretta Noble (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 3/16/2011 2:05:00 PM
 Case Owner : Loretta Noble (Team HF) Method : Phone Queue : Days Open : 0
 Last Closed By : Loretta Noble (Team HF) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - BRAKING COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1410
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : OMAHA, NE ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours : 74,000
 In Service Date :
 Months In Use :
 Engine Number :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-03-1601360-1 ██████████ - PRODUC	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N012011-03-1601360-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Loretta Noble	Type 1 : Product	Status : Subcase Close	Open Date : 3/16/2011 2:04:49 PM
Issue Owner : Loretta Noble	Type 2 : Operation	Queue :	Close Date : 3/16/2011 2:04:59 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc Other 422X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-03-1601360

Case Title : ██████████ - BRAKING COMPLAINT

*** CASE CREATE 3/16/2011 1:59:44 PM, Inoble

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

*** NOTES 3/16/2011 2:04:24 PM, Inoble, Action Type : Call from Customer

updated customer's info

best contact ██████████

Customer stated when his wife was driving at 45 mph and the brakes started to engage and it's happened twice. Customer stated he's searched on the Internet and there are a lot of other cases that is having the same problem. Customer stated the Internet stated that the dealerships haven't been able to diagnose the issue. Customer stated it's a safety issue. Customer stated he's talked to the dealership and they stated they would do a diagnosis and he will take it into the dealership for that. Customer wanted to make sure it was documented in our data base

ACS advised the customer that I have documented his concern and if the dealership has problems diagnosing the issue to give AHM a call back so that we may further assist.

No further assistance was needed case closed

*** SUBCASE N012011-03-1601360-1 CREATE 3/16/2011 2:04:49 PM, Inoble

Created in WIP Default with Due Date 3/16/2011 2:04:49 PM.

*** SUBCASE N012011-03-1601360-1 CLOSE 3/16/2011 2:04:59 PM, Inoble

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/16/2011 2:05:00 PM, Inoble

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

Case Details

Case ID : N012011-03-1700265	Division : Honda - Auto	Condition : Closed	Open Date : 3/17/2011 8:10:10 AM
Case Originator : Crystal Vito (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/17/2011 8:13:56 AM
Case Owner : Crystal Vito (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Crystal Vito (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : UNKNOWN, PILOT CONCERN - BRAKE PEDAL CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : PILOT CONCERN UNKNOWN 1919
 Dealer No. :
 Site Phone No. : 999-999-9999
 Contact Name : PILOT CONCERN UNKNOWN
 Day Phone No. : 999-999-9999
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 City / State / Zip : TORRANCE, CA
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner :
 VIN Type / No. : No VIN /
 Model / Year : PILOT / 2005
 Model ID / Product Line : /
 Miles / Hours :
 In Service Date :
 Months In Use :
 Originating Dealer No. / Name :
 Selling Dealer No. / Name :
 Trim :
 No. Of Doors :
 Transmission Code :
 Exterior Color :
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-03-1700265-1 / PILOT CONCERN	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012011-03-1700265-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Crystal Vito	Type 1 : Product	Status : Subcase Close	Open Date : 3/17/2011 8:13:25 AM
Issue Owner : Crystal Vito	Type 2 : Operation	Queue :	Close Date : 3/17/2011 8:13:55 AM
Issue Title : PILOT CONCERN UNKNOWN - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc : Braking Effort 4102
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Website, Documented Concern, Referred to Dealer
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 : N012011-03-1700265

Case Title : UNKNOWN, PILOT CONCERN - BRAKE PEDAL CONCERN

*** CASE CREATE 3/17/2011 8:10:10 AM, cvito

Contact = PILOT CONCERN UNKNOWN, Priority = N/A, Status = Solving.

*** NOTES 3/17/2011 8:13:13 AM, cvito, Action Type : Call from Customer

I asked for the customers contact information and the customer verified that she chooses not to provide this information and only has a general question.

Best Contact Number: 999-999-9999

Requested for Mileage: No mileage given

Probing Questions:

Customer advised that she had a problem recently and also in December with the vehicle having sudden braking. The customer has read online that there is no fix for this. The customer has also contacted other DLR to see if they are aware of this problem and no one at the DLR knew of this problem.

Inbound Summary: I apologized to the customer for the inconvenience this may have caused her 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 advised the customer to take there vehicle into the Honda DLR for a proper diagnosis. I advised as no VIN# has been provided I am unable to search to see if her vehicle has been affected by any Safety Recalls or Product Updates. I referred the customer to ownerlink and walked the customer through. No further assistance was needed for this customer.

Customer requires no further assistance. Case solved.

*** SUBCASE N012011-03-1700265-1 CREATE 3/17/2011 8:13:25 AM, cvito

Created in WIP Default with Due Date 3/17/2011 8:13:25 AM.

*** CASE MODIFY 3/17/2011 8:13:40 AM, cvito

into WIP default and Status of Solving.

*** SUBCASE N012011-03-1700265-1 CLOSE 3/17/2011 8:13:55 AM, cvito

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/17/2011 8:13:56 AM, cvito

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

Case Details

Case ID : N012007-03-2700805	Division : Honda - Auto	Condition : Closed	Open Date : 3/27/2007 10:42:24 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/28/2007 2:12:45 PM
Case Owner : Michael Fenner (Team HE)	Method : Phone	Queue :	Days Open : 1
Last Closed By : Michael Fenner (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 6G - 6641 - [REDACTED] - VSA		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED] N
 Day Phone No. : [REDACTED]
 Evening Phone No. : 5 [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : ROANOKE, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYP18575E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 51,050
 In Service Date : 10/02/2004
 Months In Use : 29
 Engine Number : J35A61401345
 Originating Dealer No. / Name : 207443 / BROWN HONDA
 Selling Dealer No. / Name : 207443 / BROWN HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206641 / RICK WOODSON HONDA
 Phone No. : 540-366-0888
 Address : 3311 PETERS CREEK ROAD
 City / State / Zip : ROANOKE, VA 24019
 Svc District / Sls District : 06G / C06
 Warranty Labor Rate / Date : \$89.50 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-03-2700805-1 / [REDACTED] -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012007-03-2700805-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Fenner	Type 1 : Product	Status : Subcase Close	Open Date : 3/28/2007 7:04:39 AM
Issue Owner : Michael Fenner	Type 2 : Operation	Queue :	Close Date : 3/28/2007 2:11:52 PM
Issue Title ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : 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

Case History

Case ID : N012007-03-2700805

Case Title : 6G - 6641 - [REDACTED] VSA

*** CASE CREATE 3/27/2007 10:42:24 AM, mwells

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

*** CASE MODIFY 3/27/2007 10:42:49 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 3/27/2007 10:42:56 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 3/27/2007 10:43:10 AM, mwells

into WIP default and Status of Solving.

*** CASE MODIFY 3/27/2007 10:43:21 AM, mwells

into WIP default and Status of Solving.

*** NOTES 3/27/2007 10:57:10 AM, mwells, Action Type : Call from Customer

Customer is requesting assistance with repairs to his vehicle. He did not have vin number available at time of call. He says the vehicle was parked for a while, He is in the military, he drove the vehicle and the VSA light came on. He took to the dealer for diagnosis and was told his vehicle will soon give out on him . The dealer does not know why the light came on or what caused the problem. He was told by the dealer the VSA light is tied with the brakes into a computer module of the vehicle, This will start cascading and failing the vehicle soon. The vehicle was taken to the dealer yesterday and the vehicle is still currently at the dealer. The dealer has told him this problem will affect the whole vehicle eventually. The estimated repairs is \$1400.00. His contact person at the dealer is David, he is not sure of his position there at the dealer. He says RICK WOODSON HONDA has done some servicing on the vehicle in the past. Customer has owned four previous Honda vehicles. He did not get the extended warranty on his car because of Honda's reputation and never having past problems. He was advised that I have documented his concern in which a case manager will review his claim and contact him back. He was provided his case number. He thanked me and the call ended.

*** CASE MODIFY 3/27/2007 10:57:18 AM, mwells

into WIP default and Status of Solving.

*** CASE DISPATCH 3/27/2007 10:57:27 AM, mwells

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 3/27/2007 1:41:38 PM, mfenner

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 3/27/2007 1:42:03 PM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 3/28/2007 7:04:12 AM, mfenner

into WIP Default and Status of Solving.

*** SUBCASE N012007-03-2700805-1 CREATE 3/28/2007 7:04:39 AM, mfenner

Created in WIP Default with Due Date 3/28/2007 7:04:39 AM.

*** CASE MODIFY 3/28/2007 7:04:41 AM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 3/28/2007 8:07:34 AM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 3/28/2007 8:44:09 AM, mfenner

Case History

Case ID : N012007-03-2700805

Case Title : 6G - 664I - [REDACTED] VSA

into WIP Default and Status of Solving.

*** CASE MODIFY 3/28/2007 8:45:26 AM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 3/28/2007 8:45:31 AM, mfenner

into WIP Default and Status of Solving.

*** NOTES 3/28/2007 1:08:06 PM, mfenner, Action Type : Call to Dealer

Spoke with Dominik Kosna - SM on 28 March regarding the concerns with the vehicle.

It was indicated the vehicle was at the dealer on 27 March 2007 (r/o 235102 - 52031 miles) for an illuminated VSA. It was indicated the vehicle was inspected and diagnosed with a faulty ABS modulator and associated wire harness. It was indicated the dealer quoted him about \$1312 for the repair including labor.

It was indicated the customer also has a 1992 and 2000 Accord.

ACS advised the dealer to contact the customer and offer the repair at \$300 c/p due to the prior Hondas purchased. It was requested the dealer contact the customer and offer the repair.

*** NOTES 3/28/2007 1:09:08 PM, mfenner, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

Hi Dominik,

We spoke on 28 March regarding the concerns with the vehicle.

It was indicated the vehicle was at the dealer on 27 March 2007 (r/o 235102 - 52031 miles) for an illuminated VSA. It was indicated the vehicle was inspected and diagnosed with a faulty ABS modulator and associated wire harness. It was indicated the dealer quoted him about \$1312 for the repair including labor.

It was indicated the customer also has a 1992 and 2000 Accord.

ACS advised the dealer to contact the customer and offer the repair at \$300 c/p due to the prior Hondas purchased. It was requested the dealer contact the customer and offer the repair.

PLEASE CONTACT ACS IF THERE IS ANY ADDITIONAL INFORMATION TO PROVIDE REGARDING THIS MATTER. THANK YOU!

Michael Fenner
Automobile Customer Service
800.999.1009 ext. 118034

*** NOTES 3/28/2007 1:09:40 PM, mfenner, Action Type : Call to Customer

Left message for the customer to contact ACS about the concerns with the vehicle.

*** CASE MODIFY 3/28/2007 1:10:03 PM, mfenner

into WIP Default and Status of Solving.

Case History

Case ID : N012007-03-2700805

Case Title : 6G - 6641 - [REDACTED] - VSA

*** NOTES 3/28/2007 2:10:58 PM, mfenner, Action Type : Call to Customer

Spoke with the customer and was advised the dealer contacted him and offered the repairs at \$300. It was indicated the customer was very satisfied with the offer and accepted it.

It was indicated the customer did not require any addition assistance.

Closing contact.

*** SUBCASE N012007-03-2700805-1 CLOSE 3/28/2007 2:11:52 PM, mfenner

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/28/2007 2:12:45 PM, mfenner

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

Case Details

Case ID : N012010-12-1400354	Division : Honda - Auto	Condition : Closed	Open Date : 12/14/2010 8:27:56 AM
Case Originator : Roshanda Roberts (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/6/2011 3:32:23 PM
Case Owner : Jessica Smith (Team SA)	Method : Phone	Queue :	Days Open : 23
Last Closed By : Jessica Smith (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : 03H (TWIN CITY)-[REDACTED] VSA BRAKING SYSTEM FAILURE			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED] DR
 [REDACTED]
 [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 5655
 VIN Type / No. : US VIN / 5FNYP18635E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 100,000
 In Service Date : 12/01/2004
 Months In Use : 72
 Engine Number : J35A61402878
 Originating Dealer No. / Name : 207895 / ROUND ROCK HONDA
 Selling Dealer No. / Name : 207895 / ROUND ROCK HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207722 / TWIN CITY HONDA
 Phone No. : 409-981-1220
 Address : 10545 HIGHWAY 69
 City / State / Zip : PORT ARTHUR, TX 77640
 Svc District / Sls District : 03H / E03
 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
N012010-12-[REDACTED] - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-12-1400354-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 12/15/2010 10:51:19
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 12/15/2010 3:57:54 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 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 : N012010-12-1400354

Case Title : 03H (TWIN [REDACTED]) - VSA BRAKING SYSTEM FAILURE

*** CASE CREATE 12/14/2010 8:27:56 AM, rrobert2

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

*** CASE MODIFY 12/14/2010 8:28:13 AM, rrobert2

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2010 8:30:34 AM, rrobert2

into WIP default and Status of Solving.

*** NOTES 12/14/2010 8:37:33 AM, rrobert2, Action Type : Call from Customer

ACS updated contact information

Best [REDACTED]

The customer called in because the VSA system is failing. The customer states that the vehicles brakes while she is driving. The customer states that last week while driving the vehicle applied the brakes and she lost control of the steering wheel while driving 50 mph on the hwy over a bridge. The customer states that she took the vehicle to Twin City Honda on Thursday December 2, 2010 and the SM Kevin could not find anything wrong with the vehicle after keeping it for 2 days. The customer states that she took her vehicle to a brake shop 2 weeks before going to Twin City Honda and they advised her the brakes were fine. The customer states then she took the vehicle to a transmission shop and they also advised her that the transmission was fine. The customer states that she is not the original owner of the vehicle but has had the vehicle for 2 years and 2 months. The customer states she and her entire family are Honda owners and she loves her vehicle but is afraid of it, because the issue happens without warning and there is no way to prevent the incident from happening. The customer states that she is afraid to drive.

The customer wants assistance in finding a diagnosis to fix the issues she is having with her vehicle.

NO FINANCIAL ASSISTANCE NEEDED

ACS advised the customer the case will be sent to a CM to assist in communicating with the SM to ensure that all avenues were taken to find a possible solution and provided a case number.

*** CASE MODIFY 12/14/2010 8:37:55 AM, rrobert2

into WIP default and Status of Solving.

*** CASE MODIFY 12/14/2010 8:37:56 AM, rrobert2

into WIP default and Status of Solving.

*** CASE DISPATCH 12/14/2010 8:38:30 AM, rrobert2

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 12/14/2010 8:53:52 AM, jsmith02

from Queue Honda Team C to WIP default.

*** CASE MODIFY 12/14/2010 8:54:04 AM, jsmith02

into WIP default and Status of Solving.

*** SUBCASE N012010-12-1400354-1 CREATE 12/15/2010 10:51:19 AM, jsmith02

Created in WIP Default with Due Date 12/15/2010 10:51:19 AM.

*** CASE MODIFY 12/15/2010 10:51:56 AM, jsmith02

into WIP default and Status of Solving.

Case History

Case ID : N012010-12-1400354

Case Title : 03H (TWIN [REDACTED]) - VSA BRAKING SYSTEM FAILURE

*** COMMIT 12/15/2010 10:51:59 AM, jsmith02, Action Type : N/A

Made to [REDACTED] due 12/15/2010 05:52:00 PM.

03H (Twin City)- Call cust for 24hr call- VSA concern 12/15

*** COMMIT 12/15/2010 10:55:37 AM, jsmith02, Action Type :

Made to [REDACTED] due 12/15/2010 05:55:39 PM.

DCS Follow-Up

*** NOTES 12/15/2010 10:56:44 AM, jsmith02, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/18/2010

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

The customer called in stating their VSA system is failing because the vehicle brakes while they're driving.

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:

I will contact you for more info on the diagnosis.

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

Jessica Smith

Automobile Customer Service

*** CASE MODIFY 12/15/2010 10:56:57 AM, jsmith02

into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2010 2:01:21 PM, jsmith02

into WIP 24 Hr Contact and Status of Solving.

*** NOTES 12/15/2010 2:20:21 PM, jsmith02, Action Type : Call to Dealer

I spoke with SM-Ron.

Date: 12/9/10

Mileage: 100,282

Notes: C/S intermittently VSA light comes on/stays on and the brakes will apply with a noise. They checked for codes and found P251 yaw rate sensor/Battery low voltage. Failed battery. Found battery with a dead cell. Replaced battery. Test drove and didn't duplicate any concerns. Allowed vehicle to sit overnight and drove the next morning. No abnormal noises heard.

This is the only time this vehicle has been into their dlr. He did agree that when VSA activates the VSA activation (!) light will come on, the brakes will activate, and there will be a noise. He also advised the low voltage could have caused this issue.

*** CASE FULFILL 12/15/2010 2:20:31 PM, jsmith02

Fulfilled [REDACTED] due 12/15/2010 05:55:39 PM.

*** NOTES 12/15/2010 3:57:32 PM, jsmith02, Action Type : Call to Customer

I called the customer at [REDACTED] and a man answered the phone and stated she's off today and they normally leave a 4pm.

Case History

Case ID : N012010-12-1400354

Case Title : 03H (TWIN [REDACTED]) - VSA BRAKING SYSTEM FAILURE

I called the customer at [REDACTED]

The customer stated the VSA failure and the VSA activation (!) light both come on. Typically the lights go off after the vehicle is restarted but sometimes it stays on. When this occurs the vehicle brakes. She advised this occurs while she's going 40mph and it normally occurs during the first few minutes of driving. She advised this occurs regardless of the weather and has occurred 5X within the last 2 weeks. She brought the vehicle into Twin City Honda and they kept the vehicle overnight. She spoke with a Honda tech in Ft Worth, TX and he suggested the dlr check a sensor. She went to an A/T shop as well and they didn't find anything wrong. She also brought it into a brake shop and he said the brakes were perfect. She advised the battery was replaced by Twin City Honda but the problem has occurred since then. She was just calling to see if there were any recommended repairs or any known problems that sound like the problem she's having.

I apologized and advised I will document her concerns. I explained that we don't have any tech/engineers here that would be able to advise her of what to replace or what the dlr should check. I explained in this type of situation the dlr would have to duplicate the problem. I explained if it's an intermittent failure nothing may show up when they check the sensors. I explained the dlr would be more than happy to inspect the vehicle again but they will have to duplicate it. She thanked me for the info and declined further assistance from ACS.

*** CASE MODIFY 12/15/2010 3:57:50 PM, jsmith02
into WIP 24 Hr Contact and Status of Solving.

*** CASE MODIFY 12/15/2010 3:57:52 PM, jsmith02
into WIP 24 Hr Contact and Status of Solving.

*** SUBCASE N012010-12-1400354-1 CLOSE 12/15/2010 3:57:54 PM, jsmith02
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/15/2010 3:57:54 PM, jsmith02
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/6/2011 12:32:51 PM, bsamonte
with Condition of Open and Status of Solving.

*** NOTES 1/6/2011 12:34:42 PM, bsamonte, Action Type : Call from Dealer

SA Kevin Kester from TWIN CITY HONDA called and says the customer told them that AHM said the dealer could provide them a loaner vehicle. Dealer would like to know what is happening with case. ACS advised case manager was unavailable and transferred to voice mail. Kevin direct phone 409-981-1263.

*** CASE DISPATCH 1/6/2011 12:35:03 PM, bsamonte
from WIP default to Queue Honda Team C.

*** CASE ACCEPT 1/6/2011 12:55:06 PM, jsmith02
from Queue Honda Team C to WIP default.

*** NOTES 1/6/2011 2:24:58 PM, jsmith02, Action Type : Call to Dealer
I called Kevin back at 409-981-1263 and left a VM.

*** CASE MODIFY 1/6/2011 2:25:05 PM, jsmith02
into WIP default and Status of Solving.

*** NOTES 1/6/2011 3:32:11 PM, jsmith02, Action Type : Call from Dealer

I spoke with SA-Kevin.

He stated Mr. [REDACTED] called him the other day and stated ACS contacted him 2X and promised to provide a loaner vehicle for the dlr to duplicate the concerns.

I explained that did not occur. I advised him that I actually spoke with Mrs. Lanthier and a loaner vehicle wasn't offered or discussed. I advised him even

Case History

Case ID : N012010-12-1400354

Case Title : 03H (TWIN CITY)-[REDACTED]- VSA BRAKING SYSTEM FAILURE

if the vehicle needed a VSA repair, that wouldn't be something we would financially assist with given the age/mileage of the vehicle. We definitely wouldn't authorize a rental vehicle for a vehicle where an issue hasn't been duplicated. He thanked me for clarifying and advised he will contact the customer.

*** CASE MODIFY 1/6/2011 3:32:21 PM, jsmith02
into WIP default and Status of Solving.

*** CASE CLOSE 1/6/2011 3:32:23 PM, jsmith02
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-03-3004129 Division : Honda - Auto Condition : Closed Open Date : 3/30/2012 3:42:39 PM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/23/2012 2:24:05 PM
 Case Owner : Julie Kim (Team HF) Method : Phone Queue : Days Open : 24
 Last Closed By : Julie Kim (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 6B-# [REDACTED] COMPLAINT/VSA MODULATOR REPLACEMENT No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : 2 [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : LEONARDTOWN, MD [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] B
 VIN Type / No. : US VIN / 5FNYP18595E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 23,313
 In Service Date : 11/18/2004
 Months In Use : 88
 Engine Number : J35A61403858
 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 : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 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 : \$105.40 /
 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
N012012-03-3004129-1 [REDACTED] - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-03-3004129-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Julie Kim	Type 1 : Product	Status : Subcase Close	Open Date : 4/2/2012 6:55:43 AM
Issue Owner : Julie Kim	Type 2 : Operation	Queue :	Close Date : 4/23/2012 2:23:54 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM Partial
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-03-3004129

Case Title : 6B-#206871-[REDACTED]- COMPLAINT/VSA MODULATOR REPLACEMENT

*** CASE CREATE 3/30/2012 3:42:39 PM, jstarlin

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

*** CASE MODIFY 3/30/2012 3:42:50 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:44:07 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:45:40 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:47:14 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:49:15 PM, jstarlin

into WIP default and Status of Solving.

*** NOTES 3/30/2012 3:52:02 PM, jstarlin, Action Type : Call from Customer

Updated Information

Best [REDACTED]

The customer states that the VSA light use to come on intermittently from the time of purchase, but the DLR was never able to duplicate the concern. The customer states that now the DLR feels the VSA modulator needs replacement for \$1,100. The customer feels that AHM should cover the replacement cost because it was a problem that was never resolved. The customer states that his wife has owned 4-5 Honda's and normally services at Honda. The customer states that he is working with Christopher/SA #1046. ACS advised the customer that the request for assistance will be reviewed, but no out of warranty assistance is guaranteed. Case Dispatched

*** CASE MODIFY 3/30/2012 3:52:04 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:52:08 PM, jstarlin

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:52:13 PM, jstarlin

into WIP default and Status of Solving.

*** CASE DISPATCH 3/30/2012 3:52:18 PM, jstarlin

from WIP default to Queue Honda Team F.

*** CASE MODIFY 3/30/2012 3:52:20 PM, jstarlin

into WIP default and Status of Solving.

*** CASE RULE ACTION 3/31/2012 2:52:18 PM, sa

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

*** CASE RULE ACTION 4/1/2012 2:52:18 PM, sa

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

*** CASE ACCEPT 4/2/2012 6:05:12 AM, mkim

Case History

Case ID : N012012-03-3004129 Case Title : 6B-#206871-[REDACTED] - COMPLAINT/VSA MODULATOR REPLACEMENT

from Queue Honda Team F to WIP DEFAULT.

*** SUBCASE N012012-03-3004129-1 CREATE 4/2/2012 6:55:43 AM, mkim

Created in WIP Default with Due Date 4/2/2012 6:55:43 AM.

*** CASE MODIFY 4/2/2012 6:57:03 AM, mkim

into WIP DEFAULT and Status of Solving.

*** COMMIT 4/2/2012 6:57:05 AM, mkim, Action Type : N/A

call cust-vehicle repaired?

*** COMMIT 4/2/2012 6:57:23 AM, mkim, Action Type :

Made to [REDACTED] due 04/05/2012 06:57:27 AM.

DCS Follow-Up

*** NOTES 4/2/2012 6:57:35 AM, mkim, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 4/5/2012 6

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

VSA Modulator repair and is seeking assistance with the cost of the repair.

In the interest of customer satisfaction, we would like to see if any assistances can be offered as goodwill and resolve this situation as soon as possible.

Please contact me back at your earliest convenience with diagnosis information, mileage, history, retail and warranty cost of the repair for further review.

Thank you for your prompt attention to this matter.

Julie Kim

Automobile Customer Service

310-783-7724

julie_m_kim@ahm.honda.com

*** CASE MODIFY 4/2/2012 6:58:11 AM, mkim

into WIP DEFAULT and Status of Solving.

*** CASE FULFILL 4/2/2012 6:58:14 AM, mkim

Fulfilled for [REDACTED] due 04/05/2012 06:57:27 AM.

*** NOTES 4/2/2012 2:43:24 PM, mkim, Action Type : Call to Customer

I called 301-997-0716 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 his 2005 Pilot further in detail.

I provided my contact information and also a message to follow up again on 04/04/2012 if I don't hear from him.

*** CASE MODIFY 4/2/2012 2:43:26 PM, mkim

into WIP 6B and Status of Solving.

*** NOTES 4/3/2012 1:25:54 PM, mkim, Action Type : Call to Dealer

I sent a message to SM-John at Ken Dixon Honda requesting a call back.

*** CASE MODIFY COMMITMENT 4/3/2012 1:46:06 PM, mkim

with [REDACTED] due 04/05/2012 05:00:00 PM.

Case History

Case ID : N012012-03-3004129

Case Title : 6B-# [REDACTED] - COMPLAINT/VSA MODULATOR REPLACEMENT

*** NOTES 4/3/2012 1:46:43 PM, mkim, Action Type : Call to Customer
 I called 301-997-0716 but got customer's VM.
 I left a message requesting a call back and provided my contact information.
 I also left a message to follow up again on 04/06/2012 if I don't hear from him.

*** CASE MODIFY 4/3/2012 1:46:49 PM, mkim
 into WIP 6B and Status of Solving.

*** CASE MODIFY 4/6/2012 2:30:26 PM, mkim
 into WIP 6B and Status of Solving.

*** CASE MODIFY COMMITMENT 4/6/2012 2:30:42 PM, mkim
 with [REDACTED] due 04/09/2012 05:00:00 PM.

*** CASE MODIFY 4/10/2012 8:32:51 AM, mkim
 into WIP 6B and Status of Solving.

*** CASE MODIFY 4/10/2012 12:41:13 PM, mkim
 into WIP 6B and Status of Solving.

*** NOTES 4/10/2012 12:54:21 PM, mkim, Action Type : Note-General
 Obtain and verified the following service and ownership history:

123989238	271337263	[REDACTED]	[REDACTED]	5FNYF18595B	/27/2006 12:00:00 AM
29.22	2858	208244	HOND PILOT		
135680379	907006420	[REDACTED]	[REDACTED]	5FNYF18595	12/20/2006 12:00:00 AM 51.24
6353	206871		HOND PILOT		
245434308	907006420	[REDACTED]	[REDACTED]	5FNYF18595	06/17/2010 12:00:00 AM 148.06
17760	206871		HOND PILOT		
178680633	907006420	[REDACTED]	[REDACTED]	5FNYF18595	09/11/2008 12:00:00 AM 23.35
12458	206871		HOND PILOT		
297738852	907006420	[REDACTED]	[REDACTED]	5FNYF18595	09/22/2011 12:00:00 AM 343.59
21836	206871		HOND PILOT		
152749381	907006420	[REDACTED]	[REDACTED]	5FNYF18595	11/12/2007 12:00:00 AM 29.67
9612	206871		HOND PILOT		
279354673	907006420	[REDACTED]	[REDACTED]	5FNYF18595	03/10/2011 12:00:00 AM 54.35
20058	206871		HOND PILOT		
212581986	907006420	[REDACTED]	[REDACTED]	5FNYF18595	07/02/2009 12:00:00 AM 149.95
15129	206871		HOND PILOT		
316384901	907006420	[REDACTED]	[REDACTED]	5FNYF18595	03/30/2012 12:00:00 AM 258.05
23315	206871		HOND PILOT		

*** CASE MODIFY 4/10/2012 12:54:26 PM, mkim
 into WIP 6B and Status of Solving.

*** NOTES 4/10/2012 12:56:14 PM, mkim, Action Type : Call from Dealer

SM-John from Ken Dixon Honda is returning a message I left before.

SM verified vehicle needs a VSA modulator and they provided a retail estimate of \$1100.00. SM said vehicle has low mileage but it's been in regularly

Case History

Case ID : N012012-03-3004129

Case Title : 6B-#206871-[REDACTED]- COMPLAINT/VSA MODULATOR REPLACEMENT

for services. After further review, I informed the SM AHM can provide assistance to cover about 50% so customer pays \$500.00 and Honda will pick up the difference as GW since customer has good service history and low mileage.

*** NOTES 4/10/2012 12:59:36 PM, mkim, Action Type : Call from Customer

Mr. [REDACTED] returning a message I left before.

Customer said he works for BBB as an Arbitrator and would like some assistance replacing the VSA Modulator. Customer said his wife has been a loyal Honda customer and she has owned about 5 Honda vehicles. Customer said even though vehicle is over 7 years old, it has only about 23k miles.

I informed the customer after further review, AHM has been able to provide about 50% assistance so he pays \$500.00 and Honda pays the difference.

Customer then inquired about if he can pay \$500.00 or 50%, whichever is less.

I informed the customer paying \$500.00 deductible is less than 50% off the repair but I will check and will assist by offering whichever is less.

I advised customer in contacting the dealership to schedule an appointment and customer asked to have the dealership contact him on his cell phone so he can get an exact estimate.

*** NOTES 4/10/2012 2:21:05 PM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda to speak to SA-Jeff but was informed he had already left for the day.

*** CASE MODIFY 4/10/2012 2:21:11 PM, mkim

into WIP 6B and Status of Solving.

*** CASE MODIFY COMMITMENT 4/10/2012 2:21:25 PM, mkim

with [REDACTED] due 04/11/2012 05:00:00 PM.

*** CASE MODIFY 4/10/2012 2:21:38 PM, mkim

into WIP 6B and Status of Solving.

*** NOTES 4/11/2012 7:37:39 AM, mkim, Action Type : Call to Dealer

I called Ken Dixon Honda and spoke to SA-Jeff.

SA said the parts alone cost \$644.00 and their retail hourly rate is \$130.00.

SA said \$1100.00 was an estimate but it would be more once tax, freight, and misc charges are added. SA verified it would be cheaper for customer to pay \$500.00 deductible than taking 50% off the entire bill. SA offer to follow up with the customer and present the offer.

*** CASE MODIFY COMMITMENT 4/11/2012 7:43:44 AM, mkim

with [REDACTED] due 04/16/2012 05:00:00 PM.

*** NOTES 4/17/2012 9:51:27 AM, mkim, Action Type : Call to Customer

I called 202-445-4027 but got customer's VM.

I left a message requesting a call back and provided my contact information.

I also left a message to follow up again on 04/20/2012 if I don't hear from him.

*** CASE MODIFY 4/17/2012 9:52:06 AM, mkim

into WIP 6B and Status of Solving.

*** NOTES 4/18/2012 10:26:43 AM, mkim, Action Type : Call from Customer

Customer called and left a message requesting a call back.

*** NOTES 4/18/2012 10:46:16 AM, mkim, Action Type : Call to Customer

I called 301-997-0716 and spoke to Mr. Rogers.

Customer said his wife took the vehicle over to Ken Dixon Honda today to have it repaired. Customer said it was exactly as I told him and thanked me for following up.

Case History

Case ID : N012012-03-3004129

Case Title : 6B-#206871-[REDACTED]- COMPLAINT/VSA MODULATOR REPLACEMENT

I offer to follow back up with him one last time on Friday to check on the repair.

*** CASE MODIFY [REDACTED]

[REDACTED] SEAN ROGERS due 04/20/2012 05:00:00 PM.

*** CASE MODIFY 4/18/2012 10:46:42 AM, mkim

into WIP 6B and Status of Solving.

*** CASE MODIFY COMMITMENT 4/20/2012 2:13:32 PM, mkim

with [REDACTED] due 04/23/2012 05:00:00 PM.

*** NOTES 4/23/2012 2:14:48 PM, mkim, Action Type : Call to Customer

I called 301-997-0716 and spoke to Mr. Rogers.

Customer stated the vehicle [REDACTED]s been repaired and thanked me for following up.

I thanked the customer for the opportunity to review his concern and offer assistance.

I encourage customer in contacting me back if he has further questions or concerns.

Customer understood and no further assistance was needed at this time.

*** CASE MODIFY 4/23/2012 2:15:19 PM, mkim

into WIP 6B and Status of Solving.

*** NOTES 4/23/2012 2:17:53 PM, mkim, Action Type : Note-General

DPSM Involved: No

Customer Pay Quote Dealership: \$1100.00

Total Warranty Repair Cost: \$750.00

Total Amount Authorized for Claim: \$250.00

% of GW Authorized: 33%

Total Customer Pays: \$500.00

*** SUBCASE N012012-03-3004129-1 CLOSE 4/23/2012 2:23:54 PM, mkim

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/23/2012 2:23:55 PM, mkim

into WIP 6B and Status of Solving.

*** CASE FULFILL 4/23/2012 2:23:59 PM, mkim

Fulfilled for SEAN ROGERS due 04/23/2012 05:00:00 PM.

*** CASE MODIFY 4/23/2012 2:24:03 PM, mkim

into WIP 6B and Status of Solving.

*** CASE CLOSE 4/23/2012 2:24:05 PM, mkim

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

Case Details

Case ID : N012005-02-2800417	Division : Honda - Auto	Condition : Closed	Open Date : 2/28/2005 7:31:33 AM
Case Originator : Lawrence Brown (Team HG)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/8/2005 10:24:01 AM
Case Owner : Joleen Zeleznicky (Team AC)	Method : Phone	Queue :	Days Open : 8
Last Closed By : Joleen Zeleznicky (Team AC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - REQUEST ASSISTANCE WITH VSA REPAIR No. of Attachments : 0			

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNYF18655E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 1,000
 In Service Date : 01/19/2005
 Months In Use : 1
 Engine Number : J35A61404018
 Originating Dealer No. / Name : 207504 / ROSENTHAL LANDMARK HONDA
 Selling Dealer No. / Name : 208341 / HONDA OF DULLES
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208341 / HONDA OF DULLES
 Phone No. : 703-444-2010
 Address : 21715 AUTO WORLD DRIVE
 City / State / Zip : STERLING, VA 20166
 Svc District / Sls District : 06D / A06
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012005-02-2800417-1 / ██████████ -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012005-02-2800417-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Joleen Zeleznicky	Type 1 : Product	Status : Subcase Close	Open Date : 3/1/2005 9:48:35 AM
Issue Owner : Joleen Zeleznicky	Type 2 : Operation	Queue :	Close Date : 3/8/2005 10:23:58 AM
Issue Title : ██████████ - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code :
Resolutions : Repaired/Warranty, 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 : N012005-02-2800417

Case Title : ██████████ - REQUEST ASSISTANCE WITH VSA REPAIR OR NE

*** CASE CREATE 2/28/2005 7:31:33 AM, lbrown

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

*** NOTES 2/28/2005 7:43:09 AM, lbrown, Action Type : Call from Customer

The customer requested to start the process for arbitration.

The vehicle has been in for repair 4 times since purchase and has had problems with the VSA malfunctioning. The customer stated while driving on flat dry surface, the vehicle thinks she's driving on ice and wants to compensate for it and the vehicle will go in to the dealership and 1 week later will require the VSA to be looked at again.

The only issue is the VSA light and the brake pumping sounding like something is dragging under the car.

The car did register the problem on diagnostic 1 and was attempted to be repaired 2 times but has been in the shop 4 times. The customer stated she is upset that the dealer has had her car more than her.

The customer wants another vehicle. I advised that our first priority is to repair the vehicle. The customer wants to know how many more times she'll have to go to the dealer before she can get another car?

Offered a case number N012005-02-2800417

Thanked

Call ended

*** CASE MODIFY 2/28/2005 7:43:42 AM, lbrown
into WIP default and Status of Solving.*** CASE MODIFY 2/28/2005 7:43:45 AM, lbrown
into WIP default and Status of Solving.*** CASE MODIFY 2/28/2005 7:43:45 AM, lbrown
into WIP default and Status of Solving.*** CASE DISPATCH 2/28/2005 7:43:51 AM, lbrown
from WIP default to Queue Honda Team G.*** CASE ACCEPT 2/28/2005 2:22:04 PM, jzelezni
from Queue Honda Team G to WIP default.*** CASE MODIFY 2/28/2005 2:22:27 PM, jzelezni
into WIP default and Status of Solving.*** SUBCASE N012005-02-2800417-1 CREATE 3/1/2005 9:48:35 AM, jzelezni
Created in WIP Default with Due Date 3/1/2005 9:48:35 AM.*** CASE MODIFY 3/1/2005 9:49:49 AM, jzelezni
into WIP default and Status of Solving.*** NOTES 3/1/2005 9:50:34 AM, jzelezni, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

CAN YOU PLEASE PROVIDE ME WITH CUSTOMER'S REPAIR HISTORY ON VSA.

Case History

Case ID : N012005-02-2800417

Case Title : ██████████ - REQUEST ASSISTANCE WITH VSA REPAIR OR NE

Thank you for your attention to this matter.

Joleen Zeleznicky ext 118153
Automobile Customer Service

*** CASE MODIFY 3/1/2005 9:50:37 AM, jzelezni
into WIP default and Status of Solving.

*** NOTES 3/1/2005 9:52:46 AM, jzelezni, Action Type : Call to Customer
Called and left message for customer at number provided-evening.
Stated that AH reviewing information.
Left call back information if further assistance needed before review completed.

*** CASE MODIFY 3/1/2005 9:52:49 AM, jzelezni
into WIP default and Status of Solving.

*** CASE MODIFY 3/1/2005 9:52:58 AM, jzelezni
into WIP default and Status of Solving.

*** COMMIT 3/1/2005 9:53:00 AM, jzelezni, Action Type : N/A
leesburg

*** CASE MODIFY 3/1/2005 9:53:23 AM, jzelezni
into WIP default and Status of Solving.

*** NOTES 3/3/2005 9:18:18 AM, jzelezni, Action Type : Call to Dealer
Called and spoke to Dennis.SM was not in.

1/28/05-520 miles. C/S after turning there is noticeable vibration. This is intermittent. Vehicle was at dealer for 4 days. Performed normal checks.
Everything operating as designed.

2/5/05-612 miles -Customer has same concerns.VSA light is coming on. Not able to duplicate. Found spot of grease on left front wheel sensor. The
sensor was cleaned. Vehicle was test driven.

2/11/05-728 miles-Same concern. Code in computer was 26-1. Techline asked to replace accelerator sensor. Vehicle was test driven.

2/25/05-1028 miles.Same concern.VSA light is on. Dealer found 25-1 and 112-1 codes in the system. Techline asked for sensor to be replaced
again. Delaer found loose ground wire at VSA modulator. Bolf was left loose. Vehicle was test driven. Vehicle was given back on 3/1/05.

Will call customer.

*** CASE MODIFY 3/3/2005 9:18:55 AM, jzelezni
into WIP 5J and Status of Solving.

*** CASE MODIFY 3/3/2005 12:06:14 PM, jzelezni
into WIP 6D and Status of Solving.

*** NOTES 3/3/2005 12:06:39 PM, jzelezni, Action Type : Call to Customer
Called and left message for customer on cell number.

Case History

Case ID : N012005-02-2800417

Case Title : [REDACTED] - REQUEST ASSISTANCE WITH VSA REPAIR OR NE

Requested call back.

*** CASE MODIFY 3/3/2005 12:06:43 PM, jzelezni
into WIP 6D and Status of Solving.

*** CASE FULFILL 3/3/2005 12:06:46 PM, jzelezni
Fulfilled for [REDACTED] due 03/03/2005 07:00:00 AM.

*** COMMIT 3/3/2005 12:06:50 PM, jzelezni, Action Type : N/A
customer call

*** CASE MODIFY 3/3/2005 12:07:03 PM, jzelezni
into WIP 6D and Status of Solving.

*** NOTES 3/7/2005 6:44:10 AM, jzelezni, Action Type : Call to Customer
Returned customer's phone call at home number.
Requested call back.

*** CASE MODIFY 3/7/2005 6:44:16 AM, jzelezni
into WIP 6D and Status of Solving.

*** CASE FULFILL 3/7/2005 6:44:20 AM, jzelezni
Fulfilled for [REDACTED] due 03/07/2005 07:00:00 AM.

*** COMMIT 3/7/2005 6:44:25 AM, jzelezni, Action Type : N/A
customer call

*** CASE MODIFY 3/7/2005 6:44:48 AM, jzelezni
into WIP 6D and Status of Solving.

*** NOTES 3/8/2005 8:11:23 AM, jzelezni, Action Type : Call to Customer
Returned customer's phone call.
Requested a call back at home number. Also asked for alternative phone number

*** CASE MODIFY 3/8/2005 8:11:27 AM, jzelezni
into WIP 6D and Status of Solving.

*** NOTES 3/8/2005 10:23:31 AM, jzelezni, Action Type : Call to Customer
Customer called in.

She states that everything is okay thus far. Customer is still concerned that it might happen again. Asked if she wanted another follow up in a week and she said it was not necessary.

Asked if there was anything further AH can do.

She said no. She thanked for follow up and said that dealer has been great.

Closing case at this time.

*** CASE MODIFY 3/8/2005 10:23:36 AM, jzelezni
into WIP 6D and Status of Solving.

*** SUBCASE N012005-02-2800417-1 CLOSE 3/8/2005 10:23:58 AM, jzelezni
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/8/2005 10:23:59 AM, jzelezni

Case History

Case ID : N012005-02-2800417
into WIP 6D and Status of Solving.

Case Title : [REDACTED] - REQUEST ASSISTANCE WITH VSA REPAIR OR NE

*** CASE CLOSE 3/8/2005 10:24:01 AM, jzelezni

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

Case Details

Case ID : N012011-05-0500373 Division : Honda - Auto Condition : Closed Open Date : 5/5/2011 9:06:41 AM
 Case Originator : Danielle Mixon (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/19/2011 3:09:38 PM
 Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 14
 Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 3J: ORR HONDA OF HOT SPRINGS [REDACTED] - BRAKING 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 : MALVERN, AR [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYF18515E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 134,213
 In Service Date : 10/11/2004
 Months In Use : 79
 Engine Number : J35A61404212
 Originating Dealer No. / Name : 207321 / DOBBS HONDA ON COVINGTON PI
 Selling Dealer No. / Name : 207321 / DOBBS HONDA ON COVINGTON PIK
 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 : 208260 / ORR HONDA OF HOT SPRINGS
 Phone No. : 501-525-4565
 Address : 4701 CENTRAL AVENUE
 City / State / Zip : HOT SPRINGS, AR 71913
 Svc District / Sls District : 03F / D03
 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
N012011-05-0500373-1 [REDACTED]	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012011-05-0500373-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 5/6/2011 4:13:46 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 5/19/2011 3:09:33 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc : Other 410X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-05-0500373

Case Title : 3J: ORR HONDA OF HOT SPRINGS [REDACTED] - BRAKING ISSUE

*** CASE CREATE 5/5/2011 9:06:41 AM, dmixon

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

*** CASE MODIFY 5/5/2011 9:09:18 AM, dmixon

into WIP default and Status of Solving.

*** CASE MODIFY 5/5/2011 9:09:39 AM, dmixon

into WIP default and Status of Solving.

*** NOTES 5/5/2011 9:18:00 AM, dmixon, Action Type : Call from Customer

I updated the customer's information.

The best contact number is [REDACTED]

The customer states that the vehicle slams on the brakes by itself. She states she has taken it to Orr Honda and had the VSA system serviced. She states that when she took the vehicle back home, she noticed the problem was happening again and the VSA light was still on. The customer states she is afraid to drive the vehicle and is upset because she paid \$710 for the VSA repair and they never fixed anything. They also they were unable to duplicate the braking problem and advised her that nothing was wrong with the vehicle after the repair. I advised the customer I would dispatch to case manager for further review and assistance. I advised the customer they would call in 1-2 business days. The customer understood and needed no further information.

*** CASE MODIFY 5/5/2011 9:18:12 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:18:32 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:18:55 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:18:57 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:19:00 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:19:03 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:19:05 AM, dmixon
into WIP default and Status of Solving.*** CASE MODIFY 5/5/2011 9:19:06 AM, dmixon
into WIP default and Status of Solving.*** CASE DISPATCH 5/5/2011 9:19:19 AM, dmixon
from WIP default to Queue Honda Team C.*** CASE ASSIGN 5/5/2011 9:28:27 AM, jsmith02
N012011-05-0500373 to bmcdonal, WIP*** CASE RULE ACTION 5/5/2011 9:28:27 AM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012011-05-0500373-1 CREATE 5/6/2011 4:13:46 PM, bmcdonal

Case History

Case ID : N012011-05-0500373

Case Title : 3J: ORR HONDA OF HOT SPRINGS [REDACTED] - BRAKING ISSUE

Created in WIP Default with Due Date 5/6/2011 4:13:46 PM.

*** CASE MODIFY 5/6/2011 4:13:52 PM, bmcDonald
into WIP default and Status of Solving.

*** NOTES 5/6/2011 4:20:58 PM, bmcDonald, Action Type : Call to Customer

ACS left a message for Clare Barlow. I left a message to advise the customer I am the RCM who was assigned her case for review. I advised the customer I apologize for the difficulty she is experiencing with the VSA /Brake system. I advised the customer I will contact the dealership to gather information on the inspection and repair. I can re-contact her for further discussion by Wednesday May 11th. I provided the ACS telephone contact and the N01-case # for her reference.

*** COMMIT 5/6/2011 4:21:21 PM, bmcDonald, Action Type :

Made to [REDACTED] due 05/09/2011 04:21:26 PM.

DCS Follow-Up

*** NOTES 5/6/2011 4:22:25 PM, bmcDonald, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 5/9/2011 4

This customer contacted our office regarding the following issue(s): please contact the case manger to discuss the customer concerns. VSA system serviced. She states that when she took the vehicle back home, she noticed the problem was happening again and the VSA light was still on. The customer states she is afraid to drive the vehicle and is upset because she paid \$710 for the VSA repair and they never fixed anything. They also they were unable to duplicate the braking problem and advised her that nothing was wrong with the vehicle after the repair.

In the interest of customer satisfaction we would like to resolve this situation as soon as possible. Please perform the following and take appropriate action: Thank you for your cooperation and timely response.

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.

Bettie McDonald
Automobile Customer Service
310 783- 7749 Direct line

*** CASE MODIFY 5/9/2011 9:16:22 AM, bmcDonald
into WIP default and Status of Solving.

*** NOTES 5/9/2011 11:23:17 AM, bmcDonald, Action Type : Call to Customer

ACS called and spoke to [REDACTED]. I advised the customer this call may be monitored or recorded for quality purposes. I advised the cutworm that I will contact Or Honda to review her service history and inspection findings. I advised the customer when I have additional information I'll re-contact her to discuss in details her concerns. Ms. Barlow thanked me for the follow up call. I advised Ms [REDACTED] I will re-contact her by the end of the week.

*** CASE MODIFY 5/9/2011 11:23:25 AM, bmcDonald
into WIP default and Status of Solving.

*** CASE FULFILL 5/9/2011 11:24:09 AM, bmcDonald

Fulfilled for [REDACTED] due 05/09/2011 04:21:26 PM.

*** COMMIT 5/18/2011 4:56:48 PM, bmcDonald, Action Type : N/A

call dealer and the customer.

*** NOTES 5/19/2011 3:02:36 PM, bmcDonald, Action Type : Call to Dealer

Case History

Case ID : N012011-05-0500373

Case Title : 3J: ORR HONDA OF HOT SPRINGS [REDACTED] - BRAKING ISSUE

ACS called the dealership and spoke to SA-Jason who was personally involved in test driving the customer 's vehicle for 500 miles. The technician who has 30 years of experience has driven the vehicle at least 240 miles. Other test drives up to 200 miles have been performed on the vehicle and never have duplicate the symptom the customer has described. They have never found the brake light or ABS lights on with this vehicle. They have paid for the gas in performing the test drives and not been able to duplicate the concerns. The customer has allowed the dealer to drive the vehicle for as long as they wanted. The SA said he has picked up his own children from school and drove them home without having any brake issue. The SA-Mindy who worked with the customer advised her they can't arbitrarily switch out parts on the vehicle. The dealer has now exhausted every means of addressing the customer brake concerns.

*** CASE MODIFY 5/19/2011 3:02:51 PM, bmcDonal
into WIP 3J and Status of Solving.

*** NOTES 5/19/2011 3:08:38 PM, bmcDonal, Action Type : Call to Customer

ACS attempted to contact [REDACTED]. I left a detailed message to advised the customer I review her case with the Orr Honda of Hot Springs. The dealer has exhausted every opportunity to duplicate her concerns. They have driven the vehicle for long periods of time without duplicating the brake lights coming on. I apologized that I didn't have an opportunity to speak with her personally today. I advised the customer I will be out of the office for one week starting Monday May 23rd. Should she have any further questions she is free to rec-contact me after June 1st. I thanked Mrs. Barlow for her patience during the review process.

*** CASE FULFILL 5/19/2011 3:08:47 PM, bmcDonal

Fulfilled for [REDACTED] due 05/19/2011 12:00:00 AM.

*** SUBCASE N012011-05-0500373-1 CLOSE 5/19/2011 3:09:33 PM, bmcDonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/19/2011 3:09:38 PM, bmcDonal

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

Case Details

Case ID : N012012-02-0800657	Division : Honda - Auto	Condition : Closed	Open Date : 2/8/2012 9:42:00 AM
Case Originator : Brenda Ibarra (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/8/2012 9:53:13 AM
Case Owner : Brenda Ibarra (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Brenda Ibarra (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - ABS FAILURE 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 : ELDORADO, AR ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1015
 VIN Type / No. : US VIN / 5FN1YF18645E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 130,000
 In Service Date : 03/31/2005
 Months In Use : 83
 Engine Number : J35A61405696
 Originating Dealer No. / Name : 206685 / HOLMES HONDA
 Selling Dealer No. / Name : 208121 / TEETER HONDA
 Trim : EX-LRES
 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 : 207530 / STREATER-SMITH HONDA
 Phone No. : 936-760-2446
 Address : 311 INTERSTATE45 SOUTH
 City / State / Zip : CONROE, TX 77301
 Svc District / Sls District : 03C / C03
 Warranty Labor Rate / Date : \$88.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-02-0800657-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N012012-02-0800657-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brenda Ibarra	Type 1 : Product	Status : Subcase Close	Open Date : 2/8/2012 9:52:41 AM
Issue Owner : Brenda Ibarra	Type 2 : Operation	Queue :	Close Date : 2/8/2012 9:53:13 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
Condition Code Desc : Other 422X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, 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 : N012012-02-0800657

Case Title : ██████████ - ABS FAILURE COMPLAINT

*** CASE CREATE 2/8/2012 9:42:00 AM, bibarra
Contact = ██████████, Priority = N/A, Status = Solving.

*** CASE MODIFY 2/8/2012 9:42:04 AM, bibarra
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2012 9:43:06 AM, bibarra
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2012 9:43:11 AM, bibarra
into WIP default and Status of Solving.

*** CASE MODIFY 2/8/2012 9:43:16 AM, bibarra
into WIP default and Status of Solving.

*** NOTES 2/8/2012 9:52:11 AM, bibarra, Action Type : Call from Customer
Customer info updated

Customer is calling to document complaint with 2005 PILOT Anti-lock Brake System.
Customer states that he was driving on the hwy when the ABS failed and the brakes slammed on his vehicle. Customer states that the issue replicates the act of slamming on the parking brake. Customer took vehicle to STREATER-SMITH HONDA for repairs and was quoted \$1600.00. Customer states that dlr duplicated concern and almost wrecked the vehicle themselves. Customer is concerned that this may be a safety issue and would like to know if it is a known issue. Customer wanted to make AHM aware and was requesting FA.

ACS empathized with customer's frustrations in relation to their issue and assured customer that their concern would be documented, making it visible to all of AHM. ACS informed customer that there were no known issues or campaigns relating to his concern. ACS would be no financial assistance provided due to the age and mileage of the vehicle. ACS provided closed case number for future reference and advised customer to contact ACS if they wanted to provide updated info; they would not be contacted further.

Customer understood and required no further assistance.

*** SUBCASE N012012-02-0800657-1 CREATE 2/8/2012 9:52:41 AM, bibarra
Created in WIP Default with Due Date 2/8/2012 9:52:41 AM.

*** CASE MODIFY 2/8/2012 9:53:10 AM, bibarra
into WIP default and Status of Solving.

*** SUBCASE N012012-02-0800657-1 CLOSE 2/8/2012 9:53:13 AM, bibarra
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/8/2012 9:53:13 AM, bibarra
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032005-07-1500061	Division : Honda - Auto	Condition : Closed	Open Date : 7/15/2005 6:47:13 AM
Case Originator : Krystal Williams (Team PA)	Sub Division : Satellite Center	Status : Closed	Close Date : 7/19/2005 8:41:53 AM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 4
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VSA 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 : VILLA PARK, IL ██████████
 ██████████ ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNYF18585E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 8,200
 In Service Date : 11/22/2004
 Months In Use : 8
 Engine Number : J35A61407676
 Originating Dealer No. / Name : 207879 / O'HARE HONDA
 Selling Dealer No. / Name : 207879 / O'HARE 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 : 207879 / O'HARE HONDA
 Phone No. : 847-297-5700
 Address : 1533 RIVER ROAD
 City / State / Zip : DES PLAINES, IL 60018
 Svc District / Sls District : 08D / A08
 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
N032005-07-1500061-1 / ██████████	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N032005-07-1500061-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 7/15/2005 7:46:22 AM
Issue Owner : [REDACTED]	[REDACTED] [REDACTED]	Queue :	Close Date : 7/19/2005 8:41:50 AM

[REDACTED] - PRODUCT - OPERATION

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
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

Case History

Case ID : N032005-07-1500061

Case Title : 08E - [REDACTED] - VSA CONCERN

*** CASE CREATE 7/15/2005 6:47:13 AM, kwillia1

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

*** CASE EXTENDED WARRANTY LOOKUP 7/15/2005 6:47:17 AM, kwillia1

WARRANTY CHECK 07/15/2005 06:47:17 AM kwillia1

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/15/2005 6:47:21 AM, kwillia1

CLAIM CHECK 07/15/2005 06:47:21 AM kwillia1

The following Claim History information was found

0; 2005-03-21; 207879; 917121; 510; 413099 ; BASE FOR STRAIGHT TIME (MASTER CYLINDER AND BOOSTER)

*** CASE CAMPAIGN LOOKUP 7/15/2005 6:47:23 AM, kwillia1

CAMPAIGN CHECK 07/15/2005 06:47:22 AM kwillia1

No data found for VIN

*** CASE VSC LOOKUP 7/15/2005 6:47:25 AM, kwillia1

VSC-CUC CHECK 07/15/2005 06:47:25 AM kwillia1

No data found for VIN.

*** CASE MODIFY 7/15/2005 7:02:42 AM, kwillia1

into WIP default and Status of Solving.

*** NOTES 7/15/2005 7:32:14 AM, kwillia1, Action Type : Call from Customer

ACS received call from customer regarding the VSA problems with her Vehicle. The customer stated she noticed the VSA light was on, then she starting to feel grinding sound when she would use the brakes. The customer advised she took the vehicle into O'Hare Honda and spoke to service advisor Frank. The dealer hasn't been able to give a diagnosis. The customer advised she has contacted the dealer on two separate occasions with no response. The customer feels the traction control on her 2005 Pilot is unstable. This customer is requesting for AHM to work as a liaison and investigate her concern. I informed the customer I will document her concern and send it to a case manager for review. I provided the customer with a case number, and advised the customer a case manager will be contacting her with status within a few business days. I asked the customer for any further assistance? The customer declined, so I thanked the customer for calling AHM and the call was ended.

*** CASE DISPATCH 7/15/2005 7:33:43 AM, kwillia1

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 7/15/2005 7:44:16 AM, kogawa

from Queue Honda Team E to WIP Default.

*** SUBCASE N032005-07-1500061-1 CREATE 7/15/2005 7:46:22 AM, kogawa

Created in WIP Default with Due Date 7/15/2005 7:46:22 AM.

*** CASE YANKED 7/15/2005 7:53:06 AM, rrubinof

Yanked by rrubinof into WIPbin default.

*** CASE ASSIGN 7/15/2005 7:53:27 AM, rrubinof

N032005-07-1500061 to kogawa, WIP objid FROM table_employee WHERE employee2user = ?

*** CASE RULE ACTION 7/15/2005 7:53:28 AM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 7/15/2005 8:04:15 AM, kogawa, Action Type : N/A

Case History

Case ID : N032005-07-1500061

Case Title : 08E - [REDACTED] - VSA CONCERN

initial

*** NOTES 7/19/2005 8:16:30 AM, kogawa, Action Type : Call to Customer

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

*** CASE FULFILL 7/19/2005 8:17:36 AM, kogawa

Fulfilled for [REDACTED] due 07/18/2005 12:00:00 AM.

*** COMMIT 7/19/2005 8:17:39 AM, kogawa, Action Type : N/A

ccb?

*** NOTES 7/19/2005 8:40:15 AM, kogawa, Action Type : Call from Customer

Reviewed with customer. Customer advises the VSA light has come on intermittently, and when it does, the vehicle seems to pull to the left, there is a grinding noise when braking, does not feel the car is safe when the VSA light comes on. Has contacted O'Hare and has received assurance that she can bring in the car, no appointment necessary, whenever the light comes back on. Customer is leasing the car, and is also looking for reassurance that she will not be held responsible for lease charges in connection to the VSA light. ACS advised to customer that the VSA light coming on, if needs repairs, is covered under warranty, and I do not see how any leasing company would determine it to be customer's responsibility. Assured her that if she is not confident in driving car with VSA activated, per owner manual she has the option to deactivate it. Customer is hopeful that AHM/dealer can repair it, but well understands that while she will have the full backing of AHM's resources, we are prevented from taking further action while there is no VSA light on and dealer has not yet been able to duplicate concerns. Customer understood.

*** SUBCASE N032005-07-1500061-1 CLOSE 7/19/2005 8:41:50 AM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 7/19/2005 8:41:53 AM, kogawa

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

Case Details

Case ID : N012008-09-2500024	Division : Honda - Auto	Condition : Closed	Open Date : 9/25/2008 6:10:58 AM
Case Originator : Steven Ruge (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/4/2008 2:19:16 PM
Case Owner : Gladys Tamayo (Team HG)	Method : Phone	Queue :	Days Open : 40
Last Closed By : Gladys Tamayo (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 5J-(HONDA OF TURNERSVILLE)-[REDACTED]- DEALER SERV/VSA-RA 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] 6
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : SEWELL, NJ [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYF18695E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 47,000
 In Service Date : 01/03/2005
 Months In Use : 44
 Engine Number : J35A61407872
 Originating Dealer No. / Name : 207929 / HONDA OF TURNERSVILLE
 Selling Dealer No. / Name : 207929 / HONDA OF TURNERSVILLE
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207929 / HONDA OF TURNERSVILLE
 Phone No. : 856-728-2700
 Address : 3400-G ROUTE 42
 City / State / Zip : TURNERSVILLE, NJ 08012
 Svc District / Sls District : 05J / C05
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp.Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp.Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-09-2500024-1 [REDACTED] - SE	Subcase Close	Service - Dealer	Service Transaction		
N012008-09-2500024-2 / [REDACTED] PR	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-09-2500024-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Steven Ruge	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 9/25/2008 6:15:43 AM
Issue Owner : Steven Ruge	Type 2 : Service Transaction	Queue :	Close Date : 9/25/2008 6:15:49 AM
Issue Title : ██████████ - SERVICE - DEALER - SERVICE TRANSACTION			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-09-2500024-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gladys Tamayo	Type 1 : Product	Status : Subcase Close	Open Date : 10/9/2008 6:15:43 AM
Issue Owner : Gladys Tamayo	Type 2 : Operation	Queue :	Close Date : 11/4/2008 2:19:15 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill
 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
57110-S9V-A61	MODULATOR ASSY., VSA	Not Applicable

Check Req Info :

Check Requisition No. : 12385
 Primary Amount : \$1,073.92
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$1,073.92
 Approved By : aharlan
 Approval Date : 10/30/2008
 Status : PROCESSED
 Check No. : 1769348
 Check Date : 10/31/2008

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : SEWELL, NJ ██████████
 Campaign Template # :
 Contention Code : 03220
 Defect Code : 03217
 Category : Regular
 Failed Part # : 57110-S9V-A61

Case History

Case ID : N012008-09-2500024

Case Title : 5J-(HONDA OF TURNERSVILLE)-[REDACTED] DEALER SERV/VSA-RADIATOR

*** CASE CREATE 9/25/2008 6:10:58 AM, srugc

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

*** CASE MODIFY 9/25/2008 6:14:40 AM, srugc

into WIP default and Status of Solving.

*** NOTES 9/25/2008 6:15:30 AM, srugc, Action Type : Call from Customer

Customer contacted ACS because he is having a recurring problem with losing power on his transmission. Customer stated that when this happened the first time he almost got into an accident. When this happens the VSA, Check Engine, and VTM-4 lamps come on. When the lamps came on he took the vehicle to the dealer who stated that they thought someone had changed a fuse in the vehicle triggering a problem with a module on the car's computer. The customer was going to be charged for labor and he was upset stating he did not even know where the fuse box was much less to change a fuse. The dealer also claimed they updated the software on the vehicle. In addition, the customer has an extended warranty. Yesterday the same lights came back on again but went out. Customer stated he called the dealer back and was speaking to Mike (SA) who hung up on him. Customer called back and left a message for the SM (unnamed) to call him back and is waiting for the return call but wanted his comments documented.

ACS advised the customer we could document his concerns and that he can call us back if the SM is not helpful. ACS provided the case ID number and thanked the customer for his call.

Honda of Turnersville / Turnersville, NJ

SA - Mike

*** SUBCASE N012008-09-2500024-1 CREATE 9/25/2008 6:15:43 AM, srugc

Created in WIP Default with Due Date 9/25/2008 6:15:43 AM.

*** SUBCASE N012008-09-2500024-1 CLOSE 9/25/2008 6:15:49 AM, srugc

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/25/2008 6:15:50 AM, srugc

into WIP default and Status of Solving.

*** CASE CLOSE 9/25/2008 6:15:52 AM, srugc

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

*** CASE REOPEN 10/8/2008 8:31:53 AM, kmatsuok

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 10/8/2008 8:32:00 AM, kmatsuok

CAMPAIGN CHECK 10/08/2008 08:32:00 AM kmatsuok

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/8/2008 8:32:41 AM, kmatsuok

VSC-CUC CHECK 10/08/2008 08:32:41 AM kmatsuok

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/8/2008 8:32:45 AM, kmatsuok

CLAIM CHECK 10/08/2008 08:32:45 AM kmatsuok

The following Claim History information was found

0; 2007-05-23; 207929; 731280; 510; 8461B4 ; SIDE STEP GARNISH, RIGHT REAR - REPLACE.

Case History

Case ID : N012008-09-2500024

Case Title : 5J-(HONDA OF TURNERSVILLE)-[REDACTED]- DEALER SERV/VSA-RADIATOR

*** CASE EXTENDED WARRANTY LOOKUP 10/8/2008 8:32:45 AM, kmatsuok

WARRANTY CHECK 10/08/2008 08:32:45 AM kmatsuok

No data found for VIN.

*** NOTES 10/8/2008 8:46:01 AM, kmatsuok, Action Type : Call from Customer

Customer called in again to inform us that he would need to replace the VSA module and radiator.

Customer was quoted about \$1800.00 for the repair.

Customer was given an extended warranty but it doesn't cover these specific parts.

Customer informed ACS that BURNS HONDA had repaired an electrical switch but they stated that they didn't touch any fuses.

Customer is asking for assistance with the repairs.

ACS informed customer that there are no guarantees but that the vehicle will be dispatched to a CM for further review.

ACS provided case number and informed customer that the CM will contact him back.

ACS asked customer if any other assistance was needed and customer said no. Call ended.

*** CASE MODIFY 10/8/2008 8:46:22 AM, kmatsuok

into WIP default and Status of Solving.

*** CASE DISPATCH 10/8/2008 8:46:43 AM, kmatsuok

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/8/2008 9:12:25 AM, aharlan

N012008-09-2500024 to gtamayo, WIP

*** CASE RULE ACTION 10/8/2008 9:12:25 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/9/2008 6:12:11 AM, gtamayo

into WIP Default and Status of Solving.

*** SUBCASE N012008-09-2500024-2 CREATE 10/9/2008 6:15:43 AM, gtamayo

Created in WIP Default with Due Date 10/9/2008 6:15:43 AM.

*** CASE MODIFY 10/9/2008 6:15:45 AM, gtamayo

into WIP Default and Status of Solving.

*** COMMIT 10/9/2008 6:15:47 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 10/09/2008 04:00:00 PM.

1st call

*** CASE MODIFY 10/9/2008 6:16:03 AM, gtamayo

into WIP Default and Status of Solving.

*** NOTES 10/9/2008 6:52:29 AM, gtamayo, Action Type : Call to Dealer

I spoke to ASM Rich which advised that Mr. [REDACTED] was last on 9/12 for VSA indicator. He advised that they updated the software performed to fix the issue. They have no records of concerns with the radiator.

*** NOTES 10/9/2008 7:04:59 AM, gtamayo, Action Type : Call to Dealer

I spoke to Bruce from Burns Honda in regards to Mr. [REDACTED]. He advised that the customer was last in the dealership on 9/4/2007 for an electrical problem. Customer has not been there since. There are no open RO's.

*** NOTES 10/9/2008 7:09:19 AM, gtamayo, Action Type : Call to Customer

Case History

Case ID : N012008-09-2500024

Case Title : 5J-(HONDA OF TURNERSVILLE)-[REDACTED]- DEALER SERV/VSA-RADIATOR

I left a voice message for Mr. [REDACTED] in regards to the concern with his vehicle. I advised that I contacted HONDA OF TURNERSVILLE which advised that he was last in for the VSA concern in 9/12/08. I requested for him to provide me with the dealership that diagnosed his vehicle currently and who he spoke to. I provided my contact information.

*** CASE FULFILL 10/9/2008 7:09:22 AM, gtamayo

Fulfilled for [REDACTED] due 10/09/2008 04:00:00 PM.

*** COMMIT 10/9/2008 7:09:23 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 10/14/2008 05:00:00 PM.

call cust - 2

*** NOTES 10/9/2008 9:48:44 AM, gtamayo, Action Type : Call from Customer

ACS received a return call from Mr. [REDACTED] stating that the vehicle is currently at Honda of Turnersville. He stated that he would like to speak to me in regards to the matter. [REDACTED]

*** NOTES 10/10/2008 7:05:11 AM, eosuna, Action Type : Call from Customer

Customer called in to speak with RCM. she was available and was warm transferred over.

*** NOTES 10/10/2008 7:48:55 AM, gtamayo, Action Type : Call from Customer

I spoke to Mr. [REDACTED] in regards to the matter. I advised that I had received his message and was probable that the dealership had an open RO. He advised that he was informed that. He advised that he wanted to express his dissatisfaction with the fact that the vehicle needs repairs. He stated that the extended warranty provided by the dealership did not cover the repairs. He advised that the Radiator had a leak, it failed and was replaced. He also stated that the VSA module failed and was replaced. Customer advised that Customer stated that he purchased Honda thinking that it would be a reliable vehicle. Customer stated that he has had several issues with the VSA since May 2007. Customer stated that the vehicle has been picked up and is running well now. Customer stated that he is aware that he is no longer within the warranty parameters however would like for AHMC to assist with some of the repairs. He stated that this is his first Honda. He does the oil changes himself and major services at Honda of Turnersville. I advised for him to fax the RO. Customer was advised that the case will be reviewed for possible goodwill but can not guarantee it. Customer understood and advised that he would appreciate whatever can be done. I advised that I will follow up with him next week after the documentation has been received and reviewed. Customer thanked me.

*** CASE FULFILL 10/10/2008 7:49:01 AM, gtamayo

Fulfilled for [REDACTED] due 10/14/2008 05:00:00 PM.

*** COMMIT 10/10/2008 7:49:03 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 10/15/2008 05:00:00 PM.

fax recieved?

*** CASE MODIFY 10/10/2008 7:49:22 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** NOTES 10/13/2008 9:15:27 AM, ahsieh, Action Type : Letter/Fax

On 10/10/08 ACS rec'd a 4 page fax from customer.

*** NOTES 10/16/2008 1:05:10 PM, gtamayo, Action Type : Call to Dealer

I left a voice message for ASM Rich to return my call in regards to the customer and possibly reimbursing him for some of the repairs. I left my contact information for a return call.

*** CASE FULFILL 10/16/2008 1:06:18 PM, gtamayo

Fulfilled for [REDACTED] due 10/15/2008 05:00:00 PM.

*** COMMIT 10/16/2008 1:06:21 PM, gtamayo, Action Type : N/A

Case History

Case ID : N012008-09-2500024

Case Title : 5J-(HONDA OF TURNERSVILLE) [REDACTED] - DEALER SERV/VSA-RADIATOR

Made to [REDACTED] due 10/21/2008 05:00:00 PM.
received a return call from ASM Rich?

*** CASE MODIFY 10/17/2008 9:01:50 AM, gtamayo
into WIP 5J - Joe and Status of Solving.

*** NOTES 10/17/2008 9:41:54 AM, gtamayo, Action Type : Call to Dealer

I spoke to ASM Rich in regards to Mr. [REDACTED]. He advised that the VSA Modulator was replaced and an after market radiator. He stated that repairs were done on 10/09/2008 (RO HOCS115526). The customer has been to the dealership 7 times for warranty work and only transmission service. In September of 2008 for the VSA concern. I asked for his opinion on whether he felt that AHMC assisting with some of the VSA was fair and he advised that he did. I thanked him for his feedback.

*** CASE FULFILL 10/17/2008 9:42:00 AM, gtamayo

Fulfilled for [REDACTED] due 10/21/2008 05:00:00 PM.

*** COMMIT 10/17/2008 9:42:02 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 10/22/2008 05:00:00 PM.
contact the customer

*** CASE RULE ACTION 10/23/2008 5:10:58 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 10/23/2008 9:23:53 AM, gtamayo, Action Type : Call to Customer

I left the customer a voice message advising that the case has been further reviewed. I advised that AHMC will be able to reimburse him for the VSA Modulator (part \$1073.92) as a onetime goodwill gesture. The vehicle has low mileage. I advised that he is valued as a customer and requested that he contacts me back. I advised that I need to verify his contact information. My contact information was provided for a return call.

*** CASE FULFILL 10/23/2008 9:25:42 AM, gtamayo

Fulfilled for [REDACTED] due 10/22/2008 05:00:00 PM.

*** COMMIT 10/23/2008 9:25:45 AM, gtamayo, Action Type : N/A

Made to [REDACTED] due 10/29/2008 05:00:00 PM.
received a return all from cust?

*** NOTES 10/23/2008 11:10:26 AM, jaggrey, Action Type : Call for Case Mgr

Customer called and stated that he was returning his CM call. I informed the customer that his CM was not available. I verified the customer's contact information. Customer stated that he will call back later on today. No further assistance was needed.

*** NOTES 10/28/2008 1:26:48 PM, gtamayo, Action Type : Call from Customer

Customer advised that he received the voicemail and left his contact information.

*** NOTES 10/29/2008 11:45:10 AM, rsugito, Action Type : Call for Case Mgr

Verified customer information

Customer called in requesting to speak with the CM.

I checked with the CM, I advised the customer that CM not available at the moment.

Customer understood and requesting for a call back.

Ended the call.

*** NOTES 10/29/2008 1:35:33 PM, ahorton, Action Type : Warm Transfer

Customer called for RCM, call was warm transferred.

Case History

Case ID : N012008-09-2500024

Case Title : 5J-(HONDA OF TURNERSVILLE)-[REDACTED]- DEALER SERV/VSA-RADIATOR

*** NOTES 10/29/2008 1:52:52 PM, gtamayo, Action Type : Call to Customer

I received a return call from the customer and he advised that he received my voice message. I advised the customer that the case was further reviewed. I advised that because he is a valued customer AHMC will be able to assist with \$1073.92 (VSA Part). Customer was very appreciative. I verified his contact information. I advised that he should receive a check by next week. Customer advised that now the fog lights are not working and advised that he found loose wiring. I advised him to notify the dealership and he advised that he will.

*** CASE FULFILL 10/29/2008 1:52:59 PM, gtamayo

Fulfilled for [REDACTED] due 10/29/2008 05:00:00 PM.

*** COMMIT 10/29/2008 1:53:02 PM, gtamayo, Action Type : N/A

Made to [REDACTED] due 10/30/2008 04:00:00 PM.

make check req

*** CASE MODIFY 10/30/2008 9:25:06 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** CASE MODIFY 10/30/2008 9:25:11 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** CASE MODIFY 10/30/2008 9:25:17 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** CASE FULFILL 10/30/2008 9:25:25 AM, gtamayo

Fulfilled for [REDACTED] due 10/30/2008 04:00:00 PM.

*** CASE MODIFY 10/30/2008 9:28:31 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** SUBCASE N012008-09-2500024-2 DISPATCH 10/30/2008 9:30:16 AM, gtamayo

from WIP Subcases to Queue CkReq - Harlan.

*** CASE MODIFY 10/30/2008 9:32:30 AM, gtamayo

into WIP 5J - Joe and Status of Solving.

*** SUBCASE N012008-09-2500024-2 10/30/2008 10:22:58 AM, aharlan, Action Type :

Check Requisition for 1,073.92 \$ submitted

Check Requisition for 1,073.92 \$ submitted by aharlan

*** SUBCASE N012008-09-2500024-2 RETURN 10/30/2008 10:23:03 AM, aharlan

from Queue CkReq - Harlan to WIP Subcases.

*** NOTES 10/31/2008 1:57:51 PM, ahsieh, Action Type : Note-General

Check mailed.

*** SUBCASE N012008-09-2500024-2 COMMIT 11/3/2008 8:01:24 AM, gtamayo, Action Type : External Commitment

Check processed for check_req_no = 12385 on 2008-10-31-00.00.00.000000

*** NOTES 11/4/2008 2:18:49 PM, gtamayo, Action Type : Call to Customer

I spoke to Mr. [REDACTED] and advised that the reimbursement check was mailed out on the 10/31/08. I thanked him for contacting us in regards to his concerns and advised to contact us if he had any further concerns.

*** CASE MODIFY 11/4/2008 2:18:59 PM, gtamayo

Case History

Case ID : N012008-09-2500024

Case Title : 5J-(HONDA OF TURNERSVILLE) [REDACTED] - DEALER SERV/VSA-RADIATOR

into WIP Check Req and Status of Solving.

*** CASE MODIFY 11/4/2008 2:19:11 PM, gtamayo

into WIP Check Req and Status of Solving.

*** SUBCASE N012008-09-2500024-2 CLOSE 11/4/2008 2:19:15 PM, gtamayo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 11/4/2008 2:19:16 PM, gtamayo

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

Case Details

Case ID : N032005-04-0401534 Division : Honda - Auto Condition : Closed Open Date : 4/4/2005 3:03:33 PM
 Case Originator : Carrie Cameron (Team CB) Sub Division : Satellite Center Status : Closed Close Date : 5/31/2005 1:25:07 PM
 Case Owner : Bettie McDonald (Team HC) Method : Phone Queue : Days Open : 57
 Last Closed By : Bettie McDonald (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO 1 No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 484
 VIN Type / No. : US VIN / 5FNYF18545B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF185JNW / A
 Miles / Hours : 4,000
 In Service Date : 11/17/2004
 Months In Use : 5
 Engine Number : J35A61408556
 Originating Dealer No. / Name : 208332 / MILLENNIUM HONDA
 Selling Dealer No. / Name : 208332 / MILLENNIUM HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208332 / MILLENNIUM HONDA
 Phone No. : 516-481-2800
 Address : 286 NORTH FRANKLIN STR
 City / State / Zip : HEMPSTEAD, NY 11550
 Svc District / SIs District : 05B / A05
 Warranty Labor Rate / Date : \$106.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-04-0401534-1 / [REDACTED] - PR	Subcase Close	Product	Operation	422	Anti-Lock Brake
N032005-04-0401534-2 / [REDACTED] - PR	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N032005-04-0401534-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 4/7/2005 3:29:14 PM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 4/21/2005 10:17:41 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc : Noise 4222
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 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

Issue Details

Issue ID : N032005-04-0401534-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bettie McDonald	Type 1 : Product	Status : Subcase Close	Open Date : 5/11/2005 8:36:48 AM
Issue Owner : Bettie McDonald	Type 2 : Operation	Queue :	Close Date : 5/31/2005 1:25:03 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc : Other 422X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty, Assist - Dealer100%
 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 : N032005-04-0401534

Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

*** CASE CREATE 4/4/2005 3:03:33 PM, ccameron

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

*** CASE EXTENDED WARRANTY LOOKUP 4/4/2005 3:03:50 PM, ccameron

WARRANTY CHECK 04/04/2005 03:03:50 PM ccameron

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/4/2005 3:03:54 PM, ccameron

CLAIM CHECK 04/04/2005 03:03:54 PM ccameron

The following Claim History information was found

0; 2004-12-29; 208332; 126358; 510; 423505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYST

*** CASE CAMPAIGN LOOKUP 4/4/2005 3:03:56 PM, ccameron

CAMPAIGN CHECK 04/04/2005 03:03:56 PM ccameron

No data found for VIN

*** NOTES 4/4/2005 3:20:36 PM, ccameron, Action Type : Call from Customer

The customer states that he is calling regarding his father's vehicle.

The customer states that he had the vehicle in Millennium Honda in November 2004 because the vehicles ABS system was activating and the brakes were not working properly. The customer then states that in March of 2005 (he didn't know the exact date) his father was driving at 55 mph on the Bell Parkway when he was hit from behind. The caller stated that the brake lights were not working at the time, and the ABS was activating while driving before this occurrence.

The customer states the problem was never fixed back in November and he wants this problem resolved. I asked the caller for details surrounding the accident and discovered that his father was the only person in the vehicle at the time of the accident. The incident occurred at 2:00PM and the weather conditions were clear. The callers father was hit on the right rear bumper. The caller was not sure how many people were in the other vehicle at the time. The caller states that his father was wearing the seat belt and he there were no injuries as far as he knows.

The vehicle is currently at his fathers house. There was no police report made and no insurance agency was involved. The caller is requesting that AHM assist in properly diagnosing and fixing this vehicle. The vehicle has not been diagnosed by an authorized Honda dealership as having a manufacturers defect yet.

The customer feels that this is a manufacturers defect. The customer states he just wanted the vehicle fixed right. The customer states the contact would be for his Father who name is Rosario. I informed the customer that I documented his concern and I thanked the customer for calling. I informed the customer that I will forward his concerns to a CM for follow up.

*** NOTES 4/4/2005 3:21:45 PM, ccameron, Action Type : Call from Customer

The customer also stated that the vehicle was at the dealership last time on March 23, 2005.

*** CASE MODIFY 4/4/2005 3:21:48 PM, ccameron

into WIP default and Status of Solving.

*** NOTES 4/4/2005 3:22:01 PM, ccameron, Action Type : Call from Customer

Assin to Team C

*** CASE MODIFY 4/4/2005 3:22:04 PM, ccameron

into WIP default and Status of Solving.

Case History

Case ID : N032005-04-0401534

Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

*** CASE ASSIGN 4/4/2005 3:22:08 PM, ccameron
N032005-04-0401534 to cmccabe, WIP N

*** CASE RULE ACTION 4/4/2005 3:22:09 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/4/2005 4:45:57 PM, cmccabe
into WIP default and Status of Solving.

*** CASE MODIFY 4/5/2005 4:42:57 PM, cmccabe
into WIP accident cases and Status of Solving.

*** CASE MODIFY 4/5/2005 4:43:01 PM, cmccabe
into WIP accident cases and Status of Solving.

*** NOTES 4/5/2005 4:48:51 PM, cmccabe, Action Type : Note-General
I have reviewed this case for content and I will forward this case for customer follow up.

*** CASE DISPATCH 4/5/2005 4:49:18 PM, cmccabe
from WIP accident cases to Queue Honda Team C.

*** CASE ACCEPT 4/6/2005 3:36:31 PM, bmc donal
from Queue Honda Team C to WIP default.

*** CASE MODIFY 4/7/2005 3:26:34 PM, bmc donal
into WIP default and Status of Solving.

*** SUBCASE N032005-04-0401534-1 CREATE 4/7/2005 3:29:14 PM, bmc donal
Created in WIP Default with Due Date 4/7/2005 3:29:14 PM.

*** CASE MODIFY 4/7/2005 3:30:06 PM, bmc donal
into WIP default and Status of Solving.

*** COMMIT 4/7/2005 3:30:45 PM, bmc donal, Action Type : N/A

Made to [REDACTED] due 04/10/2005 03:30:50 PM.

CALL THE CUSTOMER

*** NOTES 4/7/2005 3:32:49 PM, bmc donal, Action Type : Dealer Communication
ATTN:LOU SENATORE, , SERVICE MANAGER RESOLUTION DUE DATE : 4/10/2005

This customer contacted our office regarding the following issue(s): PLEASE CONTACT THE CASE MANAGER TO REVIEW THE PREVIOUS SERVICE HISTORY ON THIS VEHICLE. WE APPRECIATE YOUR TIMELY RESPONSE. THANK YOU FOR YOUR COOPERATION.

* WARRANTY CHECK 04/04/2005 03:03:50 PM ccameron
No data found for VIN.

*** CLAIM CHECK 04/04/2005 03:03:54 PM ccameron
The following Claim History information was found
0; 2004-12-29; 208332; 126358; 510; 423505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM
TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYST

Case History

Case ID : N032005-04-0401534

Case Title : 5-B MILLENNIUM [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

*** CAMPAIGN CHECK 04/04/2005 03:03:56 PM ccameron
No data found for VIN

*** NOTES 04/04/2005 15:20:36 ccameron Action Type: Call from Customer
The customer states that he is calling regarding his father's vehicle.

The customer states that he had the vehicle in Millennium Honda in November 2004 because the vehicles ABS system was activating and the brakes were not working properly. The customer then states that in March of 2005 (he didn't know the exact date) his father was driving at 55 mph on the Bell Parkway when he was hit from behind. The caller stated that the brake lights were not working at the time, and the ABS was activating while driving before this occurrence.

The customer states the problem was never fixed back in November and he wants this problem resolved. I asked the caller for details surrounding the accident and discovered that his father was the only person in the vehicle at the time of the accident. The incident occurred at 2:00PM and the weather conditions were clear. The callers father was hit on the right rear bumper. The caller was not sure how many people were in the other vehicle at the time. The caller states that his father was wearing the seat belt and he there were no injuries as far as he knows.

The vehicle is currently at his fathers house. There was no police report made and no insurance agency was involved. The caller is requesting that AHM assist in properly diagnosing and fixing this vehicle. The vehicle has not been diagnosed by an authorized Honda dealership as having a manufacturers defect yet.

The customer feels that this is a manufacturers defect. The customer states he just wanted the vehicle fixed right. The customer states the contact would be for his Father who name is Rosario. I informed the customer that I documented his concern and I thanked the customer for calling. I informed the customer that I will forward his concerns to a CM for follow up.

*** NOTES 04/04/2005 15:21:45 ccameron Action Type: Call from Customer
The customer also stated that the vehicle was at the dealership last time on March 23, 2005.

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

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

Bettie McDonald
Automobile Customer Service
800 999-1009 EXT 118051

*** CASE MODIFY 4/7/2005 3:32:54 PM, bmcdonal
into WIP default and Status of Solving.

*** NOTES 4/7/2005 3:33:21 PM, bmcdonal, Action Type : Call to Customer
LEFT A MESSAGE FOR THE CUSTOMER .

*** CASE MODIFY 4/7/2005 3:33:24 PM, bmcdonal
into WIP default and Status of Solving.

*** CASE MODIFY COMMITMENT 4/7/2005 3:33:43 PM, bmcdonal
with [REDACTED] due 04/08/2005 03:30:50 PM.

Case History

Case ID : N032005-04-0401534

Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

*** NOTES 4/11/2005 9:38:11 AM, mitchem, Action Type : Call from Customer

Customer contacted ACS to speak to CM. Informed the customer that the CM was not available at this time. Advised the customer to leave a voice mail message for the CM and I would document her call into her case. Customer understood and agreed.

*** NOTES 4/12/2005 7:45:21 AM, mjuniel, Action Type : Call from Customer

Customer called requesting to speak to her case manager. Informed customer her case manager is unavailable but offered to transfer to voicemail. Transferred customer to voicemail.

*** CASE MODIFY 4/12/2005 10:57:38 AM, bmcdonal
into WIP District 5-B Berse and Status of Solving.

*** NOTES 4/12/2005 11:08:59 AM, bmcdonal, Action Type : Call to Dealer

I spoke to Lou Senatore, SM who states that he has called the customer a few times and no response back.

*** NOTES 4/12/2005 11:11:21 AM, bmcdonal, Action Type : Call to Customer

I called the customer left a message to advise that the SM is looking to inspect the ABS system. I advised the customer that any accident damage will be the responsibility of the insurance company to inspect. If there is a determination that there is a manufacture responsibility the insurance company will subrogate on the behalf of the client/customer. AHM can inspect the ABS.

*** CASE MODIFY 4/12/2005 11:11:53 AM, bmcdonal
into WIP District 5-B Berse and Status of Solving.

*** CASE FULFILL 4/12/2005 12:00:46 PM, bmcdonal

Fulfilled for [REDACTED] due 04/08/2005 03:30:50 PM.

*** COMMIT 4/12/2005 12:00:50 PM, bmcdonal, Action Type : N/A

Follow up with the cust. after talking to the dlr.

*** NOTES 4/12/2005 2:05:11 PM, bmcdonal, Action Type : Call to Customer

The customer Mrs. [REDACTED] said that they never got a message form the dealer until today. The vehicle was at the dealership last week for 3-4 days. The dealer provided them with a rental. Mrs states that they drove the vehicle yesterday and there was still a grinding of brake noise and vibration with the vehicle. They are going out of town for 3 weeks. They will return on May 5/05/05 and will take the vehicle back to the dealer on the 6th or 7th. The customer is very concern that they have returned to the dealer 6 times with no resolution on this issue. I assured the the customer that we will readdress this concern upon her return.

The customer is satisfied with this arrangement.

*** CASE FULFILL 4/21/2005 10:16:00 AM, bmcdonal

Fulfilled for [REDACTED] due 04/20/2005 12:00:00 AM.

*** COMMIT 4/21/2005 10:16:04 AM, bmcdonal, Action Type : N/A

Call the dealer to ensure that they foloow up with the customer.

*** CASE FULFILL 4/21/2005 10:17:05 AM, bmcdonal

Fulfilled for [REDACTED] due 04/22/2005 12:00:00 AM.

*** SUBCASE N032005-04-0401534-1 MODIFY 4/21/2005 10:17:34 AM, bmcdonal
into WIP WIPbin-Sub 1 and Status of Solving.

*** SUBCASE N032005-04-0401534-1 CLOSE 4/21/2005 10:17:41 AM, bmcdonal
Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032005-04-0401534

Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

*** CASE CLOSE 4/21/2005 10:17:45 AM, bmcdonal

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

*** CASE REOPEN 5/10/2005 6:43:09 AM, jbanks

with Condition of Open and Status of Solving.

*** NOTES 5/10/2005 6:55:53 AM, jbanks, Action Type : Call from Customer

Customer's wife "Maria" has called back to state that she and her husband are still experiencing the same problems with the vehicle. The vehicle brakes are grinding and shaking, and the customer states that this is the seventh time that the car is going to go back to the dealer for the same reason. The car is currently with the customer, but the customer feels unsafe in the vehicle. The customer also states that she was advised by bmcdonald to call her back provided the issue still continues. The customer would like to speak with bmcdonald. I advised the customer that I would document her case, and bring it to her attention. The customer states that the Service Dept. at Millennium Honda are telling the customer that this is how the vehicle is supposed to operate.

Note: The customer also states that she was also supposed to receive a \$500 check from Millennium Honda for one month of an insurance payment, and has not received in 6 months from when it was offered.

Case has been documented, and will be dispatched to correct team. I will also e-mail the case attention to the case manager bmcdonald.

*** CASE MODIFY 5/10/2005 6:55:57 AM, jbanks

into WIP default and Status of Solving.

*** CASE DISPATCH 5/10/2005 6:56:42 AM, jbanks

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 5/10/2005 3:55:05 PM, bmcdonal

from Queue Honda Team C to WIP default.

*** CASE MODIFY 5/11/2005 8:33:52 AM, bmcdonal

into WIP default and Status of Solving.

*** SUBCASE N032005-04-0401534-2 CREATE 5/11/2005 8:36:48 AM, bmcdonal

Created in WIP Default with Due Date 5/11/2005 8:36:48 AM.

*** CASE MODIFY 5/11/2005 8:37:04 AM, bmcdonal

into WIP default and Status of Solving.

*** CASE MODIFY 5/11/2005 8:43:43 AM, bmcdonal

into WIP default and Status of Solving.

*** NOTES 5/11/2005 9:34:02 AM, bmcdonal, Action Type : Call to Dealer

I called the dealer and spoke to Lou Senatore, SM to ensure that the customer vehicle will receive a comprehensive inspection on this vehicle in order to track to the root source of the problem. I advised him to place the customer in a rental to minimize the inconvenience to the customer. He assured me that they would, the customer has an appointment scheduled for Thursday, May 12, 2005.

*** NOTES 5/11/2005 9:40:11 AM, bmcdonal, Action Type : Call to Customer

I spoke to Mr. [REDACTED] who is very upset over the number of times that he has taken the vehicle back to the dealership. The customer indicated that his wife spoke to the dealer and they are taking the vehicle in tomorrow. He states that the vehicle stalled on him yesterday and he believes that this vehicle is a safety issue. I explained to the customer that based on the inspection findings a determination will be made if the FE should be scheduled to inspect the vehicle. The customer states that he paid nearly \$40,000 for this vehicle and should not have the problems that he is experiencing.

Case History

Case ID : N032005-04-0401534

Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

The customer raised the second issue of getting his \$500 back from an insurance issue and an additional \$300.00 for the inconvenience that they experienced. The customer states that he spoke to Mario in sales about this concern. I explained to the customer this is the first time that I am hearing about a sales issue. I assured the customer that I will contact sales for more clarification on this matter.

*** CASE MODIFY 5/11/2005 9:40:14 AM, bmc donal
into WIP District 5-B Berse and Status of Solving.

*** CASE MODIFY 5/11/2005 9:40:42 AM, bmc donal
into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/11/2005 9:43:11 AM, bmc donal, Action Type : Call to Dealer

I left a message for the GSM to return my call to discuss this customer complaint. The Sales Dept was in a meeting at the time of this call, a request for returned call was left.

*** CASE MODIFY 5/11/2005 10:01:41 AM, bmc donal
into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/11/2005 10:02:11 AM, bmc donal, Action Type : Call to Dealer

I left a message for the GSM to return my call to discuss the customer issue.

*** CASE MODIFY 5/11/2005 10:02:14 AM, bmc donal
into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/16/2005 1:06:27 PM, bmc donal, Action Type : Call to Dealer

I called the dealer spoke to Lou Senatore , SM to confirm that the customer returned for their appt. Senatore states they were a no show and will re contact them.

*** NOTES 5/16/2005 1:13:20 PM, bmc donal, Action Type : Call to Customer

I left a message for the customer requesting a call back to confirm if the appt they had was for last Tuesday or for tomorrow May 17, 2005.

*** CASE MODIFY 5/16/2005 1:13:23 PM, bmc donal
into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/18/2005 9:04:08 AM, bmc donal, Action Type : Call to Customer

Left a message requesting a call back for status update.

*** CASE MODIFY 5/18/2005 9:04:16 AM, bmc donal
into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/20/2005 1:39:45 PM, bmc donal, Action Type : Call to Dealer

I spoke to Edward Aronin, GM who requested to send the e-mail directly to him and he will have somebody to respond immediately.
business.mailbox@Gmial.com.

I will check with the Team Supervisor before sending information.

*** NOTES 5/20/2005 1:52:43 PM, bmc donal, Action Type : Call to Dealer

I spoke to Mrs [REDACTED] she confirmed that the work the dealership did on the vehicle resolve the cutting out stall issue that they were dealing with.

According to Lou Senatore they inspection revealed a bad ABS ground wire connection. This was repaired , test driven confirmed a positive resolve.

*** CASE MODIFY 5/20/2005 1:53:56 PM, bmc donal

Case History

Case ID : N032005-04-0401534

Case Title : 5-B MILLENNIUM/ [REDACTED] - BRAKE CONCERN/ACCIDENT NO INJURIES

into WIP District 5-B Berse and Status of Solving.

*** COMMIT 5/20/2005 1:54:03 PM, bmcDonal, Action Type : N/A

Call dealer and the customer

*** NOTES 5/26/2005 8:19:36 AM, bmcDonal, Action Type : Call to Dealer

I re contacted the dealer spoke to TRACY LUSIUS, Sales Mgr I provided her an update that the customer states they were promised a \$500.00 refund from the deal. I advised Tracey that I have limited information and suggested that she speak directly to the customer. She informed me that she will pull the original deal and review it. She will re contact me when she has more information.

*** CASE MODIFY 5/26/2005 8:20:08 AM, bmcDonal

into WIP District 5-B Berse and Status of Solving.

*** CASE FULFILL 5/26/2005 8:20:14 AM, bmcDonal

Fulfilled for [REDACTED] due 05/23/2005 12:00:00 AM.

*** COMMIT 5/26/2005 8:20:16 AM, bmcDonal, Action Type : N/A

Close the case after talking to the customer.

*** CASE MODIFY 5/26/2005 8:20:43 AM, bmcDonal

into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/27/2005 1:16:18 PM, bmcDonal, Action Type : Call from Dealer

I received a call back from Tracey to advised that she has pulled the deal and is taking care of the customer reimbursement. She also called the customer to make her aware the check should be forthcoming within 7-10 days.

*** NOTES 5/27/2005 1:20:53 PM, bmcDonal, Action Type : Call to Customer

I requested that the customer call me back to verify that the dealer has contacted her to confirm that her reimbursement check is forthcoming within 7 days.

*** CASE MODIFY 5/27/2005 1:20:57 PM, bmcDonal

into WIP District 5-B Berse and Status of Solving.

*** CASE MODIFY 5/27/2005 1:21:24 PM, bmcDonal

into WIP District 5-B Berse and Status of Solving.

*** NOTES 5/31/2005 1:22:06 PM, bmcDonal, Action Type : Call from Customer

I spoke to the customer today Mrs [REDACTED] confirmed that she did received her check over the weekend and that the truck has not had any further problems since the last repair. She thanked me for the assistance that we provided to her. She and her husband are happy.

*** CASE FULFILL 5/31/2005 1:24:24 PM, bmcDonal

Fulfilled for [REDACTED] due 05/31/2005 12:00:00 AM.

*** SUBCASE N032005-04-0401534-2 MODIFY 5/31/2005 1:24:57 PM, bmcDonal

into WIP WIPbin-Sub I and Status of Solving.

*** SUBCASE N032005-04-0401534-2 CLOSE 5/31/2005 1:25:03 PM, bmcDonal

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/31/2005 1:25:07 PM, bmcDonal

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

Case Details

Case ID : N012010-02-0300311 Division : Honda - Auto Condition : Closed Open Date : 2/3/2010 8:27:20 AM
 Case Originator : Barry Meikle (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 3/9/2010 7:52:53 AM
 Case Owner : Kai Makaena (Team HE) Method : Phone Queue : Days Open : 34
 Last Closed By : Kai Makaena (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 7C URGENT DOWN IN DEALER [REDACTED] - VSA 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 : BIRMINGHAM, AL [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYF18505E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 48,000
 In Service Date : 12/22/2004
 Months In Use : 62
 Engine Number : J35A61410118
 Originating Dealer No. / Name : 206921 / GRISSOM HONDA
 Selling Dealer No. / Name : 207603 / NEIL BONNETT HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208404 / SERRA HONDA
 Phone No. : 205-491-8484
 Address : 1813 ENSLEY AVENUE
 City / State / Zip : BIRMINGHAM, AL 35218
 Svc District / Sls District : 07C / E07
 Warranty Labor Rate / Date : \$95.50 /
 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
N012010-02-0300311-1 / [REDACTED] -	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012010-02-0300311-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kai Makaena	Type 1 : Product	Status : Subcase Close	Open Date : 2/4/2010 1:33:39 PM
Issue Owner : Kai Makaena	Type 2 : Operation	Queue :	Close Date : 2/4/2010 1:49:08 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc Other 410X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist - AHM 100%
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 : N012010-02-0300311

Case Title : 7C URGENT DOWN IN [REDACTED] - VSA ISSUE

*** CASE CREATE 2/3/2010 8:27:20 AM, bmeikle

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

*** CASE VSC LOOKUP 2/3/2010 8:27:38 AM, bmeikle

VSC CHECK 02/03/2010 08:27:38 AM bmeikle

The following VSC information was found

[REDACTED];VG00002311;B57;(NEW) PREMIUM 5YR 75K 0 DED;EXPIRED;;2005-08-30;2009-12-21;75000;380;111111;0.00

*** CASE CUC LOOKUP 2/3/2010 8:27:38 AM, bmeikle

CUC CHECK 02/03/2010 08:27:38 AM bmeikle

The following CUC information was found

;;;0;0;0;::::;0;;

*** CASE MODIFY 2/3/2010 8:28:37 AM, bmeikle

into WIP default and Status of Solving.

*** CASE MODIFY 2/3/2010 8:29:41 AM, bmeikle

into WIP default and Status of Solving.

*** NOTES 2/3/2010 8:34:49 AM, bmeikle, Action Type : Call from Customer

The customer called with what he calls a huge safety concern with his vehicle. The brakes apply with the VSA light coming on and the truck just stops. This has happened with his children and wife in the vehicle and this is not safe. The third time back to the dealer they have called Tech Line who advised it may be the VSA control module. He has seen on the Internet lots of people with the same exact issue that he is having. The dealer has quoted him \$1562 to replace the VSA module and he is looking for a lot of assistance. He has had many other Hondas and feels he is a Honda type guy. I apologized for this and will forward to a RM for review. He asked we make it faster than the normal 1 to 2 days because the vehicle is down in the dealer. I can't say how fast the RM will call but I'll place an urgent request for review. He said all service done at the dealer on all his Hondas.

*** CASE MODIFY 2/3/2010 8:35:01 AM, bmeikle

into WIP default and Status of Solving.

*** CASE DISPATCH 2/3/2010 8:35:24 AM, bmeikle

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 2/3/2010 10:11:35 AM, kmakaena

from Queue Honda Team E to WIP DEFAULT.

*** COMMIT 2/3/2010 10:12:06 AM, kmakaena, Action Type : N/A

24 HR

*** CASE MODIFY 2/3/2010 10:12:36 AM, kmakaena

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/3/2010 1:52:24 PM, kmakaena

into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 2/4/2010 1:32:50 PM, kmakaena

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012010-02-0300311-1 CREATE 2/4/2010 1:33:39 PM, kmakaena

Created in WIP Default with Due Date 2/4/2010 1:33:39 PM.

Case History

Case ID : N012010-02-0300311

Case Title : 7C URGENT DOWN IN [REDACTED] - VSA ISSUE

*** NOTES 2/4/2010 1:33:57 PM, kmakaena, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

The customer called with what he calls a huge safety concern with his vehicle. The brakes apply with the VSA light coming on and the truck just stops. This has happened with his children and wife in the vehicle and this is not safe. The third time back to the dealer they have called Tech Line who advised it may be the VSA control module. He has seen on the Internet lots of people with the same exact issue that he is having. The dealer has quoted him \$1562 to replace the VSA module and he is looking for a lot of assistance. He has had many other Hondas and feels he is a Honda type guy. I apologized for this and will forward to a RM for review. He asked we make it faster than the normal 1 to 2 days because the vehicle is down in the dealer. I can't say how fast the RM will call but I'll place an urgent request for review. He said all service done at the dealer on all his Hondas.

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

Thank you for your attention to this matter.

Kai Makaena
Automobile Customer Service

*** NOTES 2/4/2010 1:42:39 PM, kmakaena, Action Type : Call to Dealer

ACS spoke with Jackie(sm) concerning the customer vehicle. Jackie informed ACS that while driving the customer vehicle, the brakes would lock up because the VSA unit needs to be replaced. I asked Jackie if the customer could have done anything under regular maintenance to prevent this issue? she stated no. I informed Jackie that due to this being a safety issue with the vehicle brake system, AH will cover the cost of repairs for a replacement VSA unit. Jackie stated that the vehicle is at her dealership and will have it repaired.

*** NOTES 2/4/2010 1:47:27 PM, kmakaena, Action Type : Call to Customer

ACS spoke with the customer concerning his vehicle. I confirmed with the customer that the VSA unit needs to be replaced. I informed the customer that AH is will cover the cost of repairs as a goodwill gesture due to the low miles on the vehicle and the VSA unit cannot be serviced under regular maintenance. The customer stated that he was very happy with the offer and thanked AH for assisting. I informed the customer that he will need to follow up with Jackie(sm) for a ETA. The customer stated that his vehicle should be ready for pick up today.

*** NOTES 2/4/2010 1:48:08 PM, kmakaena, Action Type : Note-General

DPSM was not contacted.

*** NOTES 2/4/2010 1:49:00 PM, kmakaena, Action Type : Note-General

DPSM involved? NoCustomer pay quote from Dealership: \$ 1,570.00Total Warranty Repair Cost \$ 1,385.00Total Amount Authorized for claim: \$ 44.00Percentage of Goodwill Authorized: 3%Total the Customer will pay \$ 1,341.00 + Applicable tax

*** CASE MODIFY 2/4/2010 1:49:06 PM, kmakaena

into WIP DEFAULT and Status of Solving.

*** SUBCASE N012010-02-0300311-1 CLOSE 2/4/2010 1:49:08 PM, kmakaena

Case History

Case ID : N012010-02-0300311

Case Title : 7C URGENT DOWN IN DEALER [REDACTED] VSA ISSUE

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/4/2010 1:49:09 PM, kmakaena

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

*** CASE REOPEN 3/9/2010 7:48:35 AM, kmakaena

with Condition of Open and Status of Solving.

*** NOTES 3/9/2010 7:52:21 AM, kmakaena, Action Type : Note-General

ACS reviewed case with RM M. Fenner. ACS provided Jackie(sm) at Serra Honda auth # to cover repairs.

*** CASE MODIFY 3/9/2010 7:52:30 AM, kmakaena

into WIP DEFAULT and Status of Solving.

*** CASE CLOSE 3/9/2010 7:52:53 AM, kmakaena

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

Case Details

Case ID : N042005-08-0801528	Division : Honda - Auto	Condition : Closed	Open Date : 8/8/2005 1:24:47 PM
Case Originator : Angela Garcia (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 10/19/2005 10:49:45
Case Owner : Jason Stradford (Team HD)	Method : Email/Internet	Queue :	Days Open : 72
Last Closed By : Jason Stradford (Team HD)	Point of Origin : DSM	Wipbin :	
Case Title : ██████████ - DPSM REQUEST - ABS FAILING	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 :	PASADENA, TX ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████
VIN Type / No. :	US VIN / 5FNYF18525B ██████████
Model / Year :	PILOT / 2005
Model ID / Product Line :	YF1855JNW / A
Miles / Hours :	1,000
In Service Date :	01/24/2005
Months In Use :	7
Engine Number :	J35A61411253
Originating Dealer No. / Name :	206602 / GILLMAN HONDA
Selling Dealer No. / Name :	208172 / MCDAVID HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208172 / MCDAVID HONDA
Phone No. :	713-948-1900
Address :	11200 GULF FREEWAY
City / State / Zip :	HOUSTON, TX 77034
Svc District / Sls District :	03C / C03
Warranty Labor Rate / Date :	\$87.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
206602	GILLMAN HONDA		

3rd Party Info :

Party 1 : D.S.M.	Party 3 : Not Applicable
Party 2 : Not Applicable	Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042005-08-0801528-1 / ██████████ - PRODUC	Subcase Close	Product	Operation	422	Anti-Lock Brake
N042005-08-0801528-2 / ██████████ - PRODUC	Subcase Close	Product	Operation	422	Anti-Lock Brake

Mediation Details

Case ID	N042005-08-0801528	Final Decision :	Tradeout	Descision Updated :	10/13/2005 8:40:15 AM
Process :	Voluntary	Customer Position :	Repair		
Document Ref :	JASON STRADFORD	AHM Position :	Repair		
Related Case :	N012005-07-0501316				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	10/13/2005 8:40:15 AM	By :	jstradfo

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Tradeout Cost	(\$2,000.00)	(\$2,000.00)	10/13/2005 8:39:58 AM	10/13/2005 8:39:58 AM	jstradfo
Total Amount	(\$2,000.00)	(\$2,000.00)			

Mediation Activity :

*** Event Type / Status :	Docs Received / Completed	Start Date :	8/8/2005 1:29:12	Notes :
Assigned To :	DPSM (ERIC PIZZECK)	Due Date :	8/9/2005	
Last Updated / By :	8/8/2005 1:57:53 PM / agarcia	Actual Date :	8/8/2005 1:57:52	
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	8/8/2005 1:29:43	Notes :
Assigned To :	Mediation ()	Due Date :	8/9/2005	
Last Updated / By :	8/31/2005 10:31:58 AM / jstradfo	Actual Date :	8/9/2005 10:31:53	
*** Event Type / Status :	Notify Zone of Close / Completed	Start Date :	8/31/2005 10:32:02	Notes :
Assigned To :	Mediation ()	Due Date :		
Last Updated / By :	8/31/2005 10:32:09 AM / jstradfo	Actual Date :	8/31/2005 10:32:07	

Issue Details

Issue ID : N042005-08-0801528-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angela Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 8/8/2005 1:27:53 PM
Issue Owner : Jason Stradford	Type 2 : Operation	Queue :	Close Date : 8/31/2005 10:36:49 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc Other 422X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 22 - Seats
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N042005-08-0801528-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jason Stradford	Type 1 : Product	Status : Subcase Close	Open Date : 10/12/2005 3:57:29 PM
Issue Owner : Jason Stradford	Type 2 : Operation	Queue :	Close Date : 10/19/2005 10:49:38
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc : Other 422X
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : CR Generated Gdwill, Trade Out
 Component Category : 22 - Seats
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
38200-S9V-A11	BOX, DRIVER FUSE	Warranty

Check Req Info :

Check Requisition No. : 12997	Payee Name : MCDAVID HONDA
Primary Amount : \$2,000.00	Address : 11200 GULF FREEWAY
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : HOUSTON, TX 77034
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$2,000.00	Contention Code : 03205
Approved By : mjongkin	Defect Code : 06801
Approval Date : 10/13/2005	Category : TradeOut
Status : PROCESSED	Failed Part # : 38200-S9V-A11
Check No. : 1525585	
Check Date : 10/14/2005	

Case History

Case ID : N042005-08-0801528

Case Title : ██████████ - DPSM REQUEST - ABS FAILING

*** CASE CREATE 8/8/2005 1:24:47 PM, agarcia

Contact = NITA BOEHM, Priority = N/A, Status = Solving.

*** NOTES 8/8/2005 1:24:47 PM, agarcia, Action Type :

Received DPSM request for assistance from Eric Pizzeck. Request submitted on 08/08/05 @ 10:50am, printed on 08/08/05 @ 1:19pm.

Customer contention: ABS sensor

Resolution Sought: TRADE

Damage beyond wear and tear: No

Repair Attempts: 3

Days Down: 21

Techline Involved: No

Dealers Bid On Trade in:

Dealer Have ETA: Yes

DLR ETA Date: 3rd Honda

Loyal Customer: Yes

Other Goodwill Offers Made: Yes

Client Contributing: No

Dollar Amt:

Lease or Purchase: Purchase

ABS yawl rate sensor - Complaint It frt wheel would activate ABS -"scared customer" Customer is an elderly lady, and refused to drive the car after several incidents. She said she would pay for the car, but wasn't going to drive it.

Why vehicle not Repaired:

**No additional documents / ROs submitted w/ request.

*** SUBCASE N042005-08-0801528-1 CREATE 8/8/2005 1:27:53 PM, agarcia

Created in WIP Default with Due Date 8/8/2005 1:27:53 PM.

*** CASE MODIFY 8/8/2005 1:28:01 PM, agarcia

into WIP default and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 8/8/2005 1:29:29 PM, agarcia

*** MEDIATION DECISION 08/08/2005 01:29:29 PM agarcia

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JASON STRADFORD

Rel: N012005-07-0501316

*** CASE MEDIATION EVENT ADD 8/8/2005 1:29:43 PM, agarcia

*** MEDIATION EVENT - DOCS RECEIVED 08/08/2005 01:29:43 PM agarcia

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

Status: In Progress

S: 08/08/2005 01:29:12 PM

D: 08/09/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: DPSM (ERIC PIZZECK)

Notes:

*** CASE MEDIATION EVENT ADD 8/8/2005 1:29:48 PM, agarcia

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/08/2005 01:29:48 PM agarcia

Status: In Progress

S: 08/08/2005 01:29:43 PM

D: 08/09/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** COMMIT 8/8/2005 1:29:50 PM, agarcia, Action Type : N/A

New case opened. Review request. Look for ROs.

*** COMMIT 8/8/2005 1:30:15 PM, agarcia, Action Type :

Made to [REDACTED] due 08/09/2005 01:30:40 PM.

DCS Follow-Up

*** NOTES 8/8/2005 1:30:42 PM, agarcia, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 8/9/2005 1

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

ABS sensor

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes and a copy of the original sales contract to the attention of myself or Jason Stradford to 310-783-3029. This information is being requested for investigative purposes to determine our position for resolution.

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

Angela Garcia

Automobile Customer Service

*** NOTES 8/8/2005 1:32:23 PM, agarcia, Action Type : Note-General

Email sent notifying zone of case being opened. Requested for ROs from the dealer. There are no techline notes for this VIN.

*** SUBCASE N042005-08-0801528-1 ASSIGN 8/8/2005 1:32:34 PM, agarcia

N042005-08-0801528-1 to jstradfo, WIP

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

*** SUBCASE N042005-08-0801528-1 RULE ACTION 8/8/2005 1:32:35 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/8/2005 1:32:46 PM, agarcia
into WIP default and Status of Solving.

*** CASE ASSIGN 8/8/2005 1:32:49 PM, agarcia
N042005-08-0801528 to jstradfo, WIP @

*** CASE RULE ACTION 8/8/2005 1:32:50 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 8/8/2005 1:57:43 PM, agarcia, Action Type : Letter/Fax
Received ROs from dealer, forward to case file.

*** CASE MEDIATION EVENT UPDATE 8/8/2005 1:57:53 PM, agarcia

*** MEDIATION EVENT - DOCS RECEIVED 08/08/2005 01:57:53 PM agarcia

Status: Completed

S: 08/08/2005 01:29:12 PM

D: 08/09/2005 12:00:00 AM

A: 08/08/2005 01:57:52 PM

Assgn to: DPSM (ERIC PIZZECK)

Notes:

*** NOTES 8/9/2005 9:16:13 AM, jstradfo, Action Type : Field/DSM

left a message for the dpsm advising him i needed the repair order and buyers order from the dealer. I also wanted to know what the needed thought AHM needed to contribute?

*** CASE FULFILL 8/9/2005 9:16:46 AM, jstradfo

Fulfilled for [REDACTED] due 08/09/2005 12:00:00 AM.

*** CASE FULFILL 8/9/2005 9:16:51 AM, jstradfo

Fulfilled for [REDACTED] due 08/09/2005 01:30:40 PM.

*** COMMIT 8/9/2005 9:16:54 AM, jstradfo, Action Type : N/A

call dpsm

*** CASE MODIFY 8/9/2005 9:17:23 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 8/10/2005 2:20:27 PM, jstradfo

into WIP default and Status of Solving.

*** NOTES 8/11/2005 3:14:09 PM, jstradfo, Action Type : Field/DSM

Spoke with the dpsm. He was at the dealer. He said the dealer had the parts on order. He said by next week they should have the necessary parts to complete the repair.

*** NOTES 8/11/2005 3:14:57 PM, jstradfo, Action Type : Note-General

The last note is not for this case.

*** CASE MODIFY COMMITMENT 8/11/2005 3:17:10 PM, jstradfo

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

with MAVIS BRANDT due 08/12/2005 12:00:00 AM.

*** CASE MODIFY 8/11/2005 3:17:15 PM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 8/12/2005 10:50:46 AM, jstradfo
into WIP default and Status of Solving.

*** NOTES 8/15/2005 11:27:56 AM, mplant, Action Type : Letter/Fax

Received fax from McDavid Honda including ROs and new buyers order. New vehicle vin is 5FNYF18565B050871. Forward to Jason.

*** NOTES 8/16/2005 7:59:05 AM, jstradfo, Action Type : Note-General
Eric,

I recieved the repair orders and the Buyers Order from the dealer. Any word from the dealer as to how much they would like AHM to consider as a contribution to facilitate the Trade?

It appears the dealer has already facilitated the trade. I can only assume from the Buyers Order, for the new vehicle, that the dealer wants a little more than \$2k.

Can you confirm what they are requesting?

Thanks

*** CASE FULFILL 8/16/2005 7:59:11 AM, jstradfo

Fulfilled for [REDACTED] due 08/12/2005 12:00:00 AM.

*** COMMIT 8/16/2005 7:59:13 AM, jstradfo, Action Type : N/A

call dpsm

*** CASE MODIFY 8/16/2005 7:59:51 AM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 8/18/2005 4:55:11 PM, jstradfo
into WIP default and Status of Solving.

*** NOTES 8/22/2005 10:32:26 AM, jstradfo, Action Type : Field/DSM
Sent email to the dealer.

Ericc,

For my own clarification. Is \$2k what the dealer needs to facilitate the trade. Please advise. Once that is determined i will fax the disclosure statement to the dealer. Once they have completed, signed, and faxed the form back we can request the funds.

Please advise.

Thanks.

Eric Pizzeck 08/17/2005 04:24 AM ☐ To: Jason Stradford/AHM/AM/HONDA@HONDAAM cc: Subject: Re: DPSM Request - Mavis Brandt

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

Hi Jason,

That is the number that I through out , prior to the store completing the sale. Chris is the GSM at this store. I tried to visit with him this week, but he's out with a broken foot.

Eric Pizzeck 214 695 4659

Jason Stradford 08/16/2005 09:58 AM □ To: Eric Pizzeck/AHM/AM/HONDA@HONDAAM cc: Subject: DPSM Request - [REDACTED]

Eric,

I recieved the repair orders and the Buyers Order from the dealer. Any word from the dealer as to how much they would like AHM to consider as a contribution to facilitate the Trade?

It appears the dealer has already facilitated the trade. I can only assume from the Buyers Order, for the new vehicle, that the dealer wants a little more than \$2k.

Can you confirm what they are requesting?

Thanks

Jason Stradford
Sr. Case Manager, Mediation
Automobile Customer Service
310-781-5231
Jason_Stradford@ahm.com

*** CASE FULFILL 8/22/2005 10:32:32 AM, jstradfo

Fulfilled [REDACTED] due 08/19/2005 12:00:00 AM.

*** COMMIT 8/22/2005 10:32:35 AM, jstradfo, Action Type : N/A

any response from the dpsm

*** CASE MODIFY 8/22/2005 10:33:07 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 8/22/2005 12:48:30 PM, jstradfo, Action Type : Field/DSM

emailed the dpsm

Eric

It would be our opinion that offering \$5154 is not justified. The vehicle can be repaired, the vehicle does not meet presumption, and according to our records there is no record of the customer owning prior Honda products. AHM can justify offering \$2k to assist in a trade, but not the \$5100 the dealer is requesting. If the dealer can facilitate the trade with a contribution of \$2k from AHM we would participate. If the dealer cannot facilitate a Trade with a \$2k contribution we would suggest offering another form of goodwill to the customer.

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

Jason Stradford
Sr. Case Manager, Mediation
310-781-5231

Eric Pizzeck 08/22/2005 11:34 AM ☐ To: Jason Stradford/AHM/AM/HONDA@HONDAAM cc: Subject: Re: DPSM Request - Mavis Brandt

Jason,

\$5154.90 to get to the same payment at 33 mos, 4.8 % APR, instead of 1.9% . Selling price was \$25763. Trade differ. was 763.57, as per Chris, sale manager. A lot of the money was towards finance apparently.

Eric Pizzeck

Jason Stradford 08/22/2005 12:31 PM ☐ To: Eric Pizzeck/AHM/AM/HONDA@HONDAAM cc: Subject: Re: DPSM Request - [REDACTED]

Eric,

For my own clarification. Is \$2k what the dealer needs to facilitate the trade. Please advise. Once that is determined i will fax the disclosure statement to the dealer. Once they have completed, signed, and faxed the form back we can request the funds.

Please advise.

Thanks.

Eric Pizzeck 08/17/2005 04:24 AM ☐ To: Jason Stradford/AHM/AM/HONDA@HONDAAM cc: Subject: Re: DPSM Request - [REDACTED]

Hi Jason,

That is the number that I through out , prior to the store completing the sale. Chris is the GSM at this store. I tried to visit with him this week, but he's out with a broken foot.

Eric Pizzeck 214 695 4659

Jason Stradford 08/16/2005 09:58 AM ☐ To: Eric Pizzeck/AHM/AM/HONDA@HONDAAM cc: Subject: DPSM Request - [REDACTED]

Eric,

I recieved the repair orders and the Buyers Order from the dealer. Any word from the dealer as to how much they would like AHM to consider as a contribution to facilitate the Trade?

It appears the dealer has already facilitated the trade. I can only assume from the Buyers Order, for the new vehicle, that the dealer wants a little more than \$2k.

Can you confirm what they are requesting?

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

Thanks

Jason Stradford
Sr. Case Manager, Mediation
Automobile Customer Service
310-781-5231
Jason_Stradford@ahm.com

*** CASE MODIFY 8/22/2005 12:49:46 PM, jstradfo
into WIP default and Status of Solving.

*** NOTES 8/24/2005 10:19:29 AM, jstradfo, Action Type : Note-General
email from dpsm.

Jason,

\$5154.90 to get to the same payment at 33 mos, 4.8 % APR, instead of 1.9% . Selling price was \$25763. Trade differ. was 763.57,
as per Chris, sale manager. A lot of the money was towards finance apparently.

Eric Pizzeck

*** NOTES 8/24/2005 10:20:37 AM, jstradfo, Action Type : Field/DSM
emailed the dpsm.

Eric

It would be our opinion that offering \$5154 is not justified. The vehicle can be repaired, the vehicle does not meet presumption, and according to our records there is no record of the customer owning prior Honda products. AHM can justify offering \$2k to assist in a trade, but not the \$5100 the dealer is requesting. If the dealer can facilitate the trade with a contribution of \$2k from AHM we would participate. If the dealer cannot facilitate a Trade with a \$2k contribution we would suggest offering another form of goodwill to the customer.

Jason Stradford
Sr. Case Manager, Mediation
310-781-5231

*** CASE FULFILL 8/24/2005 10:20:48 AM, jstradfo
Fulfilled [REDACTED] due 08/24/2005 12:00:00 AM.

*** COMMIT 8/24/2005 10:20:50 AM, jstradfo, Action Type : N/A
any response from the dpsm

*** CASE MODIFY 8/24/2005 10:21:06 AM, jstradfo
into WIP default and Status of Solving.

*** CASE MODIFY 8/25/2005 11:55:53 AM, jstradfo
into WIP default and Status of Solving.

Case History

Case ID : N042005-08-0801528

Case Title : ██████████ - DPSM REQUEST - ABS FAILING

*** CASE MEDIATION EVENT UPDATE 8/31/2005 10:31:59 AM, jstradfo

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 08/31/2005 10:31:59 AM jstradfo

Status: Completed

S: 08/08/2005 01:29:43 PM

D: 08/09/2005 12:00:00 AM

A: 08/09/2005 10:31:53 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 8/31/2005 10:32:10 AM, jstradfo

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 08/31/2005 10:32:09 AM jstradfo

Status: Completed

S: 08/31/2005 10:32:02 AM

D: ?/? ?/?

A: 08/31/2005 10:32:07 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION ADD/MODIFY 8/31/2005 10:32:27 AM, jstradfo

*** MEDIATION DECISION 08/31/2005 10:32:27 AM jstradfo

Proc: Voluntary

Dcsn: Repair Available

Cust: Repair

AHM: Unknown Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JASON STRADFORD

Rel: N012005-07-0501316

*** NOTES 8/31/2005 10:32:56 AM, jstradfo, Action Type : Note-General

Sent notification of close to the zone.

*** CASE FULFILL 8/31/2005 10:33:05 AM, jstradfo

Fulfilled ██████████ due 08/31/2005 12:00:00 AM.

*** SUBCASE N042005-08-0801528-1 CLOSE 8/31/2005 10:36:49 AM, jstradfo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/31/2005 10:36:52 AM, jstradfo

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

*** CASE REOPEN 10/12/2005 3:56:40 PM, jstradfo

with Condition of Open and Status of Solving.

*** NOTES 10/12/2005 3:57:05 PM, jstradfo, Action Type : Note-General

Jason,

Sorry for the time delay on this one...with rep changes and travel schedules, I've just been in contact with the GM. He traded the customer out, and at this point, agrees that any assistance is better than none. What do I need to do to have the check sent to the dealership for the \$2K?

Case History

Case ID : N042005-08-0801528

Case Title : ██████████ - DPSM REQUEST - ABS FAILING

Thanks for all your help,

Irene Berry
District Parts & Service Manager 3C
American Honda Motor Company

Jason Stradford 09/12/2005 04:15 PM To: Irene Berry/AHM/AM/HONDA@HONDAAM cc: Subject: Re: Mediation case for McDavid Honda

Irene,

This case was closed on 8-31.05. The following was sent to Eric and the zone. If you have any questions please give me a call. Thanks.

Eric

It would be our opinion that offering \$5154 is not justified. The vehicle can be repaired, the vehicle does not meet presumption, and according to our records there is no record of the customer owning prior Honda products. AHM can justify offering \$2k to assist in a trade, but not the \$5100 the dealer is requesting. If the dealer can facilitate the trade with a contribution of \$2k from AHM we would participate. If the dealer cannot facilitate a Trade with a \$2k contribution we would suggest offering another form of goodwill to the customer.

Jason Stradford
Sr. Case Manager, Mediation
310-781-5231

Irene Berry 09/12/2005 01:42 PM To: Jason Stradford/AHM/AM/HONDA@HONDAAM cc: Subject: Mediation case for McDavid Honda

Hi Jason,

Good meeting you when I was in CA recently. I know you were working with Eric Pizzeck on a mediation case with Mavis Brandt for McDavid Honda. I got a call from the service manager just asking for a status. I am getting here late in the process so any insight would be much appreciated!

Thanks,

Irene Berry
District Parts & Service Manager 3C
American Honda Motor Company

*** SUBCASE N042005-08-0801528-2 CREATE 10/12/2005 3:57:29 PM, jstradfo
Created in WIP Default with Due Date 10/12/2005 3:57:29 PM.

*** SUBCASE N042005-08-0801528-2 DISPATCH 10/12/2005 4:01:35 PM, jstradfo
from WIP default to Queue CK Req - Mediation Mgr.

*** NOTES 10/12/2005 4:13:16 PM, jstradfo, Action Type : Note-General

Irene Berry is now the dpsm for 3C. She submitted the request after discussing with the dealer.

Case History

Case ID : N042005-08-0801528

Case Title : ██████████ - DPSM REQUEST - ABS FAILING

*** COMMIT 10/12/2005 4:13:21 PM, jstradfo, Action Type : N/A

send check to dealer

*** NOTES 10/13/2005 7:06:50 AM, jstradfo, Action Type : Note-General

Steve Hainline is the name of the GM. Thanks for all your help, Jason.

Irene Berry

District Parts & Service Manager 3C

American Honda Motor Company

*** CASE MODIFY 10/13/2005 7:06:54 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 10/13/2005 8:40:15 AM, jstradfo

*** MEDIATION DECISION 10/13/2005 08:40:15 AM jstradfo

Proc: Voluntary

Dcsn: Tradeout

Cust: Repair

AHM: Repair Rsn: Customer Loyalty

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JASON STRADFORD

Rel: N012005-07-0501316

*** CASE MODIFY 10/13/2005 8:40:18 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2005 8:42:20 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2005 8:42:23 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2005 8:42:39 AM, jstradfo

into WIP default and Status of Solving.

*** SUBCASE N042005-08-0801528-2 10/13/2005 8:42:59 AM, mjongkin, Action Type :

Check Requisition for 2,000.00 \$ submitted

Check Requisition for 2,000.00 \$ submitted by mjongkin

*** SUBCASE N042005-08-0801528-2 RETURN 10/13/2005 8:43:05 AM, mjongkin

from Queue CK Req - Mediation Mgr to WIP sub cases.

*** SUBCASE N042005-08-0801528-2 COMMIT 10/17/2005 8:06:26 AM, jstradfo, Action Type : External Commitment

Check processed for check_req_no = 12997 on 2005-10-14-00.00.000000

*** NOTES 10/19/2005 10:48:55 AM, jstradfo, Action Type : Note-General

Athena fedexed the check to the dealer on 10-17.

*** CASE FULFILL 10/19/2005 10:49:03 AM, jstradfo

Fulfilled ██████████ due 10/19/2005 12:00:00 AM.

Case History

Case ID : N042005-08-0801528

Case Title : [REDACTED] - DPSM REQUEST - ABS FAILING

*** SUBCASE N042005-08-0801528-2 CLOSE 10/19/2005 10:49:38 AM, jstradfo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/19/2005 10:49:45 AM, jstradfo

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

Case Details

Case ID : N042006-12-1802243 Division : Honda - Auto Condition : Closed Open Date : 12/18/2006 4:18:47 PM
 Case Originator : Michael Lyon (Team MA) Sub Division : Mediation Status : Closed Close Date : 5/15/2007 3:54:15 PM
 Case Owner : Annie Kenney (Team SA) Method : Fax Queue : Days Open : 148
 Last Closed By : Annie Kenney (Team SA) Point of Origin : BBB Wipbin :
 Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 501
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : 4 ██████████
 Cell / Pager No. : ██████████
 Fax No. :
 Address : ██████████
 City / State / Zip : ORLANDO, FL ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 501
 VIN Type / No. : US VIN / 5FNYP18675E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 10,800
 In Service Date : 02/26/2005
 Months In Use : 22
 Engine Number : J35A61417854
 Originating Dealer No. / Name : 207555 / COGGIN HONDA OF ORLANDO
 Selling Dealer No. / Name : 207555 / COGGIN HONDA OF ORLANDO
 Trim : EX-LRES
 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 : 207555 / COGGIN HONDA OF ORLANDO
 Phone No. : 407-851-9118
 Address : 11051 S ORANGE BLOSSOM
 City / State / Zip : ORLANDO, FL 32837
 Svc District / Sls District : 07L / B07
 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 : BBB Party 3 : Not Applicable
 Party 2 : C.R. Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042006-12-1802243-1 / ██████████ -	Subcase Close	Product	Operation	421	Wheels/Tires
N042006-12-1802243-2 / ██████████ -	Subcase Close	Product	Operation	413	Master Cylinder
N042006-12-1802243-3 / ██████████ -	Subcase Close	Product	Operation	413	Master Cylinder
N042006-12-1802243-4 / ██████████ -	Subcase Close	Product	Operation	413	Master Cylinder

Mediation Details

Case ID : N042006-12-1802243	Final Decision : No Action Required	Descision Updated : 3/28/2007 1:41:36 PM
Process : Arbitration	Customer Position : Buyback-Repurchase	
Document Ref : VANCE CROSS	AHM Position : Repair Available	
Related Case : N012006-06-2301135		
Arbitration Method : In Person		
Arbitration Outcome : AHM	Last Updated : 3/28/2007 1:41:36 PM	By : mlyon

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Arb Advocates Fees	(\$500.00)	(\$500.00)	3/31/2007 3:54:00 PM	5/15/2007 3:54:06 PM	akenney
Total Amount	(\$500.00)	(\$500.00)			

Mediation Activity :

*** Event Type / Status : BBB Case Recd / Completed	Start Date : 12/18/2006 4:20:49	Notes : HON0671127
Assigned To : Mediation ()	Due Date : 1/26/2007	
Last Updated / By : 1/9/2007 9:50:23 AM / cgriffin	Actual Date : 1/3/2007 9:50:17	
*** Event Type / Status : Docs Received / Completed	Start Date : 12/18/2006 4:21:22	Notes : HAVE RO'S ARRIVED FROM DEALER
Assigned To : Mediation ()	Due Date : 12/20/2006	
Last Updated / By : 1/9/2007 9:50:26 AM / cgriffin	Actual Date : 1/9/2007 9:50:25	
*** Event Type / Status : MRF Sent / Completed	Start Date : 12/18/2006 4:21:45	Notes : ADVISED BBB THAT THE CUSTOMER HAS NOT GIVEN AH A FINAL OPPORTUNITY TO REPAIR. IT WAS REQUESTED THAT THE CUSTOMER SUBMIT AN MVDN
Assigned To : Mediation ()	Due Date : 12/28/2006	
Last Updated / By : 1/9/2007 9:50:13 AM / cgriffin	Actual Date : 1/2/2007 9:49:37	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 12/18/2006 4:21:49	Notes : DPSM (AZM/ZM)
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 1/9/2007 9:49:18 AM / cgriffin	Actual Date : 12/18/2006 9:49:12	
*** Event Type / Status : Final Notice Recd / Completed	Start Date : 1/10/2007 2:30:07	Notes : CONTACT CUSTOMER BY 1/18/07
Assigned To : Mediation ()	Due Date : 1/20/2007	
Last Updated / By : 1/11/2007 10:58:05 AM / cgriffin	Actual Date : 1/11/2007 10:58:04	
*** Event Type / Status : Notify Zone of Open / Completed	Start Date : 1/10/2007 2:30:39	Notes :
Assigned To : DPSM (DAVID PFLUEKE)	Due Date :	
Last Updated / By : 1/10/2007 2:31:42 PM / mplant	Actual Date : 1/10/2007 2:30:54	
*** Event Type / Status : BBB Case Recd / Cancelled	Start Date : 1/25/2007 9:51:56	Notes : HON0671127-1R
Assigned To : Mediation ()	Due Date : 3/6/2007	
Last Updated / By : 2/22/2007 9:10:10 AM / cgriffin	Actual Date : 2/22/2007 9:10:08	
*** Event Type / Status : MRF Sent / Completed	Start Date : 1/25/2007 9:52:33	Notes :
Assigned To : Mediation ()	Due Date : 2/5/2007	
Last Updated / By : 2/22/2007 9:10:57 AM / cgriffin	Actual Date : 2/7/2007 9:10:53	
*** Event Type / Status : Arbitration Hearing / Cancelled	Start Date : 2/9/2007 8:30:14	Notes : ARBITRATOR - IRENE PEARCE
Assigned To : Mediation ()	Due Date : 2/26/2007 2:30:00	
Last Updated / By : 2/22/2007 9:11:09 AM / cgriffin	Actual Date : 2/22/2007 9:11:05	

Mediation Activity :

*** Event Type / Status : Arb Decision Due / Cancelled	Start Date : 2/22/2007 2:30:00	Notes : DECISION?
Assigned To : Third Party ()	Due Date : 3/5/2007	
Last Updated / By : 3/20/2007 10:58:16 AM / vcross	Actual Date : 3/20/2007 10:58:15	
*** Event Type / Status : BBB Case Recd / Completed	Start Date : 3/8/2007 3:41:46	Notes : HON0736465
Assigned To : Mediation ()	Due Date : 4/17/2007	
Last Updated / By : 3/28/2007 2:30:27 PM / vcross	Actual Date : 3/28/2007 2:30:22	
*** Event Type / Status : MRF Sent / Completed	Start Date : 3/8/2007 3:42:21	Notes :
Assigned To : Mediation ()	Due Date : 3/19/2007	
Last Updated / By : 3/20/2007 6:28:55 AM / vcross	Actual Date : 3/12/2007 6:27:44	
*** Event Type / Status : Arbitration Hearing / Completed	Start Date : 3/16/2007 8:01:55	Notes : ARBITRATOR MARWA ZEINI
Assigned To : Mediation ()	Due Date : 3/21/2007	
Last Updated / By : 3/28/2007 1:41:03 PM / mlyon	Actual Date : 3/21/2007 1:41:00	
*** Event Type / Status : Arb Decision Due / Completed	Start Date : 3/16/2007 8:03:36	Notes : DENIAL
Assigned To : Third Party ()	Due Date : 4/16/2007	
Last Updated / By : 3/28/2007 1:41:13 PM / mlyon	Actual Date : 3/28/2007 1:41:09	
*** Event Type / Status : Conference Call / Cancelled	Start Date : 3/16/2007 8:35:12	Notes : CONFERENCE CALL 9AM
Assigned To : Arb Advocates (JACK	Due Date : 3/20/2007	
Last Updated / By : 3/20/2007 6:27:26 AM / vcross	Actual Date : 3/20/2007 6:27:25	
*** Event Type / Status : Notify Zone of Close / Completed	Start Date : 3/20/2007 6:29:18	Notes :
Assigned To : Mediation ()	Due Date :	
Last Updated / By : 3/20/2007 6:29:30 AM / vcross	Actual Date : 3/20/2007 6:29:29	

Issue Details

Issue ID : N042006-12-1802243-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 12/18/2006 4:19:59 PM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 1/9/2007 9:52:00 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc Other 421X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 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 : N042006-12-1802243-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 12/18/2006 4:20:40 PM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 1/9/2007 9:52:04 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 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

Issue Details

Issue ID : N042006-12-1802243-3	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Miki Plant	Type 1 : Product	Status : Subcase Close	Open Date : 1/10/2007 2:28:46 PM
Issue Owner : Christina Griffin	Type 2 : Operation	Queue :	Close Date : 2/22/2007 9:33:32 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Updated Information
 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

Issue Details

Issue ID : N042006-12-1802243-4	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2007 3:43:38 PM
Issue Owner : Vance Cross	Type 2 : Operation	Queue :	Close Date : 3/20/2007 6:30:13 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 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 : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** CASE CREATE 12/18/2006 4:18:47 PM, mlyon

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

*** NOTES 12/18/2006 4:18:47 PM, mlyon, Action Type :

Received CCF from BBB HON0671127

Start Date: 12/18/06

Customer Contention: TPSM light on / Right wheel locks up

Resolution sought: Replacement or repurchase

No Lien holder/lessee provided

**No Tech Line report found for this customer/Vin. One previous case

*** CASE MODIFY 12/18/2006 4:19:39 PM, mlyon

into WIP Default and Status of Solving.

*** SUBCASE N042006-12-1802243-1 CREATE 12/18/2006 4:19:59 PM, mlyon

Created in WIP Default with Due Date 12/18/2006 4:19:59 PM.

*** SUBCASE N042006-12-1802243-2 CREATE 12/18/2006 4:20:40 PM, mlyon

Created in WIP Default with Due Date 12/18/2006 4:20:40 PM.

*** CASE MEDIATION ADD/MODIFY 12/18/2006 4:21:05 PM, mlyon

*** MEDIATION DECISION 12/18/2006 04:21:05 PM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012006-06-2301135

*** CASE MEDIATION EVENT ADD 12/18/2006 4:21:22 PM, mlyon

*** MEDIATION EVENT - BBB CASE RECD 12/18/2006 04:21:22 PM mlyon

Status: In Progress

S: 12/18/2006 04:20:49 PM

D: 01/26/2007 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes: HON0671127

*** CASE MEDIATION EVENT ADD 12/18/2006 4:21:45 PM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 12/18/2006 04:21:45 PM mlyon

Status: In Progress

S: 12/18/2006 04:21:22 PM

D: 12/20/2006 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MEDIATION EVENT ADD 12/18/2006 4:21:49 PM, mlyon

*** MEDIATION EVENT - MRF SENT 12/18/2006 04:21:49 PM mlyon

Status: In Progress

S: 12/18/2006 04:21:45 PM

D: 12/28/2006 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 12/18/2006 4:21:53 PM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 12/18/2006 04:21:53 PM mlyon

Status: In Progress

S: 12/18/2006 04:21:49 PM

D: ??? ??:?

A: ??? ??:?

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 12/18/2006 4:21:55 PM, mlyon, Action Type :

Made to ██████████ due 12/19/2006 04:22:19 PM.

DCS Follow-Up

*** COMMIT 12/18/2006 4:22:03 PM, mlyon, Action Type : N/A

Made to ██████████ due 12/19/2006 06:00:00 AM.

New BBB case opened. Have Ro's arrived from dealer

*** NOTES 12/18/2006 4:22:32 PM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/19/2006

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

TPSM light on / Right wheel locks up

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes to 310-783-3029.

This information is being requested for investigative purposes to determine our position for resolution.

Mike Lyon

Automobile Customer Service

American Honda Motor, Inc.

*** NOTES 12/18/2006 4:22:40 PM, mlyon, Action Type : Note-General

Requested RO's from Dealer. Email sent to zone notifying of open Mediation case.

Case History

Case ID : N042006-12-1802243

Case Title : [REDACTED] - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** CASE MODIFY 12/18/2006 4:25:32 PM, mlyon
into WIP Default and Status of Solving.

*** CASE ASSIGN 12/18/2006 4:25:35 PM, mlyon
N042006-12-1802243 to rboudrea, WIP

*** CASE RULE ACTION 12/18/2006 4:25:36 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 12/18/2006 4:25:51 PM, mlyon
Yanked by mlyon into WIPbin Default.

*** CASE ASSIGN 12/18/2006 4:26:00 PM, mlyon
N042006-12-1802243 to cgriffin, WIP

*** CASE RULE ACTION 12/18/2006 4:26:02 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042006-12-1802243-1 ASSIGN 12/18/2006 4:26:09 PM, mlyon
N042006-12-1802243-1 to cgriffin, WIP

*** SUBCASE N042006-12-1802243-1 RULE ACTION 12/18/2006 4:26:10 PM, sa
Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042006-12-1802243-2 ASSIGN 12/18/2006 4:26:13 PM, mlyon
N042006-12-1802243-2 to cgriffin, WIP

*** SUBCASE N042006-12-1802243-2 RULE ACTION 12/18/2006 4:26:13 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/2/2007 9:12:43 AM, cgriffin, Action Type : Call to Dealer
Left a msg for Service Director Cal Piper to contact me regarding this customer. Also advised that the RO's requested have not been received and they should be faxed to 310-783-3029. L/M direct # to be reached.

*** CASE MODIFY 1/2/2007 9:24:01 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE FULFILL 1/2/2007 9:24:04 AM, cgriffin
Fulfilled for [REDACTED] due 12/19/2006 06:00:00 AM.

*** CASE FULFILL 1/2/2007 9:24:09 AM, cgriffin
Fulfilled for [REDACTED] due 12/19/2006 04:22:19 PM.

*** COMMIT 1/2/2007 9:24:13 AM, cgriffin, Action Type : N/A
has SD provided RO's/contact DPSM

*** CASE MODIFY 1/2/2007 9:24:41 AM, cgriffin
into WIP New/Default and Status of Solving.

*** NOTES 1/3/2007 3:28:45 PM, mlyon, Action Type : Letter/Fax
The manufacturer agrees to repair your 2005 Honda Pilot for an verifiable defects under the terms of the New Jersey Warranty. As indicted, you will be submitting your Florida Motor Vehicle Defect Notification. After the manufacturer receives your notice by registered or express mail, they must respond within ten days and give up the opportunity to have the vehicle repaired at a reasonable accessible repair facility within a reasonable time. After the vehicle is delivered

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

to that facility the manufacturer must correct the nonconformity within 10 day. You have listed problems ABS light on and wheels lock up. Forward to Christina

*** NOTES 1/9/2007 9:48:22 AM, cgriffin, Action Type : Note-General

Please note the customer has not submitted his MVDN. Case will be reopened once it is received.

*** CASE MEDIATION EVENT UPDATE 1/9/2007 9:49:18 AM, cgriffin

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 01/09/2007 09:49:18 AM cgriffin

Status: Completed

S: 12/18/2006 04:21:49 PM

D: ?/?/? ??:?

A: 12/18/2006 09:49:12 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** CASE MEDIATION EVENT UPDATE 1/9/2007 9:50:13 AM, cgriffin

*** MEDIATION EVENT - MRF SENT 01/09/2007 09:50:13 AM cgriffin

Status: Completed

S: 12/18/2006 04:21:45 PM

D: 12/28/2006 12:00:00 AM

A: 01/02/2007 09:49:37 AM

Assgn to: Mediation ()

Notes: ADVISED BBB THAT THE CUSTOMER HAS NOT GIVEN AH A FINAL OPPOR

*** CASE MEDIATION EVENT UPDATE 1/9/2007 9:50:23 AM, cgriffin

*** MEDIATION EVENT - BBB CASE RECD 01/09/2007 09:50:23 AM cgriffin

Status: Completed

S: 12/18/2006 04:20:49 PM

D: 01/26/2007 12:00:00 AM

A: 01/03/2007 09:50:17 AM

Assgn to: Mediation ()

Notes: HON0671127

*** CASE MEDIATION EVENT UPDATE 1/9/2007 9:50:27 AM, cgriffin

*** MEDIATION EVENT - DOCS RECEIVED 01/09/2007 09:50:27 AM cgriffin

Status: Completed

S: 12/18/2006 04:21:22 PM

D: 12/20/2006 12:00:00 AM

A: 01/09/2007 09:50:25 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MEDIATION ADD/MODIFY 1/9/2007 9:50:51 AM, cgriffin

*** MEDIATION DECISION 01/09/2007 09:50:51 AM cgriffin

Proc: Mediation

Dcsn: Repair

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

Arb Mthd: Please Specify Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012006-06-2301135

*** CASE MODIFY 1/9/2007 9:51:18 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/9/2007 9:51:49 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/9/2007 9:51:53 AM, cgriffin
into WIP New/Default and Status of Solving.

*** SUBCASE N042006-12-1802243-1 CLOSE 1/9/2007 9:52:00 AM, cgriffin
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042006-12-1802243-2 CLOSE 1/9/2007 9:52:04 AM, cgriffin
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/9/2007 9:52:04 AM, cgriffin
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/10/2007 2:19:28 PM, mplant
with Condition of Open and Status of Solving.

*** NOTES 1/10/2007 2:21:02 PM, mplant, Action Type : Letter/Fax
Reopened case:
Received MVDN from customer on 1/10/07. Customer MVDN dated 1/6/07.
Customer Contention: Problem with VSA
Resolution Sought: Final Repair

*** CASE MODIFY 1/10/2007 2:21:34 PM, mplant
into WIP default and Status of Solving.

*** SUBCASE N042006-12-1802243-3 CREATE 1/10/2007 2:28:46 PM, mplant
Created in WIP Default with Due Date 1/10/2007 2:28:46 PM.

*** SUBCASE N042006-12-1802243-3 ASSIGN 1/10/2007 2:29:50 PM, mplant
N042006-12-1802243-3 to cgriffin, WIP

*** SUBCASE N042006-12-1802243-3 RULE ACTION 1/10/2007 2:29:52 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION ADD/MODIFY 1/10/2007 2:30:13 PM, mplant
*** MEDIATION DECISION 01/10/2007 02:30:13 PM mplant
Proc: Final Repair
Dcsn: Repair
Cust: Buyback-Repurchase
AHM: Repair Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: CHRISTINA GRIFFIN

Case History

Case ID : N042006-12-1802243

Case Title : [REDACTED] - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

Rel: N012006-06-2301135

*** CASE MEDIATION EVENT ADD 1/10/2007 2:30:39 PM, mplant

*** MEDIATION EVENT - FINAL NOTICE RECD 01/10/2007 02:30:38 PM mplant

Status: In Progress

S: 01/10/2007 02:30:07 PM

D: 01/20/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: CONTACT CUSTOMER BY 1/18/07

*** CASE MEDIATION EVENT ADD 1/10/2007 2:31:05 PM, mplant

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 01/10/2007 02:31:05 PM mplant

Status: Completed

S: 01/10/2007 02:30:39 PM

D: ?/?/? ??:?

A: 01/10/2007 02:30:54 PM

Assgn to: DPSM ()

Notes:

*** CASE MEDIATION EVENT UPDATE 1/10/2007 2:31:42 PM, mplant

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 01/10/2007 02:31:42 PM mplant

Status: Completed

S: 01/10/2007 02:30:39 PM

D: ?/?/? ??:?

A: 01/10/2007 02:30:54 PM

Assgn to: DPSM (DAVID PFLUEKE)

Notes:

*** COMMIT 1/10/2007 2:31:54 PM, mplant, Action Type : N/A

Made to [REDACTED] due 01/11/2007 06:00:55 AM.

Case re-opened. Review request.

*** NOTES 1/10/2007 2:32:57 PM, mplant, Action Type : Note-General

Email sent notifying zone of case being opened.

*** CASE ASSIGN 1/10/2007 2:36:20 PM, mplant

N042006-12-1802243 to cgriffin, WIP employee2user = ?

*** CASE RULE ACTION 1/10/2007 2:36:22 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 1/11/2007 10:42:30 AM, cgriffin, Action Type : Call to Dealer

Spoke to SD Cal Piper to go over the service history for Mr. Romero. Advised Cal that the customer has submitted an MVDN to allow AH a final opportunity to repair his vehicle. Cal stated that the customer's vehicle has actually been at the dlr since 12/15 b/c he refuses to pick it up. I asked Cal if the RO was still open and he said no. It was documented on the RO that the customer refused to take delivery of the vehicle and stated he was calling the bank to have it repo'd. Cal also advised that the sales dept told him the customer was trying to trade out of the car however, there is too much negative equity and they are not able too.

Case History

Case ID : N042006-12-1802243

Case Title : [REDACTED] - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

Cal then provided the following history:

3/15/06

8837 miles

3-days

RO 455296

C/S when applying brakes car vibrates.

Dlr test drove vehicle and verified the vibration as coming from the front rotors. Rotors have excess runout. Resurfaced rotors and vehicle is now operating fine

C/S car vibrates at hwy speeds.

Dlr test drove the vehicle and duplicated the problem. Removed all 4 wheels and balanced them. Test drove again and vehicle is fine

C/S at times when making right hand turns, the left front end drops and the VSA light comes on.

Dlr scanned for codes and pulled codes 25-1 which is for Yaw Rate Sensor failure. Part was not in stock and they placed a special order for it. Cleared codes. Customer to return when part arrives.

3/27/06

2-days

9152 miles

RO 457760

C/S when making turns, the front end drops and the VSA light comes on.

SOP is in from previous visit and the replacement parts were installed.

4/3/06

2-days

9316 miles

RO 458805

C/S at times when making turns, the VTM light will come on and the car leans to the right.

Dlr did a scan and pulled codes 44-1 which is VTM relay(four wheel drive relay) failure. Replaced the VTM relay, reset the PCM and road tested the vehicle. Vehicle operates fine.

6/24/06

1-day

11039 miles

RO 472007

C/S that after a stop when accelerating and turning to the right, vehicle seems to catch and left front wheel makes grinding noise.

No Work Was Performed

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

C/S he has been in twice before for this and requests a Spanish speaking tech to work test w/him.

Dlr scanned for codes and none were found. Tech Carlo road tested vehicle w/customer and could not duplicate problem at this time. Dlr noticed it's possible it's a noise from the ABS system and this is normal operation.

8/26/06

1-day

123337 miles

RO 481973

Customer came in for oil change. No other work was performed.

12/11/06

5-days

14792 miles

RO 498189

C/S 2 or 3 times a month the VTM light comes on. When the light is on and you make a turns, the front end drops down in the direction of the turn.

Dlr test drove the vehicle 190 miles averaging 38 miles per day for 5 days. Unable to duplicate customer's concern. Checked for DTC's and no codes were present. Customer was called on 12/15/06 @ 6:05 pm to advise customer that no problem was found and to take delivery of the vehicle. Customer stated he would not do so and would be calling the bank to have the vehicle repo'd.

RO was closed.

I told SD Cal that I will contact the customer to discuss him refusing to pick up his vehicle and to make arrangements for the final repair.

*** NOTES 1/11/2007 10:45:23 AM, cgriffin, Action Type : Field/DSM

Spoke to DPSM Dave Phfluecke regarding this customer. Dave stated he spoke to SD Cal Piper to get more information on this customer. From what he was told, DPSM Dale Meeks has road tested this customer's vehicle and did not duplicate any problems. The dlr then drove the vehicle for approx 200 miles and still did not duplicate the customer's "front end dropping when making turns" concerns nor did the vehicle re-code. I told Dave that the customer is allowing for a final repair to be performed however, Cal has advised that he customer abandoned his vehicle. I am going to contact the customer to discuss having the MVDN performed and advise that the vehicle should be picked up from the dealership. I will also advise BBB of the customer's abandonment of the vehicle.

*** CASE MODIFY 1/11/2007 10:54:20 AM, cgriffin

into WIP New/Default and Status of Solving.

*** NOTES 1/11/2007 10:55:08 AM, cgriffin, Action Type : Call to Customer

Contacted the customer and he advised that he only speaks Spanish and terminated the call. With an interpreter on the line I called the customer back and got his voice mail. Through the translate I advised that I was calling from AH regarding the MVDN sent and would like to make arrangements for the vehicle to be inspected/repared for his concerns. The dealer has also advised that he has abandoned the vehicle at the dealership and he should pick it up. The customer was given my direct# to contact me and I advised that I would get a translate to translate when he does.

*** CASE MEDIATION EVENT UPDATE 1/11/2007 10:58:06 AM, cgriffin

*** MEDIATION EVENT - FINAL NOTICE RECD 01/11/2007 10:58:06 AM cgriffin

Status: Completed

S: 01/10/2007 02:30:07 PM

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

D: 01/20/2007 12:00:00 AM

A: 01/11/2007 10:58:04 AM

Assgn to: Mediation ()

Notes: CONTACT CUSTOMER BY 1/18/07

*** CASE MODIFY 1/11/2007 10:58:40 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE FULFILL 1/11/2007 10:58:42 AM, cgriffin
Fulfilled for ██████████ due 01/11/2007 06:00:55 AM.

*** COMMIT 1/11/2007 10:58:46 AM, cgriffin, Action Type : N/A
MVDN/BBB-has customer returned voice msg left by translator

*** CASE MODIFY 1/11/2007 11:00:10 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE MODIFY 1/11/2007 11:00:45 AM, cgriffin
into WIP New/Default and Status of Solving.

*** CASE RULE ACTION 1/15/2007 4:18:47 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 1/17/2007 12:51:22 PM, cgriffin
into WIP MVDN and Status of Solving.

*** CASE MODIFY 1/18/2007 10:44:44 AM, cgriffin
into WIP MVDN and Status of Solving.

*** NOTES 1/25/2007 9:51:16 AM, mlyon, Action Type : Note-General
Received CCF from BBB HON0671127-1R
Start Date: 01/25/07
Customer Contention: ABS light on - wheels lock up
Resolution sought: Replacement or repurchase
No Lien holder/lessee provided

*** COMMIT 1/25/2007 9:51:20 AM, mlyon, Action Type : N/A

Made to ██████████ due 01/26/2007 07:00:00 AM.

BBB case Re-opened. Review any new RO's

*** CASE MEDIATION EVENT ADD 1/25/2007 9:52:33 AM, mlyon

*** MEDIATION EVENT - BBB CASE RECD 01/25/2007 09:52:32 AM mlyon

Status: In Progress

S: 01/25/2007 09:51:56 AM

D: 03/06/2007 12:00:00 AM

A: ???/??:??

Assgn to: Mediation ()

Notes: HON0671127-1R

*** CASE MEDIATION EVENT ADD 1/25/2007 9:52:41 AM, mlyon

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** MEDIATION EVENT - MRF SENT 01/25/2007 09:52:41 AM mlyon

Status: In Progress

S: 01/25/2007 09:52:33 AM

D: 02/05/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 1/25/2007 9:53:19 AM, cgriffin
into WIP MVDN and Status of Solving.*** CASE MODIFY 1/25/2007 9:53:25 AM, cgriffin
into WIP MVDN and Status of Solving.

*** NOTES 2/7/2007 12:42:47 PM, cgriffin, Action Type : Call to Dealer

Spoke to Cal Piper to confirmed the customer's vehicle is still at their dealership. The bank has came and inspected the vehicle and will be sending someone to tow it. They advised Cal that the customer has not made any payments on it and told them he left it at the dealership. According to Cal the customer came in a few days ago and took the license plate off of the car and removed his personal belongings. I told Cal the customer has never returned my call and is now requesting buy back through BBB. Cal stated that nothing is wrong w/the customer's vehicle and now the bank is going to repossess it. I thanked Cal for the information given.

*** Contacted Rhonda at BBB and advised that the customer still has not picked up his vehicle, nor did he return my calls made w/an interpreter. The dlr has told me the bank is in the process of repossessing this vehicle. Rhonda stated she will have a Spanish speaking representative contact the customer to discuss this issue. The customer can not arbitrate on a vehicle he does not own. Rhonda will get back to me with more information. ****

*** NOTES 2/7/2007 2:28:55 PM, mlyon, Action Type : Letter/Fax
Received copies of RO's from Coggins HONda of Orlando. Forward to Christina*** CASE MODIFY 2/8/2007 12:11:13 PM, cgriffin
into WIP MVDN and Status of Solving.*** NOTES 2/9/2007 8:29:59 AM, mplant, Action Type : Letter/Fax
Received Notice of Hearing/Inspection from BBB.

Arbitrator: Ms. Irene Pearce

Hearing Date, Time, Place: 02/26/07 2:30 pm

BBB of Central Florida, Inc.

1600 S. Grant St.

Longwood, FL 32750

Customer will be representing her/himself.

Both customer and AHM will be appearing in person.

Hearing Site Phone Number: 407-621-3300 ext. 371 Hearing Site Fax Number: 407-786-2625

Forward to Christina.

*** CASE MEDIATION EVENT ADD 2/9/2007 8:31:57 AM, mplant

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** MEDIATION EVENT - ARBITRATION HEARING 02/09/2007 08:31:57 AM mplant

Status: In Progress

S: 02/09/2007 08:30:14 AM

D: 02/26/2007 02:30:00 PM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: ARBITRATOR - IRENE PEARCE

*** CASE MEDIATION EVENT ADD 2/9/2007 8:32:46 AM, mplant

*** MEDIATION EVENT - ARB DECISION DUE 02/09/2007 08:32:45 AM mplant

Status: In Progress

S: 02/26/2007 02:30:00 PM

D: 03/05/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MODIFY 2/16/2007 9:43:03 AM, cgriffin

into WIP MVDN and Status of Solving.

*** NOTES 2/22/2007 8:27:48 AM, cgriffin, Action Type : Note-General

Spoke to Rhonda at the BBB regarding this customer. Rhonda advised that the hearing has been canceled. The customer refuses to take ownership of the vehicle and is allowing it to be repossessed. The customer was advsied his case is being closed b/c he can not arbitrate on a vehicle he no longer owns. I told Rhonda mediation will close it's case as well and thanked her for the update.

*** CASE MODIFY 2/22/2007 8:51:47 AM, cgriffin

into WIP Awaiting Decision and Status of Solving.

*** CASE MODIFY 2/22/2007 9:09:59 AM, cgriffin

into WIP Awaiting Decision and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 2/22/2007 9:10:12 AM, cgriffin

*** MEDIATION EVENT - BBB CASE RECD 02/22/2007 09:10:11 AM cgriffin

Status: Cancelled

S: 01/25/2007 09:51:56 AM

D: 03/06/2007 12:00:00 AM

A: 02/22/2007 09:10:08 AM

Assgn to: Mediation ()

Notes: HON0671127-1R

*** CASE MEDIATION EVENT UPDATE 2/22/2007 9:10:58 AM, cgriffin

*** MEDIATION EVENT - MRF SENT 02/22/2007 09:10:58 AM cgriffin

Status: Completed

S: 01/25/2007 09:52:33 AM

D: 02/05/2007 12:00:00 AM

A: 02/07/2007 09:10:53 AM

Assgn to: Mediation ()

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

Notes:

*** CASE MEDIATION EVENT UPDATE 2/22/2007 9:11:10 AM, cgriffin

*** MEDIATION EVENT - ARBITRATION HEARING 02/22/2007 09:11:10 AM cgriffin

Status: Cancelled

S: 02/09/2007 08:30:14 AM

D: 02/26/2007 02:30:00 PM

A: 02/22/2007 09:11:05 AM

Assgn to: Mediation ()

Notes: ARBITRATOR - IRENE PEARCE

*** CASE MEDIATION EVENT UPDATE 2/22/2007 9:32:30 AM, cgriffin

*** MEDIATION EVENT - ARB DECISION DUE 02/22/2007 09:32:29 AM cgriffin

Status: Cancelled

S: 02/22/2007 02:30:00 PM

D: 03/05/2007 12:00:00 AM

A: 02/22/2007 09:32:12 AM

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 2/22/2007 9:32:55 AM, cgriffin

*** MEDIATION DECISION 02/22/2007 09:32:55 AM cgriffin

Proc: Final Repair

Dcsn: No Action Required

Cust: Buyback-Repurchase

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: CHRISTINA GRIFFIN

Rel: N012006-06-23

*** CASE MODIFY 2/22/2007 9:32:57 AM, cgriffin

into WIP Awaiting Decision and Status of Solving.

*** CASE FULFILL 2/22/2007 9:33:05 AM, cgriffin

Fulfilled for ██████████ due 01/15/2007 12:00:00 AM.

*** CASE FULFILL 2/22/2007 9:33:10 AM, cgriffin

Fulfilled for ██████████ due 01/26/2007 07:00:00 AM.

*** CASE MODIFY 2/22/2007 9:33:23 AM, cgriffin

into WIP Awaiting Decision and Status of Solving.

*** SUBCASE N042006-12-1802243-3 CLOSE 2/22/2007 9:33:32 AM, cgriffin

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2007 9:33:32 AM, cgriffin

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

*** CASE REOPEN 3/8/2007 3:40:46 PM, mlyon

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

with Condition of Open and Status of Solving.

*** NOTES 3/8/2007 3:41:40 PM, mlyon, Action Type : Letter/Fax

Received CCF from BBB HON0736465

Start Date: 03/08/07

Customer Contention: TPSM light on / Right wheel locks up

Resolution sought: Replacement or repurchase

No Lien holder/lessee provided

**No Tech Line report found for this customer/Vin. One previous case

*** CASE MEDIATION ADD/MODIFY 3/8/2007 3:42:06 PM, mlyon

*** MEDIATION DECISION 03/08/2007 03:42:05 PM mlyon

Proc: Mediation

Desn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: VANCE CROSS

Rel: N012006-06-2301135

*** CASE MEDIATION EVENT ADD 3/8/2007 3:42:21 PM, mlyon

*** MEDIATION EVENT - BBB CASE RECD 03/08/2007 03:42:21 PM mlyon

Status: In Progress

S: 03/08/2007 03:41:46 PM

D: 04/17/2007 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes: HON0736465

*** CASE MEDIATION EVENT ADD 3/8/2007 3:42:28 PM, mlyon

*** MEDIATION EVENT - MRF SENT 03/08/2007 03:42:28 PM mlyon

Status: In Progress

S: 03/08/2007 03:42:21 PM

D: 03/19/2007 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** SUBCASE N042006-12-1802243-4 CREATE 3/8/2007 3:43:38 PM, mlyon

Created in WIP Default with Due Date 3/8/2007 3:43:38 PM.

*** CASE MODIFY 3/8/2007 3:43:42 PM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 3/8/2007 3:43:44 PM, mlyon

N042006-12-1802243 to vcross, WIP [!]=[]

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** CASE RULE ACTION 3/8/2007 3:43:45 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042006-12-1802243-4 ASSIGN 3/8/2007 3:43:54 PM, mlyon

N042006-12-1802243-4 to vcross, WIP -yy.F

*** SUBCASE N042006-12-1802243-4 RULE ACTION 3/8/2007 3:43:55 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 3/9/2007 1:22:28 PM, mlyon, Action Type : Letter/Fax

Received Notice of Hearing/Inspection from BBB.

Arbitrator: Ms Marwa Zeina

Hearing Date, Time, Place: 03/21/07 02:30 Pm

BBB of Cental Florida

1600 S Grant St

Longwood FL. 32750

Customer will be representing her/himself.

Both customer and AHM will be appearing in person.

Hearing Site Phone Number: 404 621-3300 Ext 371 Hearing Site Fax Number: 404 785-2625

Forward to Vance

*** CASE MEDIATION ADD/MODIFY 3/9/2007 1:24:13 PM, mlyon

*** MEDIATION DECISION 03/09/2007 01:24:13 PM mlyon

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Available Rsn: Repair Available

Arb Mthd: In Person Outcome: Please Specify

Ref: VANCE CROSS

Rel: N012006-06-2301135

*** NOTES 3/12/2007 11:57:17 AM, vcross, Action Type : Note-General

I contacted the AA-Billie Turner advising her of the scheduled hearing for this customer. I requested an advocate to appear on behalf of AHM. I also asked if she could provide me with their name so that I can alert the BBB Rep-Rhonda Eakins.

*** CASE MODIFY 3/12/2007 11:57:23 AM, vcross

into WIP BBB and Status of Solving.

*** CASE CAMPAIGN LOOKUP 3/16/2007 7:57:51 AM, vcross

CAMPAIGN CHECK 03/16/2007 07:57:51 AM vcross

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

Case History

Case ID : N042006-I2-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** NOTES 3/16/2007 8:01:25 AM, vcross, Action Type : Note-General

Prepared package for Aribration Advocates

*** CASE MEDIATION EVENT UPDATE 3/16/2007 8:01:45 AM, vcross

*** MEDIATION EVENT - MRF SENT 03/16/2007 08:01:44 AM vcross

Status: Completed

S: 03/08/2007 03:42:21 PM

D: 03/19/2007 12:00:00 AM

A: 03/16/2007 08:01:41 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 3/16/2007 8:03:35 AM, vcross

*** MEDIATION EVENT - ARBITRATION HEARING 03/16/2007 08:03:35 AM vcross

Status: In Progress

S: 03/16/2007 08:01:55 AM

D: 03/21/2007 12:00:00 AM

A: ???/??:??

Assgn to: Mediation ()

Notes: ARBITRATOR MARWA ZEINI

*** CASE MEDIATION EVENT ADD 3/16/2007 8:04:32 AM, vcross

*** MEDIATION EVENT - ARB DECISION DUE 03/16/2007 08:04:32 AM vcross

Status: In Progress

S: 03/16/2007 08:03:36 AM

D: 04/16/2007 12:00:00 AM

A: ???/??:??

Assgn to: Third Party ()

Notes:

*** CASE MEDIATION EVENT UPDATE 3/16/2007 8:05:29 AM, vcross

*** MEDIATION EVENT - ARB DECISION DUE 03/16/2007 08:05:28 AM vcross

Status: In Progress

S: 03/16/2007 08:03:36 AM

D: 04/16/2007 12:00:00 AM

A: ???/??:??

Assgn to: Third Party ()

Notes: DECISION?

*** NOTES 3/16/2007 8:34:28 AM, vcross, Action Type : Call from Customer

Package sent to AA-Jack Pearson via Fedx tracking #792951361830/790694877526.

*** COMMIT 3/16/2007 8:34:33 AM, vcross, Action Type : N/A

confer. call 9am

*** CASE MEDIATION EVENT ADD 3/16/2007 8:36:03 AM, vcross

*** MEDIATION EVENT - CONFERENCE CALL 03/16/2007 08:36:03 AM vcross

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

Status: In Progress

S: 03/16/2007 08:35:12 AM

D: 03/20/2007 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Arb Advocates (JACK PEARSON)

Notes: CONFERENCE CALL 9AM

*** CASE MODIFY 3/16/2007 9:19:31 AM, vcross
into WIP BBB and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 3/20/2007 6:26:58 AM, vcross

*** MEDIATION DECISION 03/20/2007 06:26:48 AM vcross

Proc: Arbitration

Dcsn: No Action Required

Cust: Buyback-Repurchase

AHM: Repair Available Rsn: Repair Available

Arb Mthd: In Person Outcome: AHM

Ref: VANCE CROSS

Rel: N012006-06-2301135

*** CASE MEDIATION EVENT UPDATE 3/20/2007 6:27:10 AM, vcross

*** MEDIATION EVENT - ARBITRATION HEARING 03/20/2007 06:27:10 AM vcross

Status: Cancelled

S: 03/16/2007 08:01:55 AM

D: 03/21/2007 12:00:00 AM

A: 03/20/2007 06:27:08 AM

Assgn to: Mediation ()

Notes: ARBITRATOR MARWA ZEINI

*** CASE MEDIATION EVENT UPDATE 3/20/2007 6:27:16 AM, vcross

*** MEDIATION EVENT - ARB DECISION DUE 03/20/2007 06:27:16 AM vcross

Status: Not Available

S: 03/16/2007 08:03:36 AM

D: 04/16/2007 12:00:00 AM

A: 03/20/2007 06:27:14 AM

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION EVENT UPDATE 3/20/2007 6:27:26 AM, vcross

*** MEDIATION EVENT - CONFERENCE CALL 03/20/2007 06:27:26 AM vcross

Status: Cancelled

S: 03/16/2007 08:35:12 AM

D: 03/20/2007 12:00:00 AM

A: 03/20/2007 06:27:25 AM

Assgn to: Arb Advocates (JACK PEARSON)

Notes: CONFERENCE CALL 9AM

Case History

Case ID : N042006-12-1802243

Case Title : [REDACTED] - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** CASE MEDIATION EVENT UPDATE 3/20/2007 6:28:55 AM, vcross

*** MEDIATION EVENT - MRF SENT 03/20/2007 06:28:55 AM vcross

Status: Completed

S: 03/08/2007 03:42:21 PM

D: 03/19/2007 12:00:00 AM

A: 03/12/2007 06:27:44 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 3/20/2007 6:29:10 AM, vcross

*** MEDIATION EVENT - BBB CASE RECD 03/20/2007 06:29:10 AM vcross

Status: Cancelled

S: 03/08/2007 03:41:46 PM

D: 04/17/2007 12:00:00 AM

A: 03/20/2007 06:29:08 AM

Assgn to: Mediation ()

Notes: HON0736465

*** CASE MEDIATION EVENT ADD 3/20/2007 6:29:31 AM, vcross

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 03/20/2007 06:29:31 AM vcross

Status: Completed

S: 03/20/2007 06:29:18 AM

D: ?/?/? ??:??:?

A: 03/20/2007 06:29:29 AM

Assgn to: Mediation ()

Notes:

*** SUBCASE N042006-12-1802243-4 CLOSE 3/20/2007 6:30:13 AM, vcross

Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 3/20/2007 6:30:17 AM, vcross

Fulfilled for [REDACTED] due 03/20/2007 12:00:00 AM.

*** NOTES 3/20/2007 6:35:29 AM, vcross, Action Type : Note-General

SENT NOTIFICATION TO ZONE ZM & AZM:

This e-mail is being sent to notify the Zone ZM & AZM of the BBB Auto Line file that was open by the customer Hector Romero. Mr. Romero complained of a problem with the VSA/ABS systems. The customer has been working with Coggin Honda of Orlando. At this time the customer's claim has been closed by the BBB Auto Line on the basis that the customer is no longer the owner of the vehicle or lease. No further action required.

*** CASE MODIFY 3/20/2007 6:35:33 AM, vcross

into WIP Arbitration and Status of Solving.

*** CASE CLOSE 3/20/2007 6:35:40 AM, vcross

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

*** CASE REOPEN 3/20/2007 10:53:12 AM, vcross

with Condition of Open and Status of Solving.

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** CASE MEDIATION EVENT UPDATE 3/20/2007 10:57:32 AM, vcross

*** MEDIATION EVENT - ARBITRATION HEARING 03/20/2007 10:57:32 AM vcross

Status: In Progress

S: 03/16/2007 08:01:55 AM

D: 03/21/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: ARBITRATOR MARWA ZEINI

*** CASE MEDIATION EVENT UPDATE 3/20/2007 10:57:37 AM, vcross

*** MEDIATION EVENT - ARB DECISION DUE 03/20/2007 10:57:37 AM vcross

Status: In Progress

S: 02/22/2007 02:30:00 PM

D: 03/05/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION EVENT UPDATE 3/20/2007 10:57:48 AM, vcross

*** MEDIATION EVENT - BBB CASE RECD 03/20/2007 10:57:47 AM vcross

Status: In Progress

S: 03/08/2007 03:41:46 PM

D: 04/17/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes: HON0736465

*** CASE MEDIATION EVENT UPDATE 3/20/2007 10:58:06 AM, vcross

*** MEDIATION EVENT - ARB DECISION DUE 03/20/2007 10:58:05 AM vcross

Status: In Progress

S: 03/16/2007 08:03:36 AM

D: 04/16/2007 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION EVENT UPDATE 3/20/2007 10:58:16 AM, vcross

*** MEDIATION EVENT - ARB DECISION DUE 03/20/2007 10:58:16 AM vcross

Status: Cancelled

S: 02/22/2007 02:30:00 PM

D: 03/05/2007 12:00:00 AM

A: 03/20/2007 10:58:15 AM

Assgn to: Third Party ()

Notes: DECISION?

*** CASE MEDIATION ADD/MODIFY 3/20/2007 10:58:32 AM, vcross

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** MEDIATION DECISION 03/20/2007 10:58:31 AM vcross

Proc: Arbitration

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Repair Available Rsn: Repair Available

Arb Mthd: In Person Outcome: AHM

Ref: VANCE CROSS

Rel: N012006-06-2301135

*** CASE MODIFY 3/20/2007 10:58:34 AM, vcross

into WIP default and Status of Solving.

*** CASE MODIFY 3/20/2007 1:43:17 PM, vcross

into WIP default and Status of Solving.

*** NOTES 3/28/2007 1:40:52 PM, mlyon, Action Type : Letter/Fax

Received fax from BBB, which includes Arbitration Decision (Denial) and Reasons for Decision. Forward to Vance

*** CASE MEDIATION EVENT UPDATE 3/28/2007 1:41:04 PM, mlyon

*** MEDIATION EVENT - ARBITRATION HEARING 03/28/2007 01:41:04 PM mlyon

Status: Completed

S: 03/16/2007 08:01:55 AM

D: 03/21/2007 12:00:00 AM

A: 03/21/2007 01:41:00 PM

Assgn to: Mediation ()

Notes: ARBITRATOR MARWA ZEINI

*** CASE MEDIATION EVENT UPDATE 3/28/2007 1:41:14 PM, mlyon

*** MEDIATION EVENT - ARB DECISION DUE 03/28/2007 01:41:14 PM mlyon

Status: Completed

S: 03/16/2007 08:03:36 AM

D: 04/16/2007 12:00:00 AM

A: 03/28/2007 01:41:09 PM

Assgn to: Third Party ()

Notes: DENIAL

*** CASE MEDIATION ADD/MODIFY 3/28/2007 1:41:36 PM, mlyon

*** MEDIATION DECISION 03/28/2007 01:41:36 PM mlyon

Proc: Arbitration

Dcsn: No Action Required

Cust: Buyback-Repurchase

AHM: Repair Available Rsn: Repair Available

Arb Mthd: In Person Outcome: AHM

Ref: VANCE CROSS

Rel: N012006-06-2301135

*** CASE MEDIATION EVENT UPDATE 3/28/2007 2:30:28 PM, vcross

Case History

Case ID : N042006-12-1802243

Case Title : ██████████ - MVDN BBB HON0671127 - PROBLEM WITH VSA/ABS

*** MEDIATION EVENT - BBB CASE RECD 03/28/2007 02:30:28 PM vcross

Status: Completed

S: 03/08/2007 03:41:46 PM

D: 04/17/2007 12:00:00 AM

A: 03/28/2007 02:30:22 PM

Assign to: Mediation ()

Notes: HON0736465

*** CASE CLOSE 3/28/2007 2:31:03 PM, vcross

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

*** CASE REOPEN 5/15/2007 3:53:35 PM, akenney

with Condition of Open and Status of Solving.

*** CASE CLOSE 5/15/2007 3:54:15 PM, akenney

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

Case Details

Case ID : N012005-07-2000356	Division : Honda - Auto	Condition : Closed	Open Date : 7/20/2005 8:59:01 AM
Case Originator : John Wimberly (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/12/2005 1:39:09 PM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 54
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : 8E - [REDACTED] - BRAKE ISSUES		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 914
 VIN Type / No. : US VIN / 5FNYF18605E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 325
 In Service Date : 07/09/2005
 Months In Use : 0
 Engine Number : J35A61417839
 Originating Dealer No. / Name : 207914 / GRAND HONDA
 Selling Dealer No. / Name : 207914 / GRAND HONDA
 Trim : EX-LRES
 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 : 207914 / GRAND HONDA
 Phone No. : 630-833-7700
 Address : 300 W. GRAND AVENUE
 City / State / Zip : ELMHURST, IL 60126
 Svc District / Sls District : 08E / A08
 Warranty Labor Rate / Date : \$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
N012005-07-2000356-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012005-07-2000356-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 7/20/2005 12:24:39 PM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 9/12/2005 1:39:05 PM
Issue Title : ██████████	- PRODUCT - OPERATION		

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty
 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 : N012005-07-2000356

Case Title : 8E - [REDACTED] - BRAKE ISSUES

*** CASE CREATE 7/20/2005 8:59:01 AM, jwimberl

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

*** CASE EXTENDED WARRANTY LOOKUP 7/20/2005 9:12:38 AM, jwimberl

WARRANTY CHECK 07/20/2005 09:12:38 AM jwimberl

No data found for VIN.

*** CASE CLAIMS LOOKUP 7/20/2005 9:12:41 AM, jwimberl

CLAIM HISTORY CHECK 07/20/2005 09:12:41 AM jwimberl

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/20/2005 9:12:44 AM, jwimberl

CAMPAIGN CHECK 07/20/2005 09:12:44 AM jwimberl

No data found for VIN

*** CASE VSC LOOKUP 7/20/2005 9:12:48 AM, jwimberl

VSC-CUC CHECK 07/20/2005 09:12:47 AM jwimberl

No data found for VIN.

*** CASE MODIFY 7/20/2005 9:20:11 AM, jwimberl

into WIP default and Status of Solving.

*** NOTES 7/20/2005 9:39:54 AM, jwimberl, Action Type : Call from Customer

Dealer: GRAND HONDA

Service Advisor: Bob

The customer contacted stating the brakes on his 2005 PILOT that he purchased on 7/09 would apply themselves. The customer states that during slow turns on 07/11 the brakes apply themselves and the VSA light would blinking. The customer states that while driving 7/15 on the interstate at up to 70 miles per hour again the brakes applied by themselves. He states that three days ago the issue occurred the customer states that he pulled over and had the vehicle towed to GRAND HONDA to diagnose the problem and was told that multiplexor was completely gone. The customer requests to know how vehicle will perform even after it is repaired.

The customer states that he spoke with GM Ray Abdi on 7/16 and 7/18 and was told that he would have to speak with AHM. The customer states that in this vehicle he fears for the safety of his family. The customer is requesting that AHM assist in replacing his vehicle. The customer states that he has owned seven Hondas feels that this issue bring doubt to any future purchases.

I advised the customer that I would forward this case to a case manager to have some one follow up on the issue. I advised the customer that we could not guarantee what the outcome would be but that we would do all that we can to assist him in attaining a satisfactory resolution to this issue. I provided the customer with the case number.

*** CASE DISPATCH 7/20/2005 9:40:18 AM, jwimberl

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 7/20/2005 11:42:14 AM, kogawa

from Queue Honda Team E to WIP Default.

*** SUBCASE N012005-07-2000356-1 CREATE 7/20/2005 12:24:39 PM, kogawa

Created in WIP Default with Due Date 7/20/2005 12:24:39 PM.

Case History

Case ID : N012005-07-2000356

Case Title : 8E - [REDACTED] - BRAKE ISSUES

*** NOTES 7/20/2005 12:37:33 PM, kogawa, Action Type : Call to Dealer

SA Lynn advises car was towed in on Saturday. Car presently at dealer, techline recommended and dealer is presently replacing a multiplex unit.

*** COMMIT 7/20/2005 12:37:45 PM, kogawa, Action Type : N/A

initial

*** NOTES 7/22/2005 1:54:50 PM, kogawa, Action Type : Call to Customer

Customer has the car back, but has no confidence in the repair. Believes dealer repaired a loose ground wire. How could a loose ground wire cause the VSA problem he experienced?. Advises this is his 8th Honda vehicle (used and new), most of them purchased from Hopkins Honda. Advises a few years ago was in a collision in their vehicle, and are particularly sensitive about safety. The Pilot is back in his possession since 7/20/05, but is reluctant to let spouse drive, it, and so far he is only willing to drive it the few miles back and forth to the train station. Customer is looking for AHM to replace the car. ACS empathized with customer, as it certainly can be a harrowing experience to be driving and suddenly find to not be in control of the car. Advised to customer that our focus is on making sure the car is indeed repaired, and to see what can be done to restore his faith and confidence in the car. Agreed to follow up next week, as am looking to review with dealer as well.

*** NOTES 7/22/2005 1:55:58 PM, kogawa, Action Type : Call to Dealer

ASM Lynn will fax repair order copies to my attn for review. Hope is to reassure customer that car is repaired.

*** CASE FULFILL 7/22/2005 1:56:08 PM, kogawa

Fulfilled for [REDACTED] due 07/21/2005 12:00:00 AM.

*** COMMIT 7/22/2005 1:56:13 PM, kogawa, Action Type : N/A

rcvd fax?

*** NOTES 7/26/2005 3:05:21 PM, kogawa, Action Type : Call to Dealer

SM Tony will have Lynn refax, as RO copy was dark/illegible.

*** NOTES 7/29/2005 12:30:25 PM, kogawa, Action Type : Call to Dealer

SM Tony will refax last repair order. Believes root cause was a loose ground wire.

ACS finds in records customer has a 2005 CR-V from Valley, as well as past confirmed history of 3 Hondas at Luther Hopkins. There may have been more, but not all of customer's ACS /CRMS records match up to a VIN.

*** NOTES 7/29/2005 3:25:19 PM, Awilli01, Action Type : Letter/Fax

On Friday July 29, a fax was received from the customer and forwarded to the corresponding team or case manager.

*** CASE RULE ACTION 8/17/2005 7:59:01 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 9/12/2005 1:38:45 PM, kogawa, Action Type : Call to Customer

Follow up call to customer, has had no further mechanical issues with the vehicle.

*** SUBCASE N012005-07-2000356-1 CLOSE 9/12/2005 1:39:05 PM, kogawa

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/12/2005 1:39:09 PM, kogawa

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

Case Details

Case ID : N012006-09-1901178	Division : Honda - Auto	Condition : Closed	Open Date : 9/19/2006 2:48:55 PM
Case Originator : Bruce Cherney (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/16/2006 11:44:31
Case Owner : Michael Bogan (Team AA)	Method : Phone	Queue :	Days Open : 27
Last Closed By : Michael Bogan (Team AA)	Point of Origin : Customer	Wipbin :	
Case Title : 06[REDACTED] - VSA INDICATOR		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]
 [REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED] MOORE, SC [REDACTED]
 [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 316
 VIN Type / No. : US VIN / 5FNYP18615E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 25,000
 In Service Date : 03/15/2005
 Months In Use : 18
 Engine Number : J35A61425237
 Originating Dealer No. / Name : 206907 / VIC BAILEY HONDA
 Selling Dealer No. / Name : 207984 / HENDRICK HONDA EASLEY
 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 : 207984 / HENDRICK HONDA EASLEY
 Phone No. : 864-855-1234
 Address : 4609 CALHOUN MEMORIAL
 City / State / Zip : EASLEY, SC 29640
 Svc District / Sls District : 06J / D06
 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
N012006-09-1901178-1 / [REDACTED] -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012006-09-1901178-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Bogan	Type 1 : Product	Status : Subcase Close	Open Date : 9/20/2006 8:27:42 AM
Issue Owner : Michael Bogan	Type 2 : Operation	Queue :	Close Date : 10/16/2006 11:44:27
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc : TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Repaired/Warranty
Component Category : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012006-09-1901178

Case Title : 06J [REDACTED] - VSA INDICATOR

*** CASE CREATE 9/19/2006 2:48:55 PM, bcherney

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

*** CASE MODIFY 9/19/2006 2:50:54 PM, bcherney

into WIP default and Status of Solving.

*** NOTES 9/19/2006 3:01:20 PM, bcherney, Action Type : Call from Customer

The VSA light is coming on and off intermittently. It has no regular pattern, the last time it was fixed was in July of 2006. Customer is working with the dealer, who has been helpful, just unable to get this issue resolved. Agent did verify the customers is not bumping the switch when getting into the vehicle. The VSA activation indicator and the VSA system indicator come on at the same time, they are working in unison and they stay on till she turns off the ignition. The customer has owned several Honda's. The customer purchased the Pilot for the Honda quality and she feels the system could fail.

The dealer did replace a sensor/plug and another part was replaced at a earlier time. The dealer was in contact with tech-line in the past.

Mrs. Faulkner is asking for assistance in getting this repair resolved. Forwarding to team B for review/assistance.

*** CASE CLAIMS LOOKUP 9/19/2006 3:01:29 PM, bcherney

CLAIM CHECK 09/19/2006 03:01:29 PM bcherney

The following Claim History information was found

0; 2006-01-17; 207984; 126386; 510; 413170 ; ABS/TCS/VSA MODULATOR - REPLACE.

*** CASE CAMPAIGN LOOKUP 9/19/2006 3:01:30 PM, bcherney

CAMPAIGN CHECK 09/19/2006 03:01:30 PM bcherney

No data found for VIN

*** CASE VSC LOOKUP 9/19/2006 3:01:36 PM, bcherney

VSC-CUC CHECK 09/19/2006 03:01:36 PM bcherney

No data found for VIN.

*** CASE MODIFY 9/19/2006 3:01:56 PM, bcherney

into WIP default and Status of Solving.

*** CASE DISPATCH 9/19/2006 3:02:04 PM, bcherney

from WIP default to Queue Honda Team B.

*** CASE YANKED 9/20/2006 6:10:01 AM, mbogan

Yanked by mbogan into WIPbin default.

*** CASE CLAIMS LOOKUP 9/20/2006 8:26:47 AM, mbogan

CLAIM CHECK 09/20/2006 08:26:47 AM mbogan

The following Claim History information was found

0; 2006-01-17; 207984; 126386; 510; 413170 ; ABS/TCS/VSA MODULATOR - REPLACE.

*** SUBCASE N012006-09-1901178-1 CREATE 9/20/2006 8:27:42 AM, mbogan

Created in WIP Default with Due Date 9/20/2006 8:27:42 AM.

*** CASE MODIFY 9/20/2006 8:27:48 AM, mbogan

into WIP default and Status of Solving.

Case History

Case ID : N012006-09-1901178

Case Title : 06J [REDACTED] - VSA INDICATOR

*** COMMIT 9/20/2006 8:28:25 AM, mbogan, Action Type : N/A

Made to [REDACTED] due 09/23/2006 08:28:28 AM.

1st Contact

*** NOTES 9/20/2006 8:30:48 AM, mbogan, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 9/23/2006

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

Customer called stating that the VSA light is coming on intermittently. He reports that there is no regular pattern. He states that her is working with the dealer, who has been helpful but have been unable to permanently resolve the concern. Mrs. [REDACTED] is asking for assistance in getting this repair resolved.

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 details from repair history. Also please advise of any DPSM or Tech Line involvement.

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

Michael Bogan

Automobile Customer Service

800-999-1009, ext 118267

*** CASE MODIFY COMMITMENT 9/20/2006 8:31:01 AM, mbogan

with [REDACTED] due 09/21/2006 08:28:28 AM.

*** NOTES 9/20/2006 1:04:04 PM, mbogan, Action Type : Call to Customer

Called to dealer, but SM was unavailable. Spoke to Ernie. He confirmed the multiple visits, but suggested having the customer return for a follow up visit when the SM is back from his business trip on Monday.

*** NOTES 9/20/2006 1:11:54 PM, mbogan, Action Type : Call to Customer

Spoke to customer and explained that we would ask for the opportunity to review the concern with the service manager before recommending any further action.

The customer agreed to wait for a call back on early next week. He states that he would only ask that they provide a larger loaner vehicle on any return visits.

*** CASE FULFILL 9/20/2006 1:12:24 PM, mbogan

Fulfilled for [REDACTED] due 09/21/2006 08:28:28 AM.

*** COMMIT 9/20/2006 1:12:29 PM, mbogan, Action Type : N/A

Review w/dlr and cust

*** NOTES 9/25/2006 3:59:38 PM, bcherney, Action Type : Call from Customer

Customer called for case manager (she thought it was the agent) who is not in. Agent gave the customer the name and number of her case manager and transferred her to his voicemail.

*** CASE CLAIMS LOOKUP 9/26/2006 2:17:57 PM, mbogan

CLAIM CHECK 09/26/2006 02:17:57 PM mbogan

The following Claim History information was found

0; 2006-01-17; 207984; 126386; 510; 413170 ; ABS/TCS/VSA MODULATOR - REPLACE.

Case History

Case ID : N012006-09-1901178

Case Title : 06J [REDACTED] - VSA INDICATOR

*** NOTES 9/27/2006 10:38:11 AM, mbogan, Action Type : Call to Dealer

Left message for SM Tom requesting a call back.

*** CASE CLAIMS LOOKUP 10/6/2006 1:19:37 PM, mbogan

CLAIM CHECK 10/06/2006 01:19:37 PM mbogan

The following Claim History information was found

0; 2006-01-17; 207984; 126386; 510; 413170 ; ABS/TCS/VSA MODULATOR - REPLACE.

*** CASE CLAIMS LOOKUP 10/12/2006 7:48:17 AM, mbogan

CLAIM CHECK 10/12/2006 07:48:17 AM mbogan

The following Claim History information was found

0; 2006-01-17; 207984; 126386; 510; 413170 ; ABS/TCS/VSA MODULATOR - REPLACE.

*** NOTES 10/12/2006 7:50:00 AM, mbogan, Action Type : Call to Customer

Left message for customer to confirm follow up to the dealer.

*** CASE FULFILL 10/12/2006 7:50:07 AM, mbogan

Fulfilled for [REDACTED] due 09/25/2006 12:00:00 AM.

*** COMMIT 10/12/2006 7:50:12 AM, mbogan, Action Type : N/A

Confirm f/u w/dlr

*** NOTES 10/12/2006 10:55:12 AM, mbogan, Action Type : Field/DSM

Received call from DPSM advising that he is in process of reviewing the customer's concern with management at the dealer.

*** NOTES 10/16/2006 11:41:35 AM, mbogan, Action Type : Call to Dealer

Spoke to SM Tom. He states that repairs have been completed. They found a bad pin connector, that when replaced addressed the concern. Vehicle has been returned to customer.

*** NOTES 10/16/2006 11:44:07 AM, mbogan, Action Type : Call to Customer

Left message for customer seeking to confirm satisfaction with repairs. I requested a call back if there were further outstanding concerns.

*** SUBCASE N012006-09-1901178-1 CLOSE 10/16/2006 11:44:27 AM, mbogan

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/16/2006 11:44:31 AM, mbogan

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

Case Details

Case ID : N012011-12-1500471 Division : Honda - Auto Condition : Closed Open Date : 12/15/2011 8:59:34 AM
 Case Originator : Marshon McKenzie (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/28/2011 7:24:03 AM
 Case Owner : Allan Perez (Team HF) Method : Phone Queue : Days Open : 13
 Last Closed By : Allan Perez (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 8D HONDA SUPERSTORE OF LISLE - [REDACTED] - VEHICLE DOWNSHIFTI No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 206
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : NAPERVILLE, IL [REDACTED]
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 206
 VIN Type / No. : US VIN / 5FNYP18535B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 73,147
 In Service Date : 04/09/2005
 Months In Use : 80
 Engine Number : J35A61430916
 Originating Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
 Selling Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207262 / HONDA SUPERSTORE OF LISLE
 Phone No. : 630-852-7200
 Address : 4475 LINCOLN AVENUE
 City / State / Zip : LISLE, IL 60532
 Svc District / SIs District : 08D / B08
 Warranty Labor Rate / Date : \$109.12 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-12-1500471-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Spool Report

Run Date : 06/20/2012

Issue Details

Issue ID : N012011-12-1500471-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 12/15/2011 9:31:05 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 12/28/2011 7:23:02 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
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

Case History

Case ID : N012011-12-1500471

Case Title : 8D HONDA SUPERSTORE OF LISLE - [REDACTED] - VEHICLE DOWNSHIFTING ON I

*** CASE CREATE 12/15/2011 8:59:34 AM, mmckenz

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

*** CASE MODIFY 12/15/2011 8:59:42 AM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:00:22 AM, mmckenz

into WIP default and Status of Solving.

*** NOTES 12/15/2011 9:01:43 AM, mmckenz, Action Type : Call from Customer

[REDACTED]

Customer did have mileage

Customer was having a problem with the vehicle.

Customer said that while driving along, The vehicle will slam down and downshift.

Customer said that he went online and saw a lot of people blogging about the VSA system.

Customer said that the DLR told him that there is nothing that they can do.

Customer is seeking AHM to find the problem.

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 12/15/2011 9:01:45 AM, mmckenz

into WIP default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:01:45 AM, mmckenz

into WIP default and Status of Solving.

*** CASE DISPATCH 12/15/2011 9:01:51 AM, mmckenz

from WIP default to Queue Honda Team F.

*** CASE ACCEPT 12/15/2011 9:09:11 AM, aperez1

from Queue Honda Team F to WIP Default.

*** CASE MODIFY 12/15/2011 9:24:32 AM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:25:52 AM, aperez1

into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:26:07 AM, aperez1

into WIP Default and Status of Solving.

*** NOTES 12/15/2011 9:28:53 AM, aperez1, Action Type : Note-General

Service history in airbase:

79208009 928578285 ANGELA COLLINS 5FNYF18535B [REDACTED] 04/11/2005 12:00:00

Case History

Case ID : N012011-12-1500471

Case Title : 8D HONDA SUPERSTORE OF LISLE - [REDACTED] VEHICLE DOWNSHIFTING ON I

AM 903	9	207262 HOND PILOT		
79208010	928578285	[REDACTED]	5FNYF18535B	07/07/2005 12:00:00
AM 18	3052	207262 HOND PILOT		
113342708	928578285	[REDACTED]	5FNYF18535	08/26/2005 12:00:00
AM 18.4	7019	207262 HOND PILOT		
127503765	928578285	[REDACTED]	5FNYF18535	07/13/2006 12:00:00
AM 18.8	15422	207262 HOND PILOT		
134028689	928578285	[REDACTED]	5FNYF18535	12/05/2006 12:00:00
AM 18.8	23868	207262 HOND PILOT		
144404086	928578285	[REDACTED]	5FNYF18535	07/10/2007 12:00:00
AM 0	29192	207262 HOND PILOT		
284122027	928578285	[REDACTED]	5FNYF18535	04/22/2011 12:00:00
AM 382.4	68862	207262 HOND PILOT		
298942519	928578285	[REDACTED]	5FNYF18535	10/18/2011 12:00:00
AM 157.57	73147	207262 HOND PILOT		
258131401	928578285	[REDACTED]	5FNYF18535	09/28/2010 12:00:00
AM 115.95	62994	207262 HOND PILOT		
114023305	928578285	[REDACTED]	5FNYF18535	09/21/2005 12:00:00
AM 165.21	7660	207262 HOND PILOT		
144649455	928578285	[REDACTED]	5FNYF18535	07/20/2007 12:00:00
AM 744.46	29268	207262 HOND PILOT		
128398716	971495035	[REDACTED]	5FNYF18535B	7/27/2006 12:00:00
AM 354	16618	207494 HOND PILOT		

*** CASE MODIFY 12/15/2011 9:30:49 AM, aperezl into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:30:49 AM, aperezl into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:30:57 AM, aperezl into WIP Default and Status of Solving.

*** SUBCASE N012011-12-1500471-1 CREATE 12/15/2011 9:31:05 AM, aperezl Created in WIP Default with Due Date 12/15/2011 9:31:05 AM.

*** COMMIT 12/15/2011 9:31:32 AM, aperezl, Action Type : N/A

Call customer, 3rd attempt

*** COMMIT 12/15/2011 9:31:49 AM, aperezl, Action Type :
Made to [REDACTED] due 12/18/2011 09:31:52 AM.

DCS Follow-Up

*** NOTES 12/15/2011 9:32:24 AM, aperezl, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 12/18/2011

This customer contacted our office regarding the following issue(s): Vehicle slamming and downshifting on its own

Case History

Case ID : N012011-12-1500471

Case Title : 8D HONDA SUPERSTORE OF LISLE - [REDACTED] - VEHICLE DOWNSHIFTING ON I

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

Please call me to discuss. Were this customer's concerns duplicated?

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.

Allan Perez
310-783-7728
Automobile Customer Service

*** CASE FULFILL 12/15/2011 9:32:41 AM, aperez1
Fulfilled for [REDACTED] due 12/18/2011 09:31:52 AM.

*** CASE MODIFY 12/15/2011 9:32:47 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:32:51 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:33:06 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:33:06 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:33:07 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:33:09 AM, aperez1
into WIP Default and Status of Solving.

*** CASE MODIFY 12/15/2011 9:33:56 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/15/2011 10:11:15 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** NOTES 12/15/2011 10:20:53 AM, aperez1, Action Type : Call from Dealer

SM RAY UNDERWOOD states that this vehicle was there on 10/17/11, the VSA light was on, they found a brake switch failure, they cleared the codes and the customer left with her vehicle. SM states that the vehicle was there again yesterday, the VSA light was on, they retrieved code 66-1, internal pressure switch problem, his best technician performed a function test, system normal at this time, they test drove the vehicle and the light did not come back on. SM states that if the problem persists, the vehicle may need a replacement VSA modulator. SM states that they performed the tests that they are supposed to and if the light comes back on the customer should return for further diagnosis, call ended.

*** CASE MODIFY 12/15/2011 10:22:01 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/15/2011 10:22:11 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

Case History

Case ID : N012011-12-1500471

Case Title : 8D HONDA SUPERSTORE OF LISLE - [REDACTED] VEHICLE DOWNSHIFTING ON I

*** NOTES 12/16/2011 7:43:43 AM, aperez1, Action Type : Call to Customer

ACS called the customer at 630-244-0227 and left a voicemail introducing myself as a case manager. ACS left a message with my name, extension, business hours, case number and advised the customer that I was sorry to hear of his concerns. ACS left a message asking for a return call to discuss this situation and if I don't hear from him, I will try him again by Thursday.

*** CASE MODIFY COMMITMENT 12/16/2011 7:43:55 AM, aperez1
with [REDACTED] due 12/22/2011 12:00:00 AM.

*** CASE MODIFY 12/16/2011 7:44:07 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/16/2011 7:44:08 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/16/2011 7:44:22 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** NOTES 12/16/2011 10:34:29 AM, aperez1, Action Type : Call from Customer
Customer called and left a voicemail asking for a return call at 312-544-7015.

*** NOTES 12/16/2011 10:34:55 AM, aperez1, Action Type : Call to Customer
ACS called the customer at 312-544-7015 and left a voicemail asking for a return call to discuss this situation.

*** CASE MODIFY 12/16/2011 10:34:59 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/16/2011 10:35:05 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/16/2011 10:35:19 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** NOTES 12/22/2011 7:55:25 AM, aperez1, Action Type : Call to Customer
ACS called the customer at 312-544-7015 and left a voicemail asking for a return call to discuss this situation.

*** CASE MODIFY COMMITMENT 12/22/2011 7:55:35 AM, aperez1
with [REDACTED] due 12/28/2011 12:00:00 AM.

*** CASE MODIFY 12/22/2011 7:55:46 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/22/2011 7:55:56 AM, aperez1
into WIP 8D Bill McKee and Status of Solving.

*** NOTES 12/28/2011 7:22:13 AM, aperez1, Action Type : Call to Customer
ACS called the customer at 630-244-0227 and introduced myself as a case manager. I provided my name and advised the customer that I was sorry to hear of his concerns.

Customer states on 2 occasions the VSA light would come on and the car stopped on its own pretty abruptly. Customer states that the first time the dealer reset everything and found nothing wrong. Customer states that it happened again and he was driving the vehicle this time. Customer states that it felt like the vehicle would try to stop itself, if he touched the brake pad, it would slam to a stop. Customer states that he brought it back to the dealer and they reset

Case History

Case ID : N012011-12-1500471

Case Title : 8D HONDA SUPERSTORE OF LISLE - [REDACTED] - VEHICLE DOWNSHIFTING ON I

everything again, replaced a sensor and told him to come back if the VSA light comes back on. Customer states that it has not happened since but he is concerned that it will happen.

ACS advised the customer that the dealer performed all of the tests and procedures that they are supposed to. ACS advised the customer that if this happens again, he should bring the vehicle back to the dealer and let me know as well. ACS advised the customer that his concerns have been documented. Customer understood, call ended.

*** CASE FULFILL 12/28/2011 7:22:47 AM, aperezl

Fulfilled for [REDACTED] due 12/28/2011 12:00:00 AM.

*** SUBCASE N012011-12-1500471-1 CLOSE 12/28/2011 7:23:02 AM, aperezl

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/28/2011 7:23:08 AM, aperezl

into WIP 8D Bill McKee and Status of Solving.

*** NOTES 12/28/2011 7:23:27 AM, aperezl, Action Type : Note-General

ACS is closing this case at this time.

*** CASE MODIFY 12/28/2011 7:23:29 AM, aperezl

into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/28/2011 7:23:30 AM, aperezl

into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/28/2011 7:23:31 AM, aperezl

into WIP 8D Bill McKee and Status of Solving.

*** CASE MODIFY 12/28/2011 7:24:01 AM, aperezl

into WIP 8D Bill McKee and Status of Solving.

*** CASE CLOSE 12/28/2011 7:24:03 AM, aperezl

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

Case Details

Case ID : N012010-10-1300107	Division : Honda - Auto	Condition : Closed	Open Date : 10/13/2010 6:47:23 AM
Case Originator : Allan Perez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/25/2011 11:29:09 AM
Case Owner : Lilia Tafoya (Team HE)	Method : Phone	Queue :	Days Open : 163
Last Closed By : Lilia Tafoya (Team HE)	Point of Origin : Customer	Wipbin :	
Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB	No. of Attachments : 0		

Site / Contact Info :

Site Name : [REDACTED] 114
 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 : ACWORTH, GA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 114
 VIN Type / No. : US VIN / 5FNYP18625E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 105,000
 In Service Date : 04/30/2005
 Months In Use : 66
 Engine Number : J35A61431634
 Originating Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
 Selling Dealer No. / Name : 208054 / HENNESSY HONDA OF WOODSTOCK
 Trim : EX-LRES
 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 : 208054 / HENNESSY HONDA OF WOODSTOCK
 Phone No. : 770-924-9000
 Address : 8931 HIGHWAY 92
 City / State / Zip : WOODSTOCK, GA 30189
 Svc District / Sls District : 07E / D07
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-10-1300107-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-10-1300107-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2010 6:53:50 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 10/13/2010 6:54:21 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
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

Case History

Case ID : N012010-10-1300107

Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB

*** CASE CREATE 10/13/2010 6:47:23 AM, aperez1

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

*** CASE CAMPAIGN LOOKUP 10/13/2010 6:47:28 AM, aperez1

CAMPAIGN CHECK 10/13/2010 06:47:27 AM aperez1

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 10/13/2010 6:47:29 AM, aperez1

VSC-CUC CHECK 10/13/2010 06:47:29 AM aperez1

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/13/2010 6:47:32 AM, aperez1

CLAIM HISTORY CHECK 10/13/2010 06:47:32 AM aperez1

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/13/2010 6:47:35 AM, aperez1

WARRANTY CHECK 10/13/2010 06:47:34 AM aperez1

No data found for VIN.

*** NOTES 10/13/2010 6:53:40 AM, aperez1, Action Type : Call from Customer

Updated customers contact info, best contact # 770-974-2528

Customer states that she was driving on a highway yesterday when a sound started coming from underneath and the vehicle started braking on its own. Customer states that she went online and found that there may be a VSA recall on this vehicle. Customer would like to know if this recall does apply to her vehicle. Customer states that it has not happened since but she is afraid that it might.

ACS advised the customer that there are no open recalls on this vehicle at this time. ACS advised the customer that she may want to take the vehicle to a Honda dealer for diagnosis. ACS advised the customer that she will be responsible for the charges since the vehicle is out of warranty.

Customer understood, call ended.

*** SUBCASE N012010-10-1300107-1 CREATE 10/13/2010 6:53:50 AM, aperez1

Created in WIP Default with Due Date 10/13/2010 6:53:50 AM.

*** SUBCASE N012010-10-1300107-1 CLOSE 10/13/2010 6:54:21 AM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 10/13/2010 6:54:24 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2010 6:54:33 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2010 6:54:34 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 10/13/2010 6:54:57 AM, aperez1

into WIP default and Status of Solving.

Case History

Case ID : N012010-10-1300107

Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB

*** CASE CLOSE 10/13/2010 6:54:58 AM, aperez1

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

*** CASE REOPEN 10/19/2010 10:07:06 AM, jnajee

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/19/2010 10:09:23 AM, jnajee

WARRANTY CHECK 10/19/2010 10:09:22 AM jnajee

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/19/2010 10:09:25 AM, jnajee

CLAIM HISTORY CHECK 10/19/2010 10:09:25 AM jnajee

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/19/2010 10:09:29 AM, jnajee

CAMPAIGN CHECK 10/19/2010 10:09:29 AM jnajee

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/19/2010 10:09:30 AM, jnajee

VSC-CUC CHECK 10/19/2010 10:09:30 AM jnajee

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/19/2010 10:10:52 AM, jnajee

CAMPAIGN CHECK 10/19/2010 10:10:52 AM jnajee

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/19/2010 10:10:53 AM, jnajee

VSC-CUC CHECK 10/19/2010 10:10:53 AM jnajee

No data found for VIN.

*** NOTES 10/19/2010 10:19:52 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

[REDACTED] Husband - Customer called in stating that his wife was driving on the highway and the vehicle stopped on it's own. Customer was almost hit from the rear. Customer took the vehicle the next morning to HENNESSY HONDA OF WOODSTOCK and they informed him that they cannot duplicate the problem and they found dtcs 66-1 and 68-1 and brake sensor failure. Customer stated that his wife and kids are always driving around in this vehicle and he wants to make sure this doesn't happen again. Customer stated that the dealership weren't able to find any problems with the vehicle. Customer stated that he believes this is a safety hazard.

ACS informed customer that a case was created and dispatched to a case manager on his behalf. ACS informed customer that he will be contacted in 1-2 business days by a case manager. ACS informed customer that no guarantee assistance will be given. ACS provided customer case number. Customer understood. No further assistance required.

*** CASE MODIFY 10/19/2010 10:20:07 AM, jnajee

into WIP default and Status of Solving.

Case History

Case ID : N012010-10-1300107

Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB

*** CASE DISPATCH 10/19/2010 10:20:21 AM, jnajee
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 10/19/2010 11:07:14 AM, Itafoya
from Queue Honda Team E to WIP default.

*** COMMIT 10/20/2010 6:18:41 AM, Itafoya, Action Type : N/A
Made to [REDACTED] due 10/20/2010 12:18:42 PM.

BRAKES

*** CASE MODIFY 10/20/2010 6:18:57 AM, Itafoya
into WIP default and Status of Solving.

*** NOTES 10/20/2010 1:27:24 PM, Itafoya, Action Type : Call to Dealer
I LEFT A MESSAGE FOR SCOTT BAILEY SM TO CALL ME REGARDING THIS CASE.

*** NOTES 10/20/2010 1:34:35 PM, Itafoya, Action Type : Call to Customer
I left a message introducing myself as the case manager. I provided contact information and asked customer to call ACS, I will follow up again on 10/21/10.

*** CASE MODIFY 10/20/2010 1:34:45 PM, Itafoya
into WIP HENNESSY HONDA and Status of Solving.

*** CASE MODIFY COMMITMENT 10/20/2010 1:34:59 PM, Itafoya
with [REDACTED] due 10/21/2010 12:18:42 PM.

*** CASE MODIFY 10/20/2010 1:35:20 PM, Itafoya
into WIP HENNESSY HONDA and Status of Solving.

*** CASE MODIFY COMMITMENT 10/22/2010 2:37:51 PM, Itafoya
with [REDACTED] due 10/25/2010 12:18:42 PM.

*** NOTES 10/25/2010 11:13:20 AM, Itafoya, Action Type : Call to Dealer
Dealer contact: I spoke to Jim

Date at dealer: 10/14/10.

R/O: 534395

Mileage: 105864

Customer's complaint: Customer complaint that VSA light came on
Dealer's diagnosis: TCS 66-1 68-1, cleared code and road tested
Dealer resolution: No parts were replaced, road test ok.

Service history at dealer: N/A

DPSM involvement: N/A

Notes:

ASM states they did not find any problems with the car, they recommended the customer bring the car back if they continue to have any issues.
Customer was charged \$55.13 for a dignoses.

Case History

Case ID : N012010-10-1300107

Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB

*** NOTES 10/25/2010 11:15:59 AM, Itafoya, Action Type : Call to Customer

I left a message asking customer she please call ACS regarding her case. I again provided contact information and advised I would follow up by 10/27/10.

*** CASE MODIFY COMMITMENT 10/25/2010 11:16:08 AM, Itafoya

with [REDACTED] due 10/27/2010 12:18:42 PM.

*** CASE MODIFY 10/25/2010 11:16:13 AM, Itafoya

into WIP HENNESSY HONDA and Status of Solving.

*** NOTES 10/27/2010 10:44:48 AM, Itafoya, Action Type : Call to Customer

I spoke to Mr. [REDACTED] and advised I was calling in reference to the case he open with our offices regarding a brake concern.

Customer advised his wife was driving the car after hearing a noise it stated braking on its own, he wants to know that the car is safe to drive.

I apologized for the situation and advised that I spoke to the dlr and there was a temporally code that was retrieved, the car was inspected and test driven and no problems are found.

Customer states there has to be a problem and can we assure him it will never happen again. I advised the dlr has informed AHM the car is safe to drive after the inspection but no one can guarantee it he will not experience any problems in the future, at this time no recommendation are being made.

Customer states he would have even felt better if the dlr replaced a part, I advised they can't replace a part if no problem is found. Customer is disappointed AHM can help, I advised we can help if there is a problem and is duplicated but at this point the dlr has not determine there is a problem and have not provided a solution.

Customer asked if I can provide him something in written advised the information I provided is the same the dlr gave him therefore it's on his RO.

He had no additional questions but advised he was not satisfied.

*** CASE MODIFY 10/27/2010 10:45:01 AM, Itafoya

into WIP HENNESSY HONDA and Status of Solving.

*** CASE CLOSE 10/27/2010 10:45:04 AM, Itafoya

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

*** CASE REOPEN 10/29/2010 12:13:37 PM, pbongco

with Condition of Open and Status of Solving.

*** CASE MODIFY 10/29/2010 12:56:56 PM, pbongco

into WIP default and Status of Solving.

*** NOTES 10/29/2010 12:57:57 PM, pbongco, Action Type : Letter/Fax

On 10/29/10 ACS received a BBB call record# HON1028516 stating:

"The customer wants a vehicle that is guarantee not to lock the brakes down and get anyone killed."

*** CASE DISPATCH 10/29/2010 12:58:26 PM, pbongco

from WIP default to Queue Honda Team E.

*** CASE ACCEPT 10/29/2010 1:42:54 PM, Itafoya

from Queue Honda Team E to WIP default.

*** COMMIT 11/3/2010 5:40:01 AM, Itafoya, Action Type : N/A

Made to [REDACTED] due 11/04/2010 12:00:00 AM.

call customer

*** CASE MODIFY 11/3/2010 5:40:51 AM, Itafoya

into WIP default and Status of Solving.

Case History

Case ID : N012010-10-1300107

Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB

*** NOTES 11/3/2010 2:48:30 PM, mmillen, Action Type : Letter/Fax

On 11/03/10 ACS received a 1-page cover from Jim of Hennessy Honda of Woodstock with a 2-page RO.

*** NOTES 11/5/2010 1:10:42 PM, Itafoya, Action Type : Letter/Fax

Received RO from dealership dated 10/14/10.

It states the following. Customer states brakes felt like they were applied while driving and VSA light came on. Inspected VSA light came on, found DTCS 55-1 and 68-1. Brake pressure sensor failure and brake switch failure. Cleared DTCS and test drove. DTCS did not come back on. Performed VSA sensor neutral position memorization. After performing diagnostics found VSA system operating normal. NO DTCS found and VSA light did not come back on. No other repairs at this time

*** NOTES 11/5/2010 1:34:32 PM, Itafoya, Action Type : Call to Customer

I spoke to [REDACTED] and advised I was calling in reference to the open by the BBB.

I advised I received his information and request for AHM to guarantee that the brakes will not lock.

I advised that per the dlr they performed a VSA sensor neutral position memorization update. Customer wants to know what caused it, I advised I was not sure what caused it, I explained the computer was updated and the issue was cleared. The dlr performed an inspection and have advised it was safe to drive. I apologized and advised we would not be able to guarantee he will not have any issue in the future but if he does he can bring it in for inspection. I asked if any of the lights were on and he said no, I asked if he has had any trouble and he said no but has drive it very little. I advised I would document his position and the fact that we had this conversation and again recommended he take it to the dlr if he has any other issues. Customer had no additional questions

*** CASE MODIFY 11/5/2010 1:34:54 PM, Itafoya

into WIP HENNESSY HONDA and Status of Solving.

*** CASE CLOSE 11/5/2010 1:34:55 PM, Itafoya

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

*** CASE REOPEN 1/10/2011 2:20:36 PM, Itafoya

with Condition of Open and Status of Solving.

*** NOTES 1/10/2011 2:23:59 PM, Itafoya, Action Type : Call to Customer

Left message requesting a phone call to ACS. I will follow up again on 1/11/11.

*** COMMIT 1/11/2011 6:10:51 AM, Itafoya, Action Type : N/A

Made to [REDACTED] due 01/11/2011 12:10:53 PM.
call customer

*** CASE MODIFY 1/11/2011 6:11:11 AM, Itafoya

into WIP default and Status of Solving.

*** NOTES 1/11/2011 1:19:20 PM, Itafoya, Action Type : Call to Customer

I spoke to Mr. [REDACTED] introduced myself and advised I was calling on behalf of Mr. Oatridge. I advised we had received his messages, he interrupt me and advised he had already spoke to Customer Service and now he wants to speak to Mike since the car was build at his factory. He will continue calling until he reaches him, he thank me and promptly hung up.

*** CASE ASSIGN 1/11/2011 1:22:46 PM, Itafoya

N012010-10-1300107 to mfenner, WIP □"ás

Case History

Case ID : N012010-10-1300107

Case Title : 7E (HENNESSY HONDA) [REDACTED] - BRAKES CONCERN / BBB

*** CASE RULE ACTION 1/11/2011 1:22:47 PM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 1/12/2011 7:39:28 AM, mfenner, Action Type : Manager
CRMS contact was reviewed with ACS Management.

Customer had contacted the Factory regarding his vehicle concerns. The Factory had forwarded the complaint to ACS. After discussing the matter, ACS agreed to contact the factory and request that all correspondence be forwarded to ACS for follow-up. It was indicated the Factory would be advised no to contact the customer directly as this was not a manufacturing issue and does not necessitate their involvement.

ACS sent correspondence to the Factory indicating ACS Management's direction.

Per ACS Management, case okay to close unless other wise contacted by the customer for another Honda affiliate.

*** CASE CLOSE 1/12/2011 7:39:41 AM, mfenner
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 3/25/2011 11:16:49 AM, ltafoya
with Condition of Open and Status of Solving.

*** NOTES 3/25/2011 11:19:27 AM, ltafoya, Action Type : Letter/Fax
Received copy of letter customer wrote to HNA law.
He is requesting a safe vehicle to drive or guaranteed that his problem has been diagnosed and appropriate repairs are made.

*** NOTES 3/25/2011 11:28:59 AM, ltafoya, Action Type : Call to Customer
I spoke to Mr. [REDACTED] and advised I was calling in reference to the letter he wrote to our HNA Department.

I provided disclosure and he declined to be recorded, he asked he would be recording me I made him aware he did not have my authorization and he agreed not to record.

I advised we received and review his letter, at this time there is no indication the car is out of specs, it has been inspected and everything is ok with the car.

he advised the dlr called techline and they are aware of the problem and provided the dlr with 10 different alternative on how to address the issue. I asked per the notes I have, tech lien was contacted and here is no indication of other vehicle having the same issue. He asked if AHM was not going to address the his concern, I made him aware the dlr have not found a problem at this time. Customer express dissatisfaction, he states the reason I don't know of other car is because the information is not provided to us here, customer states he is retired and has time to blog about the situation and will contact Howard Clark. I advsied I was sorry to hear that and advised I would document his dissatisfaction. customer states he has been recording the call, in the state of GA they can record with one party agreeing to it, I tried to tell him again I did not authorized the recording but he disconnected the call.

*** CASE MODIFY 3/25/2011 11:29:07 AM, ltafoya
into WIP default and Status of Solving.

*** CASE CLOSE 3/25/2011 11:29:09 AM, ltafoya
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-08-2701092	Division : Honda - Auto	Condition : Closed	Open Date : 8/27/2008 12:56:05 PM
Case Originator : Kyle Matsuoka (Team SB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/18/2008 9:58:47 AM
Case Owner : Juan Toscano (Team HG)	Method : Phone	Queue :	Days Open : 22
Last Closed By : Juan Toscano (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : 5B-(NARDY HONDA)-[REDACTED]- VSA REPAIR ASSISTANCE			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 54 T
 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 : COMMACK, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 54 T
 VIN Type / No. : US VIN / 5FNYF18555E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 56,000
 In Service Date : 04/29/2005
 Months In Use : 40
 Engine Number : J35A61432323
 Originating Dealer No. / Name : 206698 / NARDY HONDA
 Selling Dealer No. / Name : 206698 / NARDY HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : 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 : 206698 / NARDY HONDA
 Phone No. : 631-724-0300
 Address : 559 MIDDLE COUNTY ROAD
 City / State / Zip : SAINT JAMES, NY 11780
 Svc District / Sls District : 05B / A05
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-08-2701092-1 [REDACTED]	Subcase Close	Warranty	Coverage		
N012008-08-2701092-2 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-08-2701092-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kyle Matsuoka	Type 1 : Warranty	Status : Subcase Close	Open Date : 8/27/2008 1:03:14 PM
Issue Owner : Kyle Matsuoka	Type 2 : Coverage	Queue :	Close Date : 8/27/2008 1:03:18 PM
Issue Title : ██████████ WARRANTY - COVERAGE			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-08-2701092-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Juan Toscano	Type 1 : Product	Status : Subcase Close	Open Date : 8/29/2008 10:34:44 AM
Issue Owner : Juan Toscano	Type 2 : Operation	Queue :	Close Date : 9/18/2008 9:58:47 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : CR Generated Gdwill
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
39960-S3V-A02	SENSOR (2-AXIS)	Not Applicable

Check Req Info :

Check Requisition No. : 9963	Payee Name : [REDACTED]
Primary Amount : \$550.25	Address : [REDACTED]
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : COMMACK, NY [REDACTED]
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$550.25	Contention Code : 097-02
Approved By : aharlan	Defect Code : 03217
Approval Date : 9/11/2008	Category : Regular
Status : PROCESSED	Failed Part # : 39960-S3V-A02
Check No. : 1759145	
Check Date : 9/12/2008	

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)- [REDACTED] - VSA REPAIR ASSISTANCE

*** CASE CREATE 8/27/2008 12:56:05 PM, kmatsuok

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

*** NOTES 8/27/2008 1:03:05 PM, kmatsuok, Action Type : Call from Customer

Verified customer information.

Situation:

Customer called in because his VSA will turn on while driving on the freeway and will pull the vehicle to the left.

Request:

Customer is asking if the VSA is covered under the powertrain warranty.

Probing Questions:

customer stated that he has not taken the vehicle in for a formal diagnosis.

Customer stated that he does understand the function of the VSA.

Inbound conclusion:

ACS searched through the warranty booklet and couldn't find a definite answer to his question.

ACS advised customer to get a honda dealership to diagnose the vehicle and see if they will repair it under warranty.

ACS informed customer to call ACS back if he is needing assistance with the repair but also informed the customer that there are no guarantees.

ACS provided customer with case number.

ACS asked customer if any other assistance was needed and customer said no. Call ended.

*** SUBCASE N012008-08-2701092-1 CREATE 8/27/2008 1:03:14 PM, kmatsuok

Created in WIP Default with Due Date 8/27/2008 1:03:14 PM.

*** SUBCASE N012008-08-2701092-1 CLOSE 8/27/2008 1:03:18 PM, kmatsuok

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/27/2008 1:03:29 PM, kmatsuok

into WIP default and Status of Solving.

*** CASE CLOSE 8/27/2008 1:03:38 PM, kmatsuok

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

*** CASE REOPEN 8/29/2008 10:02:14 AM, sruge

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/29/2008 10:02:37 AM, sruge

into WIP default and Status of Solving.

*** NOTES 8/29/2008 10:05:24 AM, sruge, Action Type : Call from Customer

Customer stated that the dealership diagnosed that there was a problem with the VSA system and charged the customer \$1200. The customer stated that they had contacted the dealer who said they did not know if the VSA system was covered under the powertrain warranty. Customer stated when they called our office last time that we could not tell them either. Customer stated that the last representative told the customer that they could just call us back and file a claim for possible reimbursement. Customer stated that he was going to pick up the vehicle today and pay the fee and then ask for reimbursement from our office. ACS advised the customer we would dispatch his case for review and confirmed the case number. ACS thanked the customer for their call. ACS advised the customer that no assistance was guaranteed.

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)-[REDACTED] - VSA REPAIR ASSISTANCE

- *** CASE MODIFY 8/29/2008 10:05:58 AM, srugc
into WIP default and Status of Solving.
- *** CASE EXTENDED WARRANTY LOOKUP 8/29/2008 10:06:01 AM, srugc
WARRANTY CHECK 08/29/2008 10:06:01 AM srugc
No data found for VIN.
- *** CASE CLAIMS LOOKUP 8/29/2008 10:06:03 AM, srugc
CLAIM HISTORY CHECK 08/29/2008 10:06:03 AM srugc
No data found for VIN.
- *** CASE CAMPAIGN LOOKUP 8/29/2008 10:06:06 AM, srugc
CAMPAIGN CHECK 08/29/2008 10:06:06 AM srugc
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
- *** CASE VSC LOOKUP 8/29/2008 10:06:07 AM, srugc
VSC-CUC CHECK 08/29/2008 10:06:07 AM srugc
No data found for VIN.
- *** CASE MODIFY 8/29/2008 10:07:28 AM, srugc
into WIP default and Status of Solving.
- *** CASE MODIFY 8/29/2008 10:07:34 AM, srugc
into WIP default and Status of Solving.
- *** CASE DISPATCH 8/29/2008 10:07:51 AM, srugc
from WIP default to Queue Honda Team G.
- *** CASE YANKED 8/29/2008 10:08:14 AM, srugc
Yanked by srugc into WIPbin default.
- *** NOTES 8/29/2008 10:09:00 AM, srugc, Action Type : Call from Customer
Customer feels that the VSA system is a safety feature that failed and he should be reimbursed for the repair. Customer stated that the repair was \$1100
but he could not remember who he contacted @ the dealership.
- *** CASE MODIFY 8/29/2008 10:09:03 AM, srugc
into WIP default and Status of Solving.
- *** CASE DISPATCH 8/29/2008 10:09:15 AM, srugc
from WIP default to Queue Honda Team G.
- *** CASE ASSIGN 8/29/2008 10:17:18 AM, aharlan
N012008-08-2701092 to jtosciano, WIP
- *** CASE RULE ACTION 8/29/2008 10:17:19 AM, sa
Action Task Assignee of rule Assign Notification fired
- *** SUBCASE N012008-08-2701092-2 CREATE 8/29/2008 10:34:44 AM, jtosciano
Created in WIP Default with Due Date 8/29/2008 10:34:44 AM.
- *** CASE MODIFY 8/29/2008 10:34:46 AM, jtosciano

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)- [REDACTED] - VSA REPAIR ASSISTANCE

into WIP default and Status of Solving.

*** CASE MODIFY 8/29/2008 10:34:48 AM, jtoscanao

into WIP default and Status of Solving.

*** COMMIT 8/29/2008 10:34:53 AM, jtoscanao, Action Type : N/A

Made to [REDACTED] due 08/29/2008 03:00:06 PM.

call dlr/ cust

*** CASE MODIFY 8/29/2008 10:35:33 AM, jtoscanao

into WIP default and Status of Solving.

*** CASE MODIFY 8/29/2008 10:35:48 AM, jtoscanao

into WIP default and Status of Solving.

*** NOTES 8/29/2008 12:48:49 PM, jtoscanao, Action Type : Call to Dealer

Called SM but reached his voicemail. I left him a message asking a call back with the diagnosis information, service history and repair pricing. I left my contact information.

*** COMMIT 8/29/2008 12:50:01 PM, jtoscanao, Action Type :

Made to [REDACTED] due 09/01/2008 12:50:05 PM.

DCS Follow-Up

*** NOTES 8/29/2008 12:50:30 PM, jtoscanao, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/1/2008 1

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

The customer contacted our office pertaining to recent repairs that were needed on the VSA of his vehicle and is seeking assistance on the repairs.

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 follow up with me with the diagnosis information, service history and repair pricing. I left my contact information.

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.

Juan Toscano

Automobile Customer Service

*** CASE MODIFY 8/29/2008 12:50:33 PM, jtoscanao

into WIP 05B and Status of Solving.

*** CASE FULFILL 8/29/2008 12:51:43 PM, jtoscanao

Fulfilled for [REDACTED] due 08/29/2008 03:00:06 PM.

*** NOTES 8/29/2008 12:53:47 PM, jtoscanao, Action Type : Call to Customer

I contacted the customer but reached his voicemail. I introduced myself and asked that he follow up with me about his concern and provided my contact information.

*** CASE MODIFY 8/29/2008 12:53:49 PM, jtoscanao

into WIP 05B and Status of Solving.

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)- [REDACTED] - VSA REPAIR ASSISTANCE

*** NOTES 8/29/2008 1:39:13 PM, jtosciano, Action Type : Call from Customer

The customer called back in stating that the vehicle is currently at the dealer and he will be picking it up today. He stated that VSA was malfunctioning and instead of being a safety feature was actually posing danger. He stated that he will pay the dealer out of pocket but would like reimbursement. I asked what he would see as a fair resolution to this situation. He stated that he would like a full reimbursement but would be satisfied with a split the cost. I informed him that since he would be seeking some form or reimbursement I would require proof of payment for the repair. I asked that once he picks up the vehicle to submit proof of payment via fax to 310-783-3023. I informed him that I would then be reviewing the case and follow up with him next Thursday. I thanked him for his call back.

*** CASE MODIFY 8/29/2008 1:39:17 PM, jtosciano
into WIP 05B and Status of Solving.

*** CASE FULFILL 8/29/2008 1:39:23 PM, jtosciano
Fulfilled for [REDACTED] due 09/01/2008 12:50:05 PM.

*** COMMIT 8/29/2008 1:39:25 PM, jtosciano, Action Type : N/A
Made to [REDACTED] due 09/04/2008 03:00:00 PM.
verify proof of payment/ call cust

*** CASE MODIFY 8/29/2008 1:39:54 PM, jtosciano
into WIP 05B and Status of Solving.

*** CASE MODIFY 8/29/2008 1:39:57 PM, jtosciano
into WIP 05B and Status of Solving.

*** CASE MODIFY 9/2/2008 12:27:47 PM, jtosciano
into WIP 05B and Status of Solving.

*** NOTES 9/2/2008 12:34:48 PM, jtosciano, Action Type : Call to Dealer

I called the dealer and spoke with the SM Tim about the customer's concern. He stated that the vehicle was brought in on 8/29/08 and delivered to the customer the following day on 8/30/08. He stated that the RO was 281599 and that they Yaw rate sensor was replaced for a cost of \$1000. I asked if the customer had asked them for assistance or if there was any DPSM involvement. He stated that the customer had not asked them for assistance and that the DPSM was not involved. The customer had no service history with them. I asked is input on providing the customer with assistance. He stated that the customer should be entitled to some reimbursement and saw a 50/50 split as a fair offer. I agreed. I thanked him for the information and his time.

*** CASE MODIFY 9/2/2008 12:34:51 PM, jtosciano
into WIP 05B and Status of Solving.

*** CASE FULFILL 9/3/2008 6:49:37 AM, jtosciano
Fulfilled for [REDACTED] due 09/04/2008 03:00:00 PM.

*** NOTES 9/3/2008 6:49:52 AM, jtosciano, Action Type : Call from Customer

I called the customer since I have still not received his fax to review his case. He stated that he had just faxed it over earlier this morning and he verified the fax phone number. I informed him that I would check on it and thanked him for his time.

*** COMMIT 9/3/2008 6:50:00 AM, jtosciano, Action Type : N/A
Made to [REDACTED] due 09/05/2008 03:00:05 PM.

VSA- verify fax/ call cust

*** CASE MODIFY 9/3/2008 6:51:14 AM, jtosciano

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)- [REDACTED] - VSA REPAIR ASSISTANCE

into WIP 05B and Status of Solving.

*** CASE YANKED 9/4/2008 2:10:06 PM, jtoscano

Yanked by jtoscano into WIPbin default.

*** SUBCASE N012008-08-2701092-2 YANKED 9/4/2008 2:10:33 PM, jtoscano

Yanked by jtoscano into WIPbin default.

*** CASE MODIFY 9/4/2008 2:12:00 PM, jtoscano

into WIP default and Status of Solving.

*** CASE MODIFY 9/5/2008 7:05:52 AM, jtoscano

into WIP 05B and Status of Solving.

*** CASE FULFILL 9/5/2008 7:06:05 AM, jtoscano

Fulfilled for [REDACTED] due 09/05/2008 03:00:05 PM.

*** COMMIT 9/5/2008 7:06:38 AM, jtoscano, Action Type : N/A

Made to MARK WATKINS due 09/10/2008 03:00:03 PM.

VSA- verify fax/ call cust

*** NOTES 9/5/2008 7:08:19 AM, jtoscano, Action Type : Call to Customer

I called the customer but reached his voicemail. I asked that he call me or resubmit his repair order since it appears that it was not received. I provided my contact information.

*** CASE MODIFY 9/5/2008 7:08:22 AM, jtoscano

into WIP 05B and Status of Solving.

*** CASE FULFILL 9/5/2008 7:54:48 AM, jtoscano

Fulfilled for [REDACTED] due 09/10/2008 03:00:03 PM.

*** NOTES 9/5/2008 8:37:13 AM, jtoscano, Action Type : Call from Customer

I received a call from the customer indicating that he had just resubmitted his RO. I retrieved the fax. I informed the customer that I discussed his concern with the SM at Nardy Honda and we agreed that such a repair was a bit premature. I explained that in an effort to maintain customer loyalty and satisfaction, I would like to present him the offer of reimbursing him 50% of the cost of repair which would be \$550.25 including tax. I explained that based on the age and mileage on the vehicle this was a fair offer. The customer agreed and was pleased. He accepted the offer and I informed him that I would start the reimbursement process for him. I informed him that I would be following up with him when the check is mailed. He thanked me for the assistance and I thanked him for his time.

*** COMMIT 9/5/2008 8:37:19 AM, jtoscano, Action Type : N/A

Made to [REDACTED] due 09/11/2008 03:00:03 PM.

verify check req- call cust

*** CASE MODIFY 9/5/2008 8:37:51 AM, jtoscano

into WIP 05B and Status of Solving.

*** CASE MODIFY 9/5/2008 8:38:44 AM, jtoscano

into WIP 05B and Status of Solving.

*** CASE MODIFY 9/5/2008 8:39:21 AM, jtoscano

into WIP 05B and Status of Solving.

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)- [REDACTED] - VSA REPAIR ASSISTANCE

*** CASE MODIFY 9/5/2008 8:49:26 AM, jtosciano
into WIP 05B and Status of Solving.

*** SUBCASE N012008-08-2701092-2 DISPATCH 9/5/2008 8:50:22 AM, jtosciano
from WIP 05B to Queue CkReq - Harlan.

*** CASE MODIFY 9/5/2008 8:50:33 AM, jtosciano
into WIP 05B and Status of Solving.

*** SUBCASE N012008-08-2701092-2 RULE ACTION 9/6/2008 7:50:23 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N012008-08-2701092-2 RULE ACTION 9/7/2008 7:50:22 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** CASE MODIFY 9/8/2008 7:24:41 AM, jtosciano
into WIP 05B and Status of Solving.

*** CASE FULFILL 9/11/2008 6:14:36 AM, jtosciano
Fulfilled for [REDACTED] due 09/11/2008 03:00:03 PM.

*** NOTES 9/11/2008 6:14:45 AM, jtosciano, Action Type : Call to Customer
I called the customer but reached his voicemail. I introduced myself and left a message informing him that his reimbursement check is still being processed.
I indicated that my next call to him will be once the check is mailed.

*** COMMIT 9/11/2008 6:14:48 AM, jtosciano, Action Type : N/A
Made to [REDACTED] due 09/16/2008 03:00:05 PM.
check mailed?

*** CASE MODIFY 9/11/2008 6:15:10 AM, jtosciano
into WIP 05B and Status of Solving.

*** SUBCASE N012008-08-2701092-2 9/11/2008 7:16:31 AM, aharlan, Action Type :
Check Requisition for 550.25 \$ submitted
Check Requisition for 550.25 \$ submitted by aharlan

*** SUBCASE N012008-08-2701092-2 RETURN 9/11/2008 7:16:36 AM, aharlan
from Queue CkReq - Harlan to WIP 05B.

*** SUBCASE N012008-08-2701092-2 YANKED 9/11/2008 7:26:51 AM, jtosciano
Yanked by jtosciano into WIPbin default.

*** SUBCASE N012008-08-2701092-2 YANKED 9/11/2008 7:27:09 AM, jtosciano
Yanked by jtosciano into WIPbin default.

*** SUBCASE N012008-08-2701092-2 YANKED 9/11/2008 7:27:39 AM, jtosciano
Yanked by jtosciano into WIPbin default.

*** SUBCASE N012008-08-2701092-2 DISPATCH 9/11/2008 7:29:27 AM, jtosciano
from WIP default to Queue CkReq - Harlan.

*** CASE MODIFY 9/11/2008 7:29:35 AM, jtosciano
into WIP 05B and Status of Solving.

Case History

Case ID : N012008-08-2701092

Case Title : 5B-(NARDY HONDA)- [REDACTED] - VSA REPAIR ASSISTANCE

*** SUBCASE N012008-08-2701092-2 YANKED 9/11/2008 7:31:42 AM, jtoscano

Yanked by jtoscano into WIPbin default.

*** CASE MODIFY 9/11/2008 7:34:04 AM, jtoscano

into WIP 05B and Status of Solving.

*** NOTES 9/15/2008 7:19:26 AM, pbongco, Action Type : Note-General

check mailed

*** SUBCASE N012008-08-2701092-2 COMMIT 9/15/2008 8:03:06 AM, jtoscano, Action Type : External Commitment

Check processed for check_req_no = 9963 on 2008-09-12-00.00.000000

*** SUBCASE N012008-08-2701092-2 FULFILL 9/15/2008 1:34:31 PM, jtoscano

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

*** CASE MODIFY 9/15/2008 1:35:05 PM, jtoscano

into WIP 05B and Status of Solving.

*** CASE FULFILL 9/15/2008 1:35:09 PM, jtoscano

Fulfilled for [REDACTED] due 09/16/2008 03:00:05 PM.

*** CASE MODIFY 9/15/2008 1:35:33 PM, jtoscano

into WIP 05B and Status of Solving.

*** NOTES 9/15/2008 1:35:40 PM, jtoscano, Action Type : Call to Customer

I called the customer but reached his voicemail. I explained that I was following up with him to notify him that his check has been mailed. I left my contact information if he has any questions in the future.

*** CASE MODIFY 9/15/2008 1:35:42 PM, jtoscano

into WIP 05B and Status of Solving.

*** COMMIT 9/15/2008 1:35:46 PM, jtoscano, Action Type : N/A

Made to [REDACTED] due 09/19/2008 03:10:00 PM.

close case

*** CASE MODIFY 9/15/2008 1:36:03 PM, jtoscano

into WIP 05B and Status of Solving.

*** SUBCASE N012008-08-2701092-2 CLOSE 9/18/2008 9:58:47 AM, jtoscano

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/18/2008 9:58:47 AM, jtoscano

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

Case Details

Case ID : N012012-01-1101840 Division : Honda - Auto Condition : Closed Open Date : 1/11/2012 3:57:36 PM
 Case Originator : Leonard Kim (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/11/2012 4:03:03 PM
 Case Owner : Leonard Kim (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Leonard Kim (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - CAR AUTOMATICALLY APPLIES BRAKES 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. : 7 ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : AURORA, CO ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNYP18535B ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 118,000
 In Service Date : 04/30/2005
 Months In Use : 81
 Engine Number : J35A61432322
 Originating Dealer No. / Name : 207882 / GO HONDA 104TH
 Selling Dealer No. / Name : 206588 / RALPH SCHOMP HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-01-1101840-1 / ██████████ -	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-01-1101840-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Leonard Kim	Type 1 : Product	Status : Subcase Close	Open Date : 1/11/2012 4:01:57 PM
Issue Owner : Leonard Kim	Type 2 : Operation	Queue :	Close Date : 1/11/2012 4:03:02 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Provided Information, Referred to Dealer
 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 : N012012-01-1101840

Case Title : [REDACTED] - CAR AUTOMATICALLY APPLIES BRAKES

*** CASE CREATE 1/11/2012 3:57:36 PM, lkim

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

*** CASE MODIFY 1/11/2012 4:01:18 PM, lkim

into WIP default and Status of Solving.

*** NOTES 1/11/2012 4:01:29 PM, lkim, Action Type : Call from Customer

I verified the customer's information

The customer's best contact number is [REDACTED]

The customer stated she is having a random problem with her vehicle. The customer stated in october, she was driving up a steep driveway in a parking lot, and it made a funny grinding noise and stopped itself on the brakes, and the customer put it in neutral and put it back in drive, and it seemed okay, and the customer stated the car did it over and over again after a mile. The customer stated she took it in, and there was a broken axle, and that rectified the problem for 3 months. The customer stated the problem just started again. The customer stated she got half a mile on the way to school to take her daughter, and the customer took it in and they said the VSA system needed to be reset, and they picked it up, drove it for 2 miles, and just about an hour ago, they backed up out of the driveway, and then now it started doing it over and over again, and the customer had it towed back to the dealership. The customer stated they had it fixed at a local garage. The customer wants to know if there are any recalls on the vehicle or if this is a known issue.

ACs advised we have documented her concern and this is not a known issue with the vehicle

The customer understood and required no further assistance

*** SUBCASE N012012-01-1101840-1 CREATE 1/11/2012 4:01:57 PM, lkim

Created in WIP Default with Due Date 1/11/2012 4:01:57 PM.

*** NOTES 1/11/2012 4:02:29 PM, lkim, Action Type : Note-General

ACS advised to take the car to a dealership and have them look at it

*** SUBCASE N012012-01-1101840-1 CLOSE 1/11/2012 4:03:02 PM, lkim

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/11/2012 4:03:03 PM, lkim

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

Case Details

Case ID : N012008-07-1801504	Division : Honda - Auto	Condition : Closed	Open Date : 7/18/2008 4:12:20 PM
Case Originator : Joe Spalding (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/18/2008 5:19:30 PM
Case Owner : Joe Spalding (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Joe Spalding (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : 03B [REDACTED] - VSA COMPLAINT		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1410
 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 : AUSTIN, TX [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1410
 VIN Type / No. : US VIN / 5FNYP18565H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 55,165
 In Service Date : 05/06/2005
 Months In Use : 38
 Engine Number : J35A61432901
 Originating Dealer No. / Name : 207561 / HOWDY HONDA
 Selling Dealer No. / Name : 207561 / HOWDY 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 : 207561 / HOWDY HONDA
 Phone No. : 512-443-4300
 Address : 5519 E. BEN WHITE BLVD
 City / State / Zip : AUSTIN, TX 78744
 Svc District / Sls District : 03B / B03
 Warranty Labor Rate / Date : \$93.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-07-1801504-1 / [REDACTED] -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-07-1801504-I	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Joe Spalding	Type 1 : Product	Status : Subcase Close	Open Date : 7/18/2008 4:32:40 PM
Issue Owner : Joe Spalding	Type 2 : Operation	Queue :	Close Date : 7/18/2008 4:32:53 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Documented Concern
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-1801504

Case Title : 03B [REDACTED] - VSA COMPLAINT

*** CASE CREATE 7/18/2008 4:12:20 PM, jspaldin
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 7/18/2008 4:18:27 PM, jspaldin
into WIP default and Status of Solving.

*** CASE MODIFY 7/18/2008 4:30:19 PM, jspaldin
into WIP default and Status of Solving.

*** CASE MODIFY 7/18/2008 4:30:28 PM, jspaldin
into WIP default and Status of Solving.

*** SUBCASE N012008-07-1801504-1 CREATE 7/18/2008 4:32:40 PM, jspaldin
Created in WIP Default with Due Date 7/18/2008 4:32:40 PM.

*** SUBCASE N012008-07-1801504-1 CLOSE 7/18/2008 4:32:53 PM, jspaldin
Status = Solving, Resolution Code = Instruction Given

*** CASE VSC LOOKUP 7/18/2008 4:32:57 PM, jspaldin
VSC-CUC CHECK 07/18/2008 04:32:57 PM jspaldin
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/18/2008 4:33:00 PM, jspaldin
CAMPAIGN CHECK 07/18/2008 04:33:00 PM jspaldin
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 7/18/2008 4:33:01 PM, jspaldin
CLAIM HISTORY CHECK 07/18/2008 04:33:01 PM jspaldin
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/18/2008 4:33:04 PM, jspaldin
WARRANTY CHECK 07/18/2008 04:33:04 PM jspaldin
No data found for VIN.

*** NOTES 7/18/2008 4:41:10 PM, jspaldin, Action Type : Call from Customer
Verified customer's contact information.

Situation: The customer called because twice she was pulling away from a stop sign and the vehicle dragged to stop an immediate stop as she began to accelerate. The customer a week ago was driving at 55mph and the vehicle suddenly pulled to a stop. Her steering was still functional, her engine didn't stall, the parking brake was not depressed, and the customer went to push on the brakes and the brake pedal sunk all the way to the floor. The VSA light and ! light came on during the final occurrence. The three occurrences happened within nine months. The customer refuses to ever enter the vehicle again and is going to sell it. The customer says she has plans of contacting the attorney general.

Request: The customer would like to document her complaint.

Probing Questions: The customer has read about similar situations at <http://townhall-talk.edmunds.com/direct/view/ef07504> The customer was looking for a new vehicle on the lot and was speak to a Ellsey a salesperson. She made a comment about how she could swap the vehicle for another one of equivalent miles and options and the salesperson laughed at her and said "we would not make any money on that." The customer was offended by the comment.

Case History

Case ID : N012008-07-1801504

Case Title : 03B [REDACTED] - VSA COMPLAINT

Inbound Conclusion

I documented the customer's complaint.

*** CASE MODIFY 7/18/2008 4:41:12 PM, jspaldin
into WIP default and Status of Solving.

*** CASE CLOSE 7/18/2008 5:19:30 PM, jspaldin
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012007-05-0702137	Division : Honda - Auto	Condition : Closed	Open Date : 5/7/2007 3:47:23 PM
Case Originator : Shaunda Scott (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/12/2007 7:44:01 AM
Case Owner : Kysha Sullivan (Team HC)	Method : Mail	Queue :	Days Open : 36
Last Closed By : Kysha Sullivan (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : ((STATEN ISLAND))5C- [REDACTED] - VSA LIGHT COMES ON (RE-OPENED) No. of Attachments : 0			

Site / Contact Info :

Site Name : [REDACTED] 558
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : STATEN ISLAND, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 558
 VIN Type / No. : US VIN / 5FN9YF18565E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 18,000
 In Service Date : 04/13/2005
 Months In Use : 25
 Engine Number : J35A61433272
 Originating Dealer No. / Name : 207249 / SUSSEX HONDA
 Selling Dealer No. / Name : 207249 / SUSSEX HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND
 Phone No. : 718-720-1100
 Address : 1232 HYLAN BLVD.
 City / State / Zip : STATEN ISLAND, NY 10305
 Svc District / Sls District : 05C / A05
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-05-0702137-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012007-05-0702137-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Richard Wright	Type 1 : Product	Status : Subcase Close	Open Date : 5/8/2007 3:31:12 PM
Issue Owner : Richard Wright	Type 2 : Operation	Queue :	Close Date : 5/21/2007 1:26:32 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-05-0702137

Case Title : ((STATEN ISLAND))5C- [REDACTED] - VSA LIGHT COMES ON (RE-OPENED)

*** CASE CREATE 5/7/2007 3:47:23 PM, sscott

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

*** NOTES 5/7/2007 3:47:24 PM, sscott, Action Type :

On 5/3/07, ACS received 1-page letter.

*** CASE MODIFY 5/7/2007 3:47:40 PM, sscott

into WIP default and Status of Solving.

*** CASE MODIFY 5/7/2007 3:47:41 PM, sscott

into WIP default and Status of Solving.

*** CASE DISPATCH 5/7/2007 3:47:55 PM, sscott

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 5/8/2007 6:38:17 AM, aharlan

N012007-05-0702137 to rwright, WIP

*** CASE RULE ACTION 5/8/2007 6:38:18 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 5/8/2007 3:29:34 PM, rwright, Action Type : Letter/Fax

Received a letter from the customer stating her ABS is activated for no apparent reason. Customer stated she took her vehicle into Staten Island Honda and no problem could be found.

*** SUBCASE N012007-05-0702137-1 CREATE 5/8/2007 3:31:12 PM, rwright

Created in WIP Default with Due Date 5/8/2007 3:31:12 PM.

*** CASE MODIFY 5/8/2007 3:31:17 PM, rwright

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2007 6:23:15 AM, rwright

into WIP default and Status of Solving.

*** NOTES 5/9/2007 6:30:49 AM, rwright, Action Type : Call to Customer

I called the customer to introduce myself as CM. I gave the customer my name, phone number and extension. Customer states when she taps on there brakes the VSA light comes on and her vehicle comes to a screeching halt. Customer has had the vehicle seen at Staten Island Honda several times and the problem cannot be duplicated. Customer lists the five times the vehicle has come to a screeching halt. I gave the customer my name, phone number and extension. I informed the customer I would call the dealer to speak with the SM and see what necessary steps can be taken to rectify the problem. Customer's address was verified.

*** CASE MODIFY 5/9/2007 6:31:01 AM, rwright

into WIP default and Status of Solving.

*** CASE MODIFY 5/9/2007 6:31:19 AM, rwright

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/9/2007 6:31:27 AM, rwright

WARRANTY CHECK 05/09/2007 06:31:27 AM rwright

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/9/2007 6:31:33 AM, rwright

Case History

Case ID : N012007-05-0702137

Case Title : ((STATEN ISLAND))5C- [REDACTED] - VSA LIGHT COMES ON (RE-OPENED)

CLAIM CHECK 05/09/2007 06:31:33 AM rwright

The following Claim History information was found

0; 2007-03-06; 207079; 176373; 510; 7381A2 ; BRAKE LIGHT/CRUISE SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/9/2007 6:31:36 AM, rwright

CAMPAIGN CHECK 05/09/2007 06:31:36 AM rwright

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 5/9/2007 6:31:38 AM, rwright

VSC-CUC CHECK 05/09/2007 06:31:38 AM rwright

No data found for VIN.

*** COMMIT 5/9/2007 6:32:25 AM, rwright, Action Type : N/A

Made to [REDACTED] due 05/16/2007 12:00:00 AM.

VSA Light Light Comes on

*** CASE MODIFY 5/9/2007 7:06:37 AM, rwright

into WIP default and Status of Solving.

*** NOTES 5/9/2007 7:24:42 AM, rwright, Action Type : Call to Dealer

I called the dealer and spoke with Matther-SM. I explained to Matthew the customer states when she steps on the brakes the VSA light comes on and the vehicle comes to a screeching halt. Matthew states he believes the customer is hitting the brakes and the ABS kicks in. Matt asked me to have the customer call and speak with him and he will go on a test run with her. Matt states the last time the vehicle was seen was on 04/11/07. I informed Matt I would have the customer give him a call to schedule an appointment.

*** NOTES 5/9/2007 7:28:55 AM, rwright, Action Type : Call to Customer

I called the customer and left a message on her home and cell phone. I asked the customer to call Matthew-SM to schedule an appointment. I informed the customer that Matthew is going to go on a test ride with her. I left my name, phone number and extension.

*** CASE MODIFY 5/9/2007 12:24:35 PM, rwright

into WIP Staten Island Honda and Status of Solving.

*** NOTES 5/21/2007 1:25:53 PM, rwright, Action Type : Call to Customer

I called the customer to inquire if she had spoken with the SM. Customer stated she had not spoken with the SM. I asked the customer to give them a call to schedule an appointment. Customer stated she would call. Customer stated she is scheduled to take a vacation and does not feel comfortable with the vehicle coming to a screeching halt. Customer stated hasn't had the problem in two weeks. I advised the customer that AHM can't help repair a problem if the problem can't be duplicated. I informed the customer if need be the dealer and keep the vehicle and I would get her into a rental vehicle. Customer stated she would call the dealer to see what can be worked out.

*** CASE FULFILL 5/21/2007 1:26:06 PM, rwright

Fulfilled for [REDACTED] due 05/16/2007 12:00:00 AM.

*** SUBCASE N012007-05-0702137-1 CLOSE 5/21/2007 1:26:32 PM, rwright

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/21/2007 1:26:32 PM, rwright

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

*** CASE REOPEN 5/30/2007 9:07:08 AM, oevans

Case History

Case ID : N012007-05-0702137

Case Title : ((STATEN ISLAND))5C- [REDACTED] - VSA LIGHT COMES ON (RE-OPENED)

with Condition of Open and Status of Solving.

*** CASE MODIFY 5/30/2007 9:10:28 AM, oevans
into WIP default and Status of Solving.

*** NOTES 5/30/2007 9:14:34 AM, oevans, Action Type : Call from Customer

ACS. Customer called and stated that she has made an appointment to take her vehicle in tomorrow. Customer said that her vehicle will be in the shop for about two days. Customer is requesting for rental reimbursement. I told the customer that I will re-open her case and dispatch to the RCM.

*** CASE MODIFY 5/30/2007 9:14:57 AM, oevans
into WIP default and Status of Solving.

*** CASE DISPATCH 5/30/2007 9:15:41 AM, oevans
from WIP default to Queue Honda Team G.

*** NOTES 5/30/2007 9:15:42 AM, oevans, Action Type : Call from Customer
ACS. Customer called and stated that

*** NOTES 5/30/2007 1:25:15 PM, achan, Action Type : Call from Customer

Customer is waiting to hear from a RCM. Customer states she is going to cancel the appointment because she does not have a rental in the mean time. Customer states she will make another appointment once she receives a rental.

*** CASE ACCEPT 5/31/2007 6:59:18 AM, ksulliva
from Queue Honda Team G to WIP default.

*** CASE RULE ACTION 6/4/2007 2:47:23 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 6/12/2007 7:19:07 AM, ksulliva
into WIP default and Status of Solving.

*** NOTES 6/12/2007 7:43:49 AM, ksulliva, Action Type : Call to Customer

Called customer and she advised that the vsa light has not come on since 4/21/07. I advised customer that if she has any additional concerns with the vehicle she should take vehicle to the dlr and then contact AHM. Customer thanked me for the follow up and ended call, closing case.

*** CASE CLOSE 6/12/2007 7:44:01 AM, ksulliva

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

Case Details

Case ID : N012010-12-0201087	Division : Honda - Auto	Condition : Closed	Open Date : 12/2/2010 1:22:30 PM
Case Originator : Pamela Bongco (Team AC)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/21/2010 10:11:32
Case Owner : Gus Songg (Team HF)	Method : Dealer Referred	Queue :	Days Open : 19
Last Closed By : Gus Songg (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 6C POHANKA) [REDACTED] - VSA CONCERN DECLINE	No. of Attachments : 0		

Site / Contact Info :

Site Name :	[REDACTED] 24 F
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 :	STAFFORD, VA [REDACTED]
E Mail :	[REDACTED]
Svc District / Sls District :	/

Product Info :

Unit Owner :	[REDACTED] 24 F
VIN Type / No. :	US VIN / 5FNYP18555E [REDACTED]
Model / Year :	PILOT / 2005
Model ID / Product Line :	YF1855JNW / A
Miles / Hours :	98,202
In Service Date :	04/29/2005
Months In Use :	68
Engine Number :	J35A61433882
Originating Dealer No. / Name :	207964 / HENDRICK HONDA WOODBRIDGE
Selling Dealer No. / Name :	207964 / HENDRICK HONDA WOODBRIDGE
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	GY
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	208168 / POHANKA HONDA OF
Phone No. :	540-735-9100
Address :	60 SOUTH GATEWAY DRIVE
City / State / Zip :	FREDERICKSBURG, VA 22406
Svc District / Sls District :	06C / C06
Warranty Labor Rate / Date :	\$107.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-12-0201087-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-12-0201087-I	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Gus Songg	Type 1 : Product	Status : Subcase Close	Open Date : 12/3/2010 7:48:51 AM
Issue Owner : Gus Songg	Type 2 : Operation	Queue :	Close Date : 12/21/2010 10:11:15
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Assist Denied, Documented Concern
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

Case History

Case ID : N012010-12-0201087

Case Title : 6C POHANKA) [REDACTED] - VSA CONCERN DECLINE

*** CASE CREATE 12/2/2010 1:22:30 PM, pbongco

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

*** NOTES 12/2/2010 1:22:31 PM, pbongco, Action Type :

On 12/02/10 ACS received a 1-page letter from the customer dated 11/27/10 regarding VSA issue.
RO attached*** CASE MODIFY 12/2/2010 1:22:46 PM, pbongco
into WIP default and Status of Solving.*** CASE MODIFY 12/2/2010 1:23:02 PM, pbongco
into WIP default and Status of Solving.*** CASE MODIFY 12/2/2010 1:23:03 PM, pbongco
into WIP default and Status of Solving.*** CASE DISPATCH 12/2/2010 1:23:06 PM, pbongco
from WIP default to Queue Honda Team F.*** CASE ASSIGN 12/3/2010 5:59:46 AM, mkim
N012010-12-0201087 to gsongg, WIP a null key.*** CASE RULE ACTION 12/3/2010 5:59:47 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE MODIFY 12/3/2010 7:38:05 AM, gsongg
into WIP DEFAULT and Status of Solving.*** CASE MODIFY 12/3/2010 7:38:11 AM, gsongg
into WIP DEFAULT and Status of Solving.*** CASE MODIFY 12/3/2010 7:38:25 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** NOTES 12/3/2010 7:42:11 AM, gsongg, Action Type : Letter/Fax

I am writing to you about a recent mechanical component failure in our 2005 Honda Pilot (VIN: 5FNYF8555E [REDACTED]) Since we have purchased the car (new from Woodbridge Honda), it has been maintained at Honda Dealer shops in Virginia, California, Hawaii and again in Virginia. The vehicle is kept up to date on all required maintenance and we generally have had no significant mechanical problems with the car. It is our third Honda (after a Civic and a Pilot).

On 12 Nov 2010 while my 15 year-Old daughter (new driver with a learner's permit) and my spouse (in the passenger's seat) were driving near our home in Stafford, VA on relatively level dry pavement, the car began to shudder (as under braking) and forced to stopped on its own. While somewhat shaken, my daughter managed to maintain control of the car. After restarting the car, she resumed driving. The incident happened again approximately 10 minutes later with similar results and, again, the issue apparently resolved itself. Generally, the issue occurred after a complete stop, during normal acceleration. In either case, no warning lights illuminated. Upon arriving home, I took the car for a drive and experienced no further similar incidents. After the issue, the car was not driven until the 2 days later.

On 14 Nov 2010, during another short errand, another similar incident occurred. At this point, my daughter and spouse returned home and we called Pohanka Honda in Fredericksburg, VA and discussed the situation with a Service Advisor. It was determined that we would bring in the car. In an attempt to take the car to the dealership my wife drove the Honda and I followed in another car, when the incident happened yet again, twice - again, no warning lights or indicators. We then switched and I drove the Honda. As I drove, the incident occurred again, twice. In the first case, a car following behind me almost

Case History

Case ID : N012010-12-0201087

Case Title : 6C POHANKA) [REDACTED] - VSA CONCERN DECLINE

struck the back of the vehicle before I could engage the hazard lights. Only on the second of the two incidents while I driving, did a VSA light illuminate (the 5th time of the incidence). We slowly drove the care back to the house and ordered a tow truck.

On 15 Nov 2010, the car was towed to Pohanka Honda. We were informed that on the initial test drive of the vehicle no warning lights illuminated and the problem of the car braking while accelerating did not occur. During the course of the service inspection, the Honda Technician(s) determined through driving the car (they had a similar experience) and an onboard laptop diagnostic tool that the VSA modulator needed to be replaced, at a cost of over \$1,600.00 (with parts/labor). A copy of the invoice is provided. There was no indication of a VSA-specific recall to our year, make and model and the Honda Technician indicated he had not seen the problem before. One of the Service Advisors indicated that is was rare. Although hefty, we paid the bill and were without our car for two and a half days. I asked the Service Advisor if Honda of America knew of the problem with the VSA modulator and he indicated that the problem would be reported through the system as a matter of routine. He also mentioned that a letter to Honda might be useful. My primary concern, and reason for writing, is not necessarily the failure of the part that can be reasonably assumed to happen but the fact that no warning or indicator lights activated to provide any indication of an issue with the VSA. I cannot imagine that the VSA was designed to omit such a critical function.

A cursory check of the Internet turned us to the organization called Auto Recalls For Consumers ([http://www.arfc.org/complaints/2005/honda/pilot/electronic stability control/problem.aspx](http://www.arfc.org/complaints/2005/honda/pilot/electronic%20stability%20control/problem.aspx)) and the USG site [Safecar.gov](http://www.safercar.gov). The sites indicated that our VSA problem is not new (11 complaints). Having no idea what the acceptable VSA failure rate is, the issue for me is the fact that the warning light did not come on until the fifth incident. This represents a very serious safety concern. I am requesting feedback (and Case Reference Number) on this issue. I would also like to recognize the staff I dealt with at Pohanka Honda, Jeff, Brian and, in particular, T.J. the Technician. T.J. went out of his way to explain what he did to our car and offered us his personal contact information if we had any more issues or questions. This type of attention to detail and care is rare and was most appreciated.

*** COMMIT 12/3/2010 7:43:07 AM, gsongg, Action Type :

Made to [REDACTED] due 12/07/2010 07:45:49 AM.

Call Customer

*** NOTES 12/3/2010 7:45:51 AM, gsongg, Action Type : Call to Customer

7036243131

Left message, advised the customer that their concern with the vehicle is currently under review. Provided Case Manager contact information, also the case number, requested call back to case manager, added that customer may have o wait for a call back.

Customer advised that there are no guarantees of assistance, and assistance is at the discretion of AHM, this due to the vehicle repair falling considerably outside of the manufacturers warranty.

Advised customer call back on 07DEC2010

*** CASE MODIFY 12/3/2010 7:45:57 AM, gsongg

into WIP DEFAULT and Status of Solving.

*** COMMIT 12/3/2010 7:46:03 AM, gsongg, Action Type :

Made to [REDACTED] due 12/06/2010 07:46:08 AM.

DCS Follow-Up

*** NOTES 12/3/2010 7:47:35 AM, gsongg, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 12/6/2010

This customer contacted our office regarding the following issue(s): VSA modulator replacement.

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 ACS requesting a reimbursement for repair, RO#298468.

Attached is customer letter.

Case History

Case ID : N012010-12-0201087

Case Title : 6C POHANKA) [REDACTED] - VSA CONCERN DECLINE

I am writing to you about a recent mechanical component failure in our 2005 Honda Pilot (VIN: 5FNYF8555B033883) Since we have purchased the car (new from Woodbridge Honda), it has been maintained at Honda Dealer shops in Virginia, California, Hawaii and again in Virginia. The vehicle is kept up to date on all required maintenance and we generally have had no significant mechanical problems with the car. It is our third Honda (after a Civic and a Pilot).

On 12 Nov 2010 while my 15 year-Old daughter (new driver with a learner's permit) and my spouse (in the passenger's seat) were driving near our home in Stafford, VA on relatively level dry pavement, the car began to shudder (as under braking) and forced to stopped on its own. While somewhat shaken, my daughter managed to maintain control of the car. After restarting the car, she resumed driving. The incident happened again approximately 10 minutes later with similar results and, again, the issue apparently resolved itself. Generally, the issue occurred after a complete stop, during normal acceleration. In either case, no warning lights illuminated. Upon arriving home, I took the car for a drive and experienced no further similar incidents. After the issue, the car was not driven until the 2 days later.

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On 15 Nov 2010, the car was towed to Pohanka Honda. We were informed that on the initial test drive of the vehicle no warning lights illuminated and the problem of the car braking while accelerating did not occur. During the course of the service inspection, the Honda Technician(s) determined through driving the car (they had a similar experience) and an onboard laptop diagnostic tool that the VSA modulator needed to be replaced, at a cost of over \$1,600.00 (with parts/labor). A copy of the invoice is provided. There was no indication of a VSA-specific recall to our year, make and model and the Honda Technician indicated he had not seen the problem before. One of the Service Advisors indicated that is was rare. Although hefty, we paid the bill and were without our car for two and a half days. I asked the Service Advisor if Honda of America knew of the problem with the VSA modulator and he indicated that the problem would be reported through the system as a matter of routine. He also mentioned that a letter to Honda might be useful. My primary concern, and reason for writing, is not necessarily the failure of the part that can be reasonably assumed to happen but the fact that no warning or indicator lights activated to provide any indication of an issue with the VSA. I cannot imagine that the VSA was designed to omit such a critical function.

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

Gus Songg
Automobile Customer Service

*** SUBCASE N012010-12-0201087-1 CREATE 12/3/2010 7:48:51 AM, gsongg

Created in WIP Default with Due Date 12/3/2010 7:48:51 AM.

*** CASE MODIFY 12/3/2010 7:48:57 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 12/3/2010 7:49:01 AM, gsongg
into WIP DEFAULT and Status of Solving.

Case History

Case ID : N012010-12-0201087

Case Title : 6C POHANKA) [REDACTED] - VSA CONCERN DECLINE

*** CASE MODIFY 12/3/2010 7:49:05 AM, gsongg
into WIP DEFAULT and Status of Solving.

*** NOTES 12/7/2010 9:58:15 AM, gsongg, Action Type : Call from Customer
Customer contacted CM, as CM was looking for case customer disconnected call.
confirmed customer number.
called back to customer no answer.

*** CASE MODIFY 12/7/2010 1:26:38 PM, gsongg
into WIP A1 Other districts and Status of Solving.

*** COMMIT 12/7/2010 1:34:16 PM, gsongg, Action Type : N/A

Made to [REDACTED] due 12/16/2010 01:34:33 PM.

Call Customer decline VSA replacement

*** NOTES 12/7/2010 1:34:37 PM, gsongg, Action Type : Call to Customer
Mr. TAVUCHIS explained the vehicle has been repaired; he is also the registered owner but shares operation.

Vehicle diagnosed at POHANKA HONDA OF FREDERICKSBURG, customer spoke with unknown person, it was recommended by the dealer for the vehicle to have a transmission replacement, this costing \$1658.82, customer requested a discount but the dealer referred the customer to call Honda.
DEALER REFERRED

Ms. FISHER is the original owner, vehicle is dealer maintained, no extended vehicle service contract purchased. Customer explained that the malfunction type caused the type of breakdown to be a dangerous issue, this because there is no warning associated with the breakdown.
Customer noted that they would like for Honda to absorb the entire cost of repair. (100% expectation) Customer explained he almost got rear ended because of this issue, at time of breakdown the vehicle suddenly slowed down.

Apologized to customer for the inconvenience and explained to the customer that at this time CM felt there should be no reimbursement on the cost of the repairs, customer urged CM to take the matter further.
Customer explained that the lack of a lamp that advises of the failure is a poor design.

Explained that dealer contact is next step for case manager. CB 16DEC2010

*** CASE MODIFY 12/7/2010 1:34:44 PM, gsongg
into WIP A1 Other districts and Status of Solving.

*** CASE MODIFY 12/7/2010 1:35:07 PM, gsongg
into WIP A1 Other districts and Status of Solving.

*** CASE FULFILL 12/7/2010 1:36:22 PM, gsongg
Fulfilled for [REDACTED] due 12/06/2010 07:46:08 AM.

*** CASE FULFILL 12/7/2010 1:36:26 PM, gsongg
Fulfilled for [REDACTED] due 12/07/2010 07:45:49 AM.

*** NOTES 12/9/2010 9:10:33 AM, gsongg, Action Type : Call from Customer
Customer left Voice message
[REDACTED], he no longer wishes to be called at the old number he was called at.

Case History

Case ID : N012010-12-0201087

Case Title : 6C POHANKA) [REDACTED] - VSA CONCERN DECLINE

*** CASE MODIFY 12/20/2010 10:30:07 AM, gsongg
into WIP A1 Other districts and Status of Solving.

*** CASE MODIFY 12/20/2010 10:42:53 AM, gsongg
into WIP A1 Other districts and Status of Solving.

*** CASE MODIFY COMMITMENT 12/20/2010 10:43:35 AM, gsongg
with [REDACTED] due 12/21/2010 01:34:33 PM.

*** NOTES 12/20/2010 10:45:10 AM, gsongg, Action Type : Call to Customer
Left customer a message explaining the final decision has been made regarding his request for a reimbursement.
Explained to customer that Cm would CB22DEC2010

*** NOTES 12/21/2010 10:10:51 AM, gsongg, Action Type : Call to Customer
Spoke with customer, explained that at this time there would be no reimbursement on the cost of the replacement of the VSA modulator, apologized to the customer for the problem with the car.
Customer understood and noted that he would need no further assistance.

*** SUBCASE N012010-12-0201087-1 CLOSE 12/21/2010 10:11:15 AM, gsongg
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 12/21/2010 10:11:20 AM, gsongg
into WIP A1 Other districts and Status of Solving.

*** CASE CLOSE 12/21/2010 10:11:32 AM, gsongg
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-05-2902708	Division : Honda - Auto	Condition : Open	Open Date : 5/29/2012 1:23:03 PM
Case Originator : Rio Wardana (Team HA)	Sub Division : Customer Relations	Status : Solving	Close Date :
Case Owner : Brian Magana (Team HH)	Method : Phone	Queue :	Days Open : 22
Last Closed By :	Point of Origin : Customer	Wipbin : 08K - Mike Wehmeir	
Case Title : 08K * [REDACTED] * KAEB, TROY - BRAKES LOCKED UP		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED] 2
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : OVERLAND PARK, KS [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1470
 VIN Type / No. : US VIN / 5FNYP18515B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 104,000
 In Service Date : 07/15/2005
 Months In Use : 82
 Engine Number : J35A61434881
 Originating Dealer No. / Name : 206669 / JOHN CHEZIK HONDA
 Selling Dealer No. / Name : 206861 / FRANK ANCONA HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207328 / JAY WOLFE HONDA
 Phone No. : 816-942-2200
 Address : 220 WEST 103RD STREET
 City / State / Zip : KANSAS CITY, MO 64114
 Svc District / Sls District : 08K / F08
 Warranty Labor Rate / Date : \$124.95 /
 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
N012012-05-2902708-1 [REDACTED] - PRODUCT -	Solving	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-05-2902708-1	Disposition: Complaint	Condition : Open	Wipbin : Subcase
Issue Originator : Brian Magana	Type 1 : Product	Status : Solving	Open Date : 5/30/2012 1:59:09 PM
Issue Owner : Brian Magana	Type 2 : Operation	Queue :	Close Date :
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions :
 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 : N012012-05-2902708

Case Title : 08K [REDACTED] [REDACTED] BRAKES LOCKED UP

*** CASE CREATE 5/29/2012 1:23:03 PM, rwardana

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

*** CASE MODIFY 5/29/2012 1:29:57 PM, rwardana

into WIP default and Status of Solving.

*** NOTES 5/29/2012 1:44:26 PM, rwardana, Action Type : Call from Customer

I updated the customer's contact information.

Best contact number: [REDACTED].

Customer called ACS in regards to a brake anomaly on his 2005 Pilot. Customer states he reported this issue with the safety hotline. Customer states the problem began last year. On May 2011, the brakes locked up as he was driving. He was accelerating to get out of an intersection. The VSA and ABS lights came on. Customer restarted the vehicle, and no other issues came up. The vehicle was not taken to a dealership at that time. This year May 2012, the same thing occurred, and his wife was driving the vehicle at that time. She began to accelerate again, however the brakes were still locking up. The VSA and ABS lights were coming on again. After restarting the vehicle, the problem did not persist. Customer took the vehicle to Jay Wolfe Honda on 5/9/2012, and the dealership could not replicate the problem.

On 5/22/2012, his wife was driving the vehicle and the same incident occurred. As his wife was accelerating from a stop light, the brake lights began to lock up again. The VSA and ABS light turned on again. Customer took the vehicle to Jay Wolfe Honda again the next day, and they still could not replicate the problem. On 5/27/2012, the brakes were locking up again, and he came within inches of an accident. Customer tried driving 100 meters more, and the brakes locked up again. This time, the VSA and ABS lights did not come on. There was a noise that sounded like a highway rumble. The noise was coming from the front of the vehicle. Customer pulled over, and restarted the vehicle. Customer let the vehicle sit, and contacted Jay Wolfe Honda back. Customer was advised the dlr wanted the vehicle today.

The VSA and ABS lights had always stayed on until the vehicle restarts.

Customer has been working with Steve Spearhart, SA and Alex, SA. Customer spoke with Alex, SA today. Customer was advised the SM has been working on this issue.

Customer was advised the dealership has contacted their Honda database. Customer read online, that there had been other people with the same issue online.

Customer is seeking for AHM to assist him with finding the problem.

ACS advised that in regards to the issue with this vehicle, I will forward this case to a CM so we can work with himself and the dealership in regards to the current issue. ACS advised that a CM would be calling him by the end of the next business day. ACS advised that there are no guarantees of an outcome.

Customer was provided with his case number, and needed no further assistance.

*** CASE MODIFY 5/29/2012 1:44:35 PM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2012 1:44:35 PM, rwardana

into WIP default and Status of Solving.

*** CASE MODIFY 5/29/2012 1:44:35 PM, rwardana

into WIP default and Status of Solving.

Case History

Case ID : N012012-05-2902708

Case Title : 08K *JAY WOLFE* [REDACTED] - BRAKES LOCKED UP

*** CASE DISPATCH 5/29/2012 1:44:49 PM, rwardana
from WIP default to Queue Honda Team H .

*** CASE ACCEPT 5/29/2012 2:15:34 PM, bmagana
from Queue Honda Team H to WIP Default.

*** CASE MODIFY 5/30/2012 1:57:20 PM, bmagana
into WIP Default and Status of Solving.

*** SUBCASE N012012-05-2902708-1 CREATE 5/30/2012 1:59:09 PM, bmagana
Created in WIP Default with Due Date 5/30/2012 1:59:09 PM.

*** NOTES 5/30/2012 2:04:13 PM, bmagana, Action Type : Call to Customer
I left a VM for Mr. [REDACTED] on best # [REDACTED] introducing myself as RCM.
Advised his case regarding the brakes locking up concerns has been received along with the request for ACS to further look into the matter.
Advised at this time I will start the review, will send a message to the SM at Jay Wolfe Honda, then will await his response, and will further review.
Advised once I've been able to perform the proper steps in reviewing I will contact him by Tuesday (06/05/12) with an update and or further information.

I provided ACS contact information.

*** COMMIT 5/30/2012 2:04:31 PM, bmagana, Action Type : N/A

Made to [REDACTED] due 06/02/2012 02:04:34 PM.

Jay Wolfe Honda - Trent SM Call? - Cust. Call To Arrange Dropping Off Veh. ? *

*** NOTES 5/30/2012 2:05:59 PM, bmagana, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 6/4/2012 2

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

Brakes Locking Up.

Customer called ACS in regards to a brake anomaly on his 2005 Pilot. Customer states he reported this issue with the safety hotline. Customer states the problem began last year. On May 2011, the brakes locked up as he was driving. He was accelerating to get out of an intersection. The VSA and ABS lights came on. Customer restarted the vehicle, and no other issues came up. The vehicle was not taken to a dealership at that time. This year May 2012, the same thing occurred, and his wife was driving the vehicle at that time. She began to accelerate again, however the brakes were still locking up. The VSA and ABS lights were coming on again. After restarting the vehicle, the problem did not persist. Customer took the vehicle to Jay Wolfe Honda on 5/9/2012, and the dealership could not replicate the problem.

On 5/22/2012, his wife was driving the vehicle and the same incident occurred. As his wife was accelerating from a stop light, the brake lights began to lock up again. The VSA and ABS light turned on again. Customer took the vehicle to Jay Wolfe Honda again the next day, and they still could not replicate the problem. On 5/27/2012, the brakes were locking up again, and he came within inches of an accident. Customer tried driving 100 meters more, and the brakes locked up again. This time, the VSA and ABS lights did not come on. There was a noise that sounded like a highway rumble. The noise was coming from the front of the vehicle. Customer pulled over, and restarted the vehicle. Customer let the vehicle sit, and contacted Jay Wolfe Honda back. Customer was advised the dlr wanted the vehicle today.

The VSA and ABS lights had always stayed on until the vehicle restarts.

Case History

Case ID : N012012-05-2902708

Case Title : 08K *JAY WOLFE* [REDACTED] - BRAKES LOCKED UP

Customer has been working with Steve Spearhart, SA and Alex, SA. Customer spoke with Alex, SA today. Customer was advised the SM has been working on this issue.

Customer was advised the dealership has contacted their Honda database. Customer read online, that there had been other people with the same issue online.

Customer is seeking for AHM to assist him with finding the problem.

Please contact me with all relating information for further review, has the DPSM or Tech Line been involved?

Thank you for your prompt attention to this matter.

Brian Magana
Regional Case Manager
(310) 783-7745
Automobile Customer Service

*** CASE MODIFY COMMITMENT 5/30/2012 2:06:28 PM, bmagana
with [REDACTED] due 06/05/2012 07:00:00 AM.

*** CASE MODIFY 5/30/2012 2:06:31 PM, bmagana
into WIP Default and Status of Solving.

*** CASE MODIFY 5/30/2012 2:06:36 PM, bmagana
into WIP Default and Status of Solving.

*** NOTES 6/4/2012 6:17:04 AM, bmagana, Action Type : Field Service

I received a message from the DPSM stating he test drove this vehicle with Richard J. SD on 06/01/12 at Jay Wolfe Honda.
DPSM states the vehicle did not exhibit the customers concerns.
DPSM states the dealer is going to keep the vehicle and continue to test drive it and see if they can get it to duplicate.
Tech Line involved, no further suggestions at this time per TL.

*** CASE MODIFY 6/4/2012 6:18:38 AM, bmagana
into WIP 08K - Mike Wehmeir and Status of Solving.

*** NOTES 6/5/2012 11:43:35 AM, bmagana, Action Type : Call to Dealer

I left a VM for Trent SM advising this is a follow up call regarding the information gathered through the DPSM.
Advised per the DPSM he went on a test drive and wasn't able to duplicate the customers braking concerns, also verified the vehicle was staying at the dealer to continue test drives in attempt to duplicate.
I requested a return call with updates verifying if this was duplicated, also provided my direct #.

*** CASE MODIFY COMMITMENT 6/5/2012 11:44:11 AM, bmagana
with [REDACTED] due 06/06/2012 07:00:00 AM.

*** CASE MODIFY 6/5/2012 11:44:14 AM, bmagana
into WIP 08K - Mike Wehmeir and Status of Solving.

*** NOTES 6/5/2012 12:01:44 PM, bmagana, Action Type : Call from Dealer

Trent SM returned my call verifying the DPSM, Service Director, and himself test drove the vehicle, weren't able to duplicate the concerns.

Case History

Case ID : N012012-05-2902708

Case Title : 08K *JAY WOLFE* [REDACTED] - BRAKES LOCKED UP

Trent SM states Tech Line was contacted and provided a procedure to perform which involves keeping the vehicle for a week.

Trent SM states the customer has the vehicle at this time and will be bringing it back in, no specific date scheduled.

Trent SM verified the customer states he will contact him to schedule a date to drop off.

I thanked Trent SM for this updated information, advised I will set a follow up call for Tuesday (06/12/12) to verify if the customer has contacted him to arrange the vehicle being dropped off for further procedures/test drives etc.

Trent SM agreed with this.

*** CASE MODIFY COMMITMENT 6/5/2012 12:02:13 PM, bmagana
with [REDACTED] due 06/12/2012 07:00:00 AM.

*** CASE MODIFY 6/5/2012 12:02:16 PM, bmagana
into WIP 08K - Mike Wehmeir and Status of Solving.

*** NOTES 6/12/2012 11:54:35 AM, bmagana, Action Type : Call to Dealer

I left a VM for Trent SM advising this is a follow up call to gather any updates regarding the customer calling back to arrange having the vehicle dropped off.

I requested a return call/update when available, also provided my direct #.

*** CASE MODIFY COMMITMENT 6/12/2012 11:55:37 AM, bmagana
with [REDACTED] due 06/15/2012 07:00:00 AM.

*** CASE MODIFY 6/12/2012 11:55:39 AM, bmagana
into WIP 08K - Mike Wehmeir and Status of Solving.

*** NOTES 6/15/2012 10:46:04 AM, bmagana, Action Type : Call to Dealer

I spoke with SA and requested Trent SM.

SA verified Trent SM is out of the office today however he will return tomorrow.

I thanked the SA for this information, advised I will follow up on Monday (06/18/12) due to ACS not being in the office over the weekend.

SA understood.

*** CASE MODIFY COMMITMENT 6/15/2012 10:46:14 AM, bmagana
with [REDACTED] due 06/18/2012 07:00:00 AM.

*** CASE MODIFY 6/15/2012 10:46:17 AM, bmagana
into WIP 08K - Mike Wehmeir and Status of Solving.

*** NOTES 6/18/2012 1:03:52 PM, bmagana, Action Type : Call to Dealer

I spoke with Trent SM and requested any updates whether the customer has contacted him to set an appointment date/time.

Trent SM verified there's no open ticket, also verified the customer hasn't contacted them yet to arrange having the vehicle brought back in.

I thanked Trent SM for the updates, advised I will set a follow up call for Friday (06/22/12) if I haven't heard anything back from himself.

Trent SM agreed with this.

*** CASE MODIFY COMMITMENT 6/18/2012 1:05:06 PM, bmagana
with [REDACTED] due 06/22/2012 07:00:00 AM.

*** CASE MODIFY 6/18/2012 1:05:11 PM, bmagana
into WIP 08K - Mike Wehmeir and Status of Solving.

Case Details

Case ID : N012010-05-0302198	Division : Honda - Auto	Condition : Closed	Open Date : 5/3/2010 3:32:12 PM
Case Originator : Cynthia Sudario (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/3/2010 4:02:48 PM
Case Owner : Cynthia Sudario (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Cynthia Sudario (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VSA PROBLEM - TPMS IS ON	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : 4 ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : COCHRAN, GA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 5FNYF18575B0 ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 125,000
 In Service Date : 05/27/2005
 Months In Use : 60
 Engine Number : J35A61435131
 Originating Dealer No. / Name : 206822 / WALSH HONDA
 Selling Dealer No. / Name : 206822 / WALSH HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-05-0302198-1 / ██████████ -	Subcase Close	Product	Operation	421	Wheels/Tires
N012010-05-0302198-2 / ██████████	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-05-0302198-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Sudario	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2010 4:00:28 PM
Issue Owner : Cynthia Sudario	Type 2 : Operation	Queue :	Close Date : 5/3/2010 4:00:45 PM
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
 Component Category : 19 - Tires
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012010-05-0302198-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Sudario	Type 1 : Product	Status : Subcase Close	Open Date : 5/3/2010 4:01:33 PM
Issue Owner : Cynthia Sudario	Type 2 : Operation	Queue :	Close Date : 5/3/2010 4:02:44 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 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 : N012010-05-0302198

Case Title : [REDACTED] - VSA PROBLEM - TPMS IS ON

*** CASE CREATE 5/3/2010 3:32:12 PM, csudario
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/3/2010 3:32:20 PM, csudario
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 5/3/2010 3:32:23 PM, csudario
WARRANTY CHECK 05/03/2010 03:32:23 PM csudario
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/3/2010 3:32:28 PM, csudario
CLAIM HISTORY CHECK 05/03/2010 03:32:27 PM csudario
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 5/3/2010 3:32:34 PM, csudario
CAMPAIGN CHECK 05/03/2010 03:32:34 PM csudario
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 5/3/2010 3:32:36 PM, csudario
VSC-CUC CHECK 05/03/2010 03:32:36 PM csudario
No data found for VIN.

*** CASE MODIFY 5/3/2010 3:33:07 PM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 5/3/2010 3:39:23 PM, csudario
into WIP default and Status of Solving.

*** NOTES 5/3/2010 3:59:11 PM, csudario, Action Type : Call from Customer
ACS verified spelling of name and contact information.

Customer states that he is having a problem with the VSA. Customer states that there have been issues regarding this Modulator and would like to know if this affects his vehicle. ACS informed the Customer that his vehicle does not have the recall on the VSA modulator. ACS informed the Customer that there was a Service News Article dated 08/08, regarding the issue of the VSA Modulator-control unit and loosing communication due to a bad wheel sensor. Customer states that the TPMS is on and that when he had his tires replaced that the person that installed the tires messed up one of the TPMS.

ACS informed Customer that this is information only and cannot be confirmed without proper diagnosis, ACS advised that Customer is out of warranty and repair will be at the expense of the Customer.

*** CASE MODIFY 5/3/2010 3:59:13 PM, csudario
into WIP default and Status of Solving.

*** SUBCASE N012010-05-0302198-1 CREATE 5/3/2010 4:00:28 PM, csudario
Created in WIP Default with Due Date 5/3/2010 4:00:28 PM.

*** SUBCASE N012010-05-0302198-1 CLOSE 5/3/2010 4:00:45 PM, csudario
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012010-05-0302198-2 CREATE 5/3/2010 4:01:33 PM, csudario

Case History

Case ID : N012010-05-0302198

Case Title : [REDACTED] - VSA PROBLEM - TPMS IS ON

Created in WIP Default with Due Date 5/3/2010 4:01:33 PM.

*** SUBCASE N012010-05-0302198-2 CLOSE 5/3/2010 4:02:44 PM, csudario

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/3/2010 4:02:48 PM, csudario

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

Case Details

Case ID : N012009-08-2101174 Division : Honda - Auto Condition : Closed Open Date : 8/21/2009 1:31:02 PM
 Case Originator : Jun Hong (Team AA) Sub Division : Customer Relations Status : Closed Close Date : 8/25/2009 8:52:20 AM
 Case Owner : Simon Ng (Team HH) Method : Dealer Referred Queue : Days Open : 4
 Last Closed By : Simon Ng (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 9C--(SHEARER) [REDACTED] - VSA SENSOR REPAIR AUTHORIZATION R 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 : MENDON, VT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] T
 VIN Type / No. : US VIN / 5FNYP18565E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 40,000
 In Service Date : 08/26/2005
 Months In Use : 48
 Engine Number : J35A61436159
 Originating Dealer No. / Name : 206817 / BEDARD BROS. HONDA
 Selling Dealer No. / Name : 207961 / SHEARER 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 : 207961 / SHEARER HONDA
 Phone No. : 802-773-4600
 Address : 211 US ROUTE 7 S
 City / State / Zip : RUTLAND, VT 05701
 Svc District / Sls District : 09C / D09
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-08-2101174-1 / [REDACTED] SERVI	Subcase Close	Service - Dealer	Diagnosis Concern	413	Master Cylinder
N012009-08-2101174-2 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012009-08-2101174-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jun Hong	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 8/21/2009 1:38:50 PM
Issue Owner : Jun Hong	Type 2 : Diagnosis Concern	Queue :	Close Date : 8/21/2009 1:55:01 PM
Issue Title : ██████████ - SERVICE - DEALER - DIAGNOSIS CONCERN			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer, Provided Information, Documented Concern
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-08-2101174-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Simon Ng	Type 1 : Product	Status : Subcase Close	Open Date : 8/24/2009 6:21:54 AM
Issue Owner : Simon Ng	Type 2 : Operation	Queue :	Close Date : 8/25/2009 8:52:20 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Cold
 Resolutions : Documented Concern
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-08-2101174

Case Title : 9C--(SHEARER) [REDACTED] - VSA SENSOR REPAIR AUTHORIZATION REQUES

*** CASE CREATE 8/21/2009 1:31:02 PM, jhong

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

*** CASE MODIFY 8/21/2009 1:31:13 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:31:18 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:31:55 PM, jhong

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 8/21/2009 1:32:22 PM, jhong

VSC CHECK 08/21/2009 01:32:22 PM jhong

The following VSC information was found

[REDACTED];V002420268;B67;(NEW) PREMIUM 6YR 75K 0 DED;ACTIVE;;2005-08-26;2011-08-25;75000;120;207961;0.00

*** CASE CUC LOOKUP 8/21/2009 1:32:22 PM, jhong

CUC CHECK 08/21/2009 01:32:22 PM jhong

The following CUC information was found

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

*** CASE MODIFY 8/21/2009 1:35:55 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:36:24 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:36:26 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:36:32 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:37:43 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:37:46 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:38:14 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:38:17 PM, jhong

into WIP default and Status of Solving.

*** SUBCASE N012009-08-2101174-1 CREATE 8/21/2009 1:38:50 PM, jhong

Created in WIP Default with Due Date 8/21/2009 1:38:50 PM.

*** CASE MODIFY 8/21/2009 1:38:59 PM, jhong

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:40:39 PM, jhong

Case History

Case ID : N012009-08-2101174

Case Title : 9C--=(SHEARER) [REDACTED] - VSA SENSOR REPAIR AUTHORIZATION REQUES

into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:40:45 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:40:51 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:00 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:18 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:26 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:31 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:41 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:45 PM, jhong
into WIP default and Status of Solving.

*** CASE MODIFY 8/21/2009 1:41:54 PM, jhong
into WIP default and Status of Solving.

*** NOTES 8/21/2009 1:45:46 PM, jhong, Action Type : Call from Customer

Verified information - Dealer referred by the SM Rob.

Mr [REDACTED] called ACS.

Situation:

Wants the VSA sensor to be replaced too

Request:

Wants VSA sensor to be replaced and authorized by HONDA CARE or AHM.

Probing questions:

Customer said the vehicle will slow down by it self, he said there were no dashboard lights. He said it's like the vehicle will brake by it self. He said he went online and found other customer with the same issue. SHEARER HONDA told the customer the VSA modulator needs to be replaced but they were not able to get authorization. Customer feels the VSA sensor should be replaced. He is working with Chris and Rob the SA and SM. He said he was referred to ACS by Rob the SM.

ACS summary:

I apologized for the issue and advised the customer I have documented the issue. I advised the customer ACS can forward the case to the RCM for assistance consideration and explained it will be reviewed on a case by case basis. I advised the customer he will be contacted by 1-2 business days. He asked for a call back sooner. I advised the customer ACS will mark the case urgent but can not guarantee it. He understood. I provided the case number. He thanked

Case History

Case ID : N012009-08-2101174

Case Title : 9C--=(SHEARER) [REDACTED] - VSA SENSOR REPAIR AUTHORIZATION REQUES

me and I ended the call.

Best contact number 802/221-1301

*** CASE MODIFY 8/21/2009 1:45:52 PM, jhong

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/21/2009 1:46:04 PM, jhong

WARRANTY CHECK 08/21/2009 01:46:04 PM jhong

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/21/2009 1:46:07 PM, jhong

CLAIM CHECK 08/21/2009 01:46:07 PM jhong

The following Claim History information was found

0; 2007-07-06; 207961; 102209; 510; 411099 ; BASE FOR STRAIGHT TIME. (REAR BRAKES)

*** CASE CAMPAIGN LOOKUP 8/21/2009 1:46:10 PM, jhong

CAMPAIGN CHECK 08/21/2009 01:46:10 PM jhong

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 8/21/2009 1:46:12 PM, jhong

into WIP default and Status of Solving.

*** CASE DISPATCH 8/21/2009 1:46:22 PM, jhong

from WIP default to Queue Honda Team H .

*** CASE YANKED 8/21/2009 1:54:49 PM, jhong

Yanked by jhong into WIPbin default.

*** SUBCASE N012009-08-2101174-1 CLOSE 8/21/2009 1:55:01 PM, jhong

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 8/21/2009 1:55:03 PM, jhong

into WIP default and Status of Solving.

*** CASE DISPATCH 8/21/2009 1:55:21 PM, jhong

from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 8/22/2009 12:55:21 PM, sa

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

*** CASE RULE ACTION 8/23/2009 12:55:21 PM, sa

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

*** CASE ACCEPT 8/24/2009 6:03:28 AM, sng

from Queue Honda Team H to WIP default.

*** SUBCASE N012009-08-2101174-2 CREATE 8/24/2009 6:21:54 AM, sng

Created in WIP Default with Due Date 8/24/2009 6:21:54 AM.

*** CASE MODIFY 8/24/2009 6:22:02 AM, sng

into WIP default and Status of Solving.

Case History

Case ID : N012009-08-2101174

Case Title : 9C--=(SHEARER) [REDACTED] - VSA SENSOR REPAIR AUTHORIZATION REQUES

*** CASE EXTENDED WARRANTY LOOKUP 8/24/2009 6:22:03 AM, sng
WARRANTY CHECK 08/24/2009 06:22:03 AM sng
No data found for VIN.

*** CASE CLAIMS LOOKUP 8/24/2009 6:22:08 AM, sng
CLAIM CHECK 08/24/2009 06:22:08 AM sng
The following Claim History information was found
0; 2007-07-06; 207961; 102209; 510; 411099 ; BASE FOR STRAIGHT TIME. (REAR BRAKES)

*** CASE CAMPAIGN LOOKUP 8/24/2009 6:22:10 AM, sng
CAMPAIGN CHECK 08/24/2009 06:22:10 AM sng
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 8/24/2009 6:22:33 AM, sng
VSC CHECK 08/24/2009 06:22:33 AM sng
The following VSC information was found
[REDACTED];V002420268;B67;(NEW) PREMIUM 6YR 75K 0 DED;ACTIVE;;2005-08-26;2011-08-25;75000;120;207961;0.00

*** CASE CUC LOOKUP 8/24/2009 6:22:33 AM, sng
CUC CHECK 08/24/2009 06:22:33 AM sng
The following CUC information was found
;;0;0;0;0;0;0;0;0;0;0;

*** CASE CUC LOOKUP 8/24/2009 6:29:19 AM, sng
CUC CHECK 08/24/2009 06:29:19 AM sng
The following CUC information was found
;;0;0;0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 8/24/2009 6:29:19 AM, sng
VSC CHECK 08/24/2009 06:29:18 AM sng
The following VSC information was found
[REDACTED];V002420268;B67;(NEW) PREMIUM 6YR 75K 0 DED;ACTIVE;;2005-08-26;2011-08-25;75000;120;207961;0.00

*** NOTES 8/24/2009 7:23:39 AM, sng, Action Type : Call to Dealer

I called Shearer Honda and asked to speak with Rob the service manager and I was told that he will be out of the office for a few days. I spoke with Chris the service advisor. Chris told me the VSA modulator will be replaced per tech line. He said they were not able to duplicate the concern but they contacted Tech line and they were advised to replace the VSA modulator. He said this will be covered under the VSC but the customer researched online and wants the wheel sensors replaced also. Chris said he told the customer that the wheel sensors will not be replaced. Chris said Rob then gave the customer our phone number to discuss this with AHM. I asked Chris if the vehicle is repaired at this time and he said he hopes it have the completed by the end of today. I thanked Chris for the information and the call ended.

*** CASE MODIFY 8/24/2009 7:27:24 AM, sng
into WIP default and Status of Solving.

*** NOTES 8/24/2009 7:28:16 AM, sng, Action Type : Call to Customer

I called the customer at [REDACTED] but the call kept ringing. The customer did not have any answer service. I was not able to leave a message. I will try again later.

Case History

Case ID : N012009-08-2101174

Case Title : 9C--(SHEARER) [REDACTED] - VSA SENSOR REPAIR AUTHORIZATION REQUES

*** CASE MODIFY 8/24/2009 7:28:28 AM, sng
into WIP default and Status of Solving.

*** CASE MODIFY 8/24/2009 7:28:33 AM, sng
into WIP default and Status of Solving.

*** COMMIT 8/24/2009 7:28:42 AM, sng, Action Type : N/A

Call cust

*** CASE MODIFY 8/24/2009 7:29:04 AM, sng
into WIP default and Status of Solving.

*** NOTES 8/25/2009 8:51:37 AM, sng, Action Type : Call to Customer

I called the customer at [REDACTED] and introduced myself. I apologized that I attempted to call him yesterday but it kept ringing with no answering service. He said the call was unknown and he did not want to pick it up. I told him that I did contact Shearer Honda and discussed it with them. I told him that our technical department was involved in this and they advised our dealership to replace the VSA modulator. He said he has seen online that they VSA modulator, wheel sensors and yaw rate sensors were replaced. I told him things online are not always true. I told him maybe those items were replaced and AHM requested the parts back for our internal testing of the components and now we know it is most likely the VSA modulator. I told him that AHM would not be in the position to replace other components in the vehicle because people online stated that is what was done to there vehicle. He said if something happens then he will sue AHM. I told him that I understand. I asked him if he has the vehicle and he said no. He said it is his ex-wifes' vehicle and he does not know if she has the vehicle or not. I told him that I will document his concerns and they will be reviewed. Customer did not have any other questions or concerns and the call ended.

*** CASE MODIFY 8/25/2009 8:51:45 AM, sng
into WIP 9C-Keith Manning and Status of Solving.

*** CASE MODIFY 8/25/2009 8:52:09 AM, sng
into WIP 9C-Keith Manning and Status of Solving.

*** CASE MODIFY 8/25/2009 8:52:14 AM, sng
into WIP 9C-Keith Manning and Status of Solving.

*** CASE MODIFY 8/25/2009 8:52:18 AM, sng
into WIP 9C-Keith Manning and Status of Solving.

*** SUBCASE N012009-08-2101174-2 CLOSE 8/25/2009 8:52:20 AM, sng
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/25/2009 8:52:20 AM, sng
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-02-1100146	Division : Honda - Auto	Condition : Closed	Open Date : 2/11/2009 7:12:51 AM
Case Originator : Victor Aguilar (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 2/13/2009 12:44:34 PM
Case Owner : Sarah Lambert (Team HA)	Method : Phone	Queue :	Days Open : 2
Last Closed By : Sarah Lambert (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : 06G - [REDACTED] - VSA/ABS SENSOR FAILURE		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1107
 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 : BARBOURSVILLE, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYP18535E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 86,000
 In Service Date : 05/31/2005
 Months In Use : 45
 Engine Number : J35A61437001
 Originating Dealer No. / Name : 207964 / HENDRICK HONDA WOODBRIDGE
 Selling Dealer No. / Name : 207964 / HENDRICK HONDA WOODBRIDGE
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207443 / BROWN HONDA
 Phone No. : 434-973-1351
 Address : 960 HILTON HEIGHTS ROA
 City / State / Zip : CHARLOTTESVILLE, VA 22901
 Svc District / Sls District : 06C / C06
 Warranty Labor Rate / Date : \$90.00 /
 Agent Name : [REDACTED] Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-02-1100146-1 / [REDACTED]	Subcase Close	Product	Operation	411	Rear Brakes
N012009-02-1100146-2 / [REDACTED]	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N012009-02-1100146-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Victor Aguilar	Type 1 : Product	Status : Subcase Close	Open Date : 2/11/2009 7:59:05 AM
Issue Owner : Victor Aguilar	Type 2 : Operation	Queue :	Close Date : 2/11/2009 7:59:29 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 411 / Rear Brakes
 Condition Code Desc Other 411X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 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

Issue Details

Issue ID : N012009-02-1100146-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sarah Lambert	Type 1 : Product	Status : Subcase Close	Open Date : 2/13/2009 12:42:36 PM
Issue Owner : Sarah Lambert	Type 2 : Operation	Queue :	Close Date : 2/13/2009 12:42:54 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc Other 422X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 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 : N012009-02-1100146

Case Title : 06G - [REDACTED] - VSA/ABS SENSOR FAILURE

*** CASE CREATE 2/11/2009 7:12:51 AM, vaguilar
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 2/11/2009 7:14:14 AM, vaguilar
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 2/11/2009 7:14:17 AM, vaguilar
WARRANTY CHECK 02/11/2009 07:14:17 AM vaguilar
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/11/2009 7:14:21 AM, vaguilar
CLAIM HISTORY CHECK 02/11/2009 07:14:20 AM vaguilar
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/11/2009 7:14:40 AM, vaguilar
CAMPAIGN CHECK 02/11/2009 07:14:40 AM vaguilar
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 2/11/2009 7:14:43 AM, vaguilar
CAMPAIGN CHECK 02/11/2009 07:14:43 AM vaguilar
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 2/11/2009 7:14:45 AM, vaguilar
VSC-CUC CHECK 02/11/2009 07:14:45 AM vaguilar
No data found for VIN.

*** CASE CLAIMS LOOKUP 2/11/2009 7:14:48 AM, vaguilar
CLAIM HISTORY CHECK 02/11/2009 07:14:48 AM vaguilar
No data found for VIN.

*** CASE MODIFY 2/11/2009 7:14:52 AM, vaguilar
into WIP default and Status of Solving.

*** CASE MODIFY 2/11/2009 7:14:54 AM, vaguilar
into WIP default and Status of Solving.

*** NOTES 2/11/2009 7:37:40 AM, vaguilar, Action Type : Call from Customer
I verified the customer information

Situation:
VSA/ABS sensor failure

Request:
Assistance with the cost of repairs

Probing question:
Customer stated that he recently took his vehicle into Brown Honda for a brake issue. Customer stated that with out warning the ABS light will appear on his

Case History

Case ID : N012009-02-1100146

Case Title : 06G - [REDACTED] - VSA/ABS SENSOR FAILURE

dash and the brakes will apply causing the vehicle to stop abruptly. Customer stated the VSA light will then come on and the vehicle will need to be shut off and turned back on in order to reset it and drive again. Customer stated that he spoke to SA David Slone and was told that the VSA/ABS Module needed to be replaced. Customer stated that the SA contacted Honda tech line and was told that this was an unusual case and has even requested that the part be sent back to the factory for a decision in order to prevent future issues. Customer stated that he was quoted

\$1,200.00 - for the part

\$600.00 - for bleeding of the brakes and inspection

Customer stated that he would like AHM to assist him with the repairs.

Case was reviewed by TL MF

ACS explained that the vehicle was out side of the 3/36 warranty and unfortunately AHM would not be able to assist him. ACS explained that if he could provide paper work stating that this was a manufacture defect from the dealership he could fax this information to 310-783-3785 for possible assistance although the assistance was not guaranteed.

Customer was upset and stated that his wife was scared when this happened and given that this case was unusual he could not believe AHM would not assist him.

Inbound conclusion:

customer needed no further assistance, call ended

*** CASE MODIFY 2/11/2009 7:37:43 AM, vaguilar
into WIP default and Status of Solving.

*** SUBCASE N012009-02-1100146-1 CREATE 2/11/2009 7:59:05 AM, vaguilar
Created in WIP Default with Due Date 2/11/2009 7:59:05 AM.

*** SUBCASE N012009-02-1100146-1 CLOSE 2/11/2009 7:59:29 AM, vaguilar
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/11/2009 7:59:32 AM, vaguilar
into WIP default and Status of Solving.

*** CASE CLOSE 2/11/2009 7:59:36 AM, vaguilar
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 2/13/2009 10:52:55 AM, rsugito
with Condition of Open and Status of Solving.

*** CASE VSC LOOKUP 2/13/2009 10:55:34 AM, rsugito
VSC-CUC CHECK 02/13/2009 10:55:34 AM rsugito
No data found for VIN.

*** NOTES 2/13/2009 11:05:11 AM, rsugito, Action Type : Call from Customer
Verified customer information

Customer called in requesting for a compensation from AHM

Customer stated that BROWN HONDA is willing to send the customer's VSA/ABS module to the tech support to find the issue with the module.

Customer stated that he is willing to have BROWN HONDA to send his module to AHM tech support if he is able to get some compensation from AHM

Case History

Case ID : N012009-02-1100146

Case Title : 06G - [REDACTED] - VSA/ABS SENSOR FAILURE

Customer indicated that the VSA/ABS module has been replaced and indicated that the vehicle is running ok now.

I advised the customer due to his mileage and the year of the vehicle, that he is out of the warranty perimeter, AHM would not be able to provide any assistance or any compensation

Customer understood and ended the call.

*** CASE CLOSE 2/13/2009 11:05:18 AM, rsugito

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

*** CASE REOPEN 2/13/2009 11:21:29 AM, jhong

with Condition of Open and Status of Solving.

*** NOTES 2/13/2009 11:21:41 AM, jhong, Action Type : Call from Customer

Jackie from BROWN HONDA called and asked for more information regarding the case. Jackie said the customer was advised to go back to the dealership and speak with the District manager. Jackie said that is not normal and wants to know what's going on. I did inform Jackie the assistance was denied with AHM due to the mileage and age, since it's out of the 3yrs / 36,000 mile factory warranty. Jackie understood and said tech is requesting for the part back.

I asked if she was able to speak with the DPSM. Jackie said yes and it was denied because it was over 5yr / 75,000. I advised the SA Jackie AHM will not provide any assistance or compensation towards the repair.

Case was reviewed with team lead.

*** CASE MODIFY 2/13/2009 11:21:46 AM, jhong

into WIP default and Status of Solving.

*** CASE CLOSE 2/13/2009 11:21:47 AM, jhong

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

*** CASE REOPEN 2/13/2009 12:34:15 PM, slambert

with Condition of Open and Status of Solving.

*** CASE CAMPAIGN LOOKUP 2/13/2009 12:34:36 PM, slambert

CAMPAIGN CHECK 02/13/2009 12:34:35 PM slambert

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** SUBCASE N012009-02-1100146-2 CREATE 2/13/2009 12:42:36 PM, slambert

Created in WIP Default with Due Date 2/13/2009 12:42:36 PM.

*** SUBCASE N012009-02-1100146-2 CLOSE 2/13/2009 12:42:54 PM, slambert

Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/13/2009 12:44:28 PM, slambert, Action Type : Call from Customer

He said he is very upset with the decision that AHM made to not assist in the cost of the repair. He said the issue he is having with his vehicle is a safety issue. He said he is going to sell the vehicle and never intends to purchase another Honda again. I apologized again to the customer. He had no further requests.

*** CASE CLOSE 2/13/2009 12:44:34 PM, slambert

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

Case Details

Case ID : N012007-02-2801144 Division : Honda - Auto Condition : Closed Open Date : 2/28/2007 12:48:41 PM
 Case Originator : Lisa Prak (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/29/2007 7:19:29 AM
 Case Owner : Juan Toscano (Team HG) Method : Phone Queue : Days Open : 90
 Last Closed By : Juan Toscano (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLA No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 20 S
 VIN Type / No. : US VIN / 5FNYF18505B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 22,000
 In Service Date : 05/31/2005
 Months In Use : 21
 Engine Number : J35A61437825
 Originating Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
 Selling Dealer No. / Name : 207659 / HERB CHAMBERS HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206930 / HONDA VILLAGE
 Phone No. : 617-965-8200
 Address : 371 WASHINGTON STREET
 City / State / Zip : NEWTONVILLE, MA 02458
 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.
207478	BERNARDI 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
N012007-02-2801144-1 / [REDACTED] - SE	Subcase Close	Service - Dealer	Workmanship	413	Master Cylinder

Issue Details

Issue ID : N012007-02-2801144-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matthew Ramelb	Type 1 : Service - Dealer	Status : Subcase Close	Open Date : 3/1/2007 8:03:07 AM
Issue Owner : Jason Stradford	Type 2 : Workmanship	Queue :	Close Date : 5/14/2007 12:50:46 PM
Issue Title : ██████████ - SERVICE - DEALER - WORKMANSHIP			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Referred to Dealer
 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 : N012007-02-2801144

Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

*** CASE CREATE 2/28/2007 12:48:41 PM, lprak

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

*** NOTES 2/28/2007 1:14:45 PM, lprak, Action Type : Call from Customer

Customer called in to file a complaint against Bernardi Honda. He spoke with General Manger Joe Richards who informed him that he need to go into another dealership because they will not repair his vehicle anymore.

Yesterday, he took the vehicle into the dealership for an oil change, replace the wipers, inspect the timing belt to see if it eithers need to be loose, tighten or changed, and there is a clicking noise coming from the brake.

Shortly after, they service the vehicle a malfunction warning light illuminated which took them an hour in a half to diagnosed and repair. After the repair, there were two lights on this time the VSA and malfunction warning light. He was informed that they were unable to recognize the code or to rectify it. But, it is okay to drive the vehicle and someone will contact him back tomorrow. Service Manager Rick Vasso called him today and wanted to give him a Camry as a loaner; however, he needs a four wheel drive which Rick informed him that AHM will not allow them to do so. In addition, they were going to order the parts that were necessary to repair the problem.

He is requesting for AHM to make Bernardi Honda repair the problem because they are the cause of the problem.

I informed him that I have documented his concern and will forward the case to a RCM who will review his request. However, the dealership is a separate entity from AHM who is their own business. Therefore, the failure is due to a workmanship issue then AHM cannot enforce any action upon them. I informed him that the limited warranty only covers for manufacturer problem. I informed him that there is no guarantees and the the RCM will contact him.

*** CASE EXTENDED WARRANTY LOOKUP 2/28/2007 1:14:53 PM, lprak

WARRANTY CHECK 02/28/2007 01:14:53 PM lprak

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/28/2007 1:14:55 PM, lprak

CLAIM HISTORY CHECK 02/28/2007 01:14:55 PM lprak

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/28/2007 1:14:58 PM, lprak

CAMPAIGN CHECK 02/28/2007 01:14:58 PM lprak

No data found for VIN

*** CASE VSC LOOKUP 2/28/2007 1:15:00 PM, lprak

VSC-CUC CHECK 02/28/2007 01:15:00 PM lprak

No data found for VIN.

*** CASE MODIFY 2/28/2007 1:15:30 PM, lprak

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2007 1:15:32 PM, lprak

into WIP default and Status of Solving.

*** CASE MODIFY 2/28/2007 1:15:32 PM, lprak

into WIP default and Status of Solving.

*** CASE DISPATCH 2/28/2007 1:15:45 PM, lprak

Case History

Case ID : N012007-02-2801144

Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 2/28/2007 3:31:58 PM, mramelb

from Queue Honda Team H to WIP default.

*** CASE MODIFY 3/1/2007 7:59:54 AM, mramelb

into WIP default and Status of Solving.

*** COMMIT 3/1/2007 8:01:56 AM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/01/2007 09:01:57 AM.

Call Cust, 1st contact.

*** SUBCASE N012007-02-2801144-1 CREATE 3/1/2007 8:03:07 AM, mramelb

Created in WIP Default with Due Date 3/1/2007 8:03:07 AM.

*** CASE MODIFY 3/1/2007 8:03:10 AM, mramelb

into WIP default and Status of Solving.

*** NOTES 3/1/2007 8:04:46 AM, mramelb, Action Type : Call to Customer

No answer, LM, provided number, requested call back.

*** CASE MODIFY 3/1/2007 8:04:51 AM, mramelb

into WIP default and Status of Solving.

*** CASE MODIFY 3/1/2007 8:04:56 AM, mramelb

into WIP default and Status of Solving.

*** NOTES 3/1/2007 2:01:31 PM, nkindle, Action Type : Call from Customer

The customer contacted ACS to request to speak with the RCM.

The CM was unavailable so I transferred the call to voicemail.

*** NOTES 3/2/2007 6:15:20 AM, mramelb, Action Type : Call from Customer

CM retrieved message left from Customer.

*** NOTES 3/2/2007 6:15:37 AM, mramelb, Action Type : Call to Customer

No answer, LM, requested call back.

*** CASE MODIFY 3/2/2007 6:15:43 AM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 3/2/2007 7:38:03 AM, mramelb, Action Type : Call to Dealer

Rick states that Customer has been there 3 times, his recent visit was for a timing belt tensioner, Customer picked up vehicle, and came back at about 5:30 pm because the TCS/ABS light was on. The tech stayed back for about an hour and a half, they pulled a DTC code, they had no literature on the code, and determined that techline would have to be contacted. Customer was informed that vehicle would have to be worked on the following day in order for them to contact techline. Customer drove off even though vehicle was not fixed, called back, swore at the receptionist, and was abusive to the GM as well.

Rick contacted Customer back, informed him that this is an unusual thing, wants the opportunity to fix the vehicle, provided his personal cell phone number, offered to pick his vehicle up from work, and was willing to provide a rental. Customer asked Rick what was wrong with vehicle, Rick informed him that he didn't know and would contact techline. Rick states that Customer stated that tech, Don Keller, didn't know what he was doing. Rick offered the Customer a Camery as a rental, Customer wanted a 4WD Pilot, Rick called 6 different rental co's to try to find one.

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Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

Rick states that Customer was still condescending and abusive, Rick felt that he attempted to go above and beyond to help the Customer, and since Customer continued to be abusive he is choosing not to be involved with the vehicle's repair. He states Customer called the GM, GM reinforced Rick's decision, Customer came back to because he felt that the service dept. stole his paperwork, another was provided to him (paperwork may have been retained for techline), then Customer accused the service dept. of stealing his gas.

I thanked Rick for his time and ended the call.

*** CASE MODIFY 3/2/2007 8:10:14 AM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 3/2/2007 8:10:55 AM, mramelb, Action Type : Call to Customer
no answer, LM.

*** CASE MODIFY 3/2/2007 8:11:00 AM, mramelb
into WIP 9G and Status of Solving.

*** CASE FULFILL 3/2/2007 8:11:04 AM, mramelb
Fulfilled for [REDACTED] due 03/01/2007 09:01:57 AM.

*** COMMIT 3/2/2007 8:11:08 AM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/05/2007 08:11:09 AM.
call cust

*** CASE MODIFY 3/2/2007 8:11:20 AM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 3/2/2007 9:02:18 AM, lfowler, Action Type : Call from Customer

The customer called ACS to speak to his RCM. I attempted to contact him and got his voicemail. I advised the customer the same and transferred the call with his permission.

*** NOTES 3/2/2007 9:11:11 AM, dcraig, Action Type : Call from Customer
Customer called to speak with case manager. I transferred his call. The call ended.

*** NOTES 3/2/2007 12:30:39 PM, mramelb, Action Type : Call to Customer

Customer states that now there is a clicking noise in the brake pedal, and that the tech at the dealer acknowledged before he brought it in. He states that on his last contacts with Rick, Rick initially left a message in the morning being very polite, and now he does not want the vehicle serviced at his dealer. He states that another ACS rep informed him that the dealer does not get reimbursed for warranty repairs, the dealer referred him to his selling dealer, and he feels that this is why the dealer does not want to fix his vehicle.

***** Customer's phone cut out. I called him back, he advised me to call his home phone, line is busy. Once work is started on a vehicle, right to refuse

Did schedule the work there. Then picked it up a 1/4 after 5. drove 10 feet, noticed the VSA light was on, turned it around, took it back, why was vehicle delivered to him with a warning light on, feels that it was on when they gave it back to him. he sat in there. the service writer kept on coming to him, was there for an hour and a half, giving him some nonsense argument as far as what was wrong. timing belt thing, was there 3 times to tell them that there was a noise, took 3 visits for them to determine that. noise in the dash, cannot identify. Noise in the brake, cannot duplicate. hour and a half later, when they told him about the car, drove it in, the service writer told him everything was a ok, but now initially only triangle light on, now VSA light on. He said to the mechanic, told him everything is ok, was informed that could not find the DTC, told him can take it anyway, take it back sometime, and they can look at it. Sending him out not knowing if he is safe in the vehicle. feels that he should be upset. called, referred him to

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manual, other guy told him that he had an Audi.

Rick did provide him with a cell, provided a Camry. he asked for a 4WD, they said that Honda USA has the discretion to give out loaners. they said that AHM prevented them from giving them from providing Honda loaner. told him called other Toyota, did not offer to pick vehicle from work.

uneasy about going to another dealer, deciding

He feels that he has the choice of taking the vehicle any where he chooses to have the work done, under the warranty he makes that choice. Doesn't have to take it to the place where he bought it from, closest place to him. will be back on Monday.

Customer states that he did schedule the work at the Honda Dealer, picked it up at 5:15pm, drove 10 feet, noticed that a light was on. Customer feels that vehicle should not have been given to him in that condition. Customer states that he was also upset that it took 3 visits to the dealer to finally acknowledge that there was a noise from his timing belt. Customer adds that there is other noise from the dash and brakes that the dealer cannot duplicate. He states an hour and a half later the service writer told him that everything was ok, but now the VSA light was on. He was informed that everything was okay, was informed that they did not know what the DTC was, he could still take the vehicle back, and bring it back sometime. Customer feels upset that they would send him away in the vehicle with the lights without knowing if he was safe. He states that he called that night to ask about the lights, and was referred to his OM, and another person told him that he wouldn't know because he drives an Audi.

I asked the Customer if Rick offered to pick up his vehicle, and provided his personal cell phone number. He states that he was given Rick's cell, but he doesn't recall the offer to have the vehicle picked up. He states that Rick and the Joe (GM) told him that AHM prevented them from providing Honda vehicles as loaner vehicles to the Customer. He states that Rick contacted their other Toyota to obtain the Camry. I informed him that Rick stated he contacted 6 other rental places. Customer states that he was upset, but feels that his feelings were justified, and that

I asked the Customer if he would consider going to another dealer to have the work done. Customer states that the only other dealer around is the dealer he purchased the vehicle from that is an hour and a half away. I informed him that he can take the vehicle to any Honda dealer to have the work done, but that the dealership is individually owned and operated, and that they have the right to refuse service to anyone.

I informed the Customer that I would speak to Rick again, see if I could coordinate for them to speak to each other, hopefully resolve some issues, then see if the dealer would reconsider, and be willing to service his vehicle. Call ended.

*** CASE MODIFY 3/2/2007 12:30:47 PM, mramelb
into WIP 9G and Status of Solving.

*** CASE MODIFY 3/2/2007 12:32:35 PM, mramelb
into WIP 9G and Status of Solving.

*** CASE FULFILL 3/2/2007 12:32:37 PM, mramelb
Fulfilled for [REDACTED] due 03/05/2007 08:11:09 AM.

*** COMMIT 3/2/2007 12:32:42 PM, mramelb, Action Type : N/A
Made to [REDACTED] due 03/05/2007 12:32:43 PM.
talk to Rick, willing to service Customer's vehicle?

*** CASE MODIFY 3/2/2007 12:33:04 PM, mramelb
into WIP 9G and Status of Solving.

*** CASE MODIFY 3/5/2007 3:41:01 PM, mramelb
into WIP 9G and Status of Solving.

*** CASE MODIFY 3/8/2007 10:59:11 AM, mramelb

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Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

into WIP 9G and Status of Solving.

*** CASE FULFILL 3/8/2007 10:59:25 AM, mramelb

Fulfilled for [REDACTED] due 03/05/2007 12:32:43 PM.

*** COMMIT 3/8/2007 10:59:31 AM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/08/2007 01:59:32 PM.

Call Rick, SM.

*** CASE MODIFY 3/8/2007 10:59:58 AM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 3/8/2007 11:00:26 AM, mramelb, Action Type : Call from Customer

Customer requested update. I informed him that I'd contact Rick to discuss his case.

*** NOTES 3/8/2007 11:00:41 AM, mramelb, Action Type : Call to Dealer

LM for Rick.

*** CASE MODIFY 3/8/2007 11:00:55 AM, mramelb

into WIP 9G and Status of Solving.

*** CASE MODIFY 3/8/2007 11:01:04 AM, mramelb

into WIP 9G and Status of Solving.

*** CASE MODIFY 3/8/2007 12:32:22 PM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 3/8/2007 12:34:23 PM, mramelb, Action Type : Call to Customer

Stated that I've LM for Rick, and I am waiting to establish contact.

*** CASE MODIFY 3/8/2007 12:34:27 PM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 3/8/2007 2:31:57 PM, mramelb, Action Type : Call to Dealer

I informed Rick that the Customer would like another opportunity to bring his vehicle back in for service. Rick states that he was firm on his decision the last time we spoke, Customer was too abusive, does not wish to deal with him anymore. He states that the Customer is the first Customer that his dealer has rejected servicing in 7 years. He adds that Customer was very abusive, criticized his best tech Don Keller for his workmanship, was demanding a new vehicle, and he is refusing to service the Customer.

*** CASE FULFILL 3/8/2007 2:55:26 PM, mramelb

Fulfilled for [REDACTED] due 03/08/2007 01:59:32 PM.

*** COMMIT 3/8/2007 2:55:44 PM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/09/2007 03:55:45 PM.

Review Board

*** NOTES 3/8/2007 3:12:35 PM, mramelb, Action Type : Call to Customer

I informed the Customer that I have contacted the dealership on his behalf, and informed Rick that the Customer would like another opportunity to service his vehicle. I informed the Customer that Rick is adamant that he does not want to see the Customer at his dealer. I informed Customer that Rick feels he has been too abusive to his service dept., and Rick states he is the first Customer that they have had to refuse service to in 7 years. Customer feels that Honda should be responsible to have Bernardi Honda fix his vehicle since it's still in warranty. I informed the Customer that Honda is obligated to have warranty repairs done at no charge to the Customer, given that the issue falls within warranty parameters. However, I informed him that the dealerships

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are independently owned and operated, and if the Customer is offensive to the dealership, then they have the right to refuse service. Customer states that his warranty should allow him to have the vehicle serviced wherever he wants. I asked the Customer if Rick ever offered to repair the vehicle. Customer states that Rick offered to repair the vehicle, but he did not want to bring the vehicle in at that time because they were going to provide a Toyota Camery as a loaner. I informed the Customer that the dealership did make an attempt to try to get him to return the vehicle. I informed him that he can have the vehicle serviced wherever he wants, but if he's abusive to the dealership they do not have to tolerate his behavior just because he's still covered by warranty. I offered to schedule an appointment at another Honda dealer. Customer requested to speak to someone higher. I offered to submit his case to the review board, and told him that he would receive a call back. Customer became difficult, requested the name of the person that would call him. I informed him that I did not know who his case would be assigned to, but that he would be contacted back. Customer continued to argue that it is my responsibility to have his vehicle serviced at the dealer, became abusive, and told me that I had no clout in handling his case. I told the Customer that I did not appreciate the way he was speaking to me, I have taken the time to attempt to mediate his situation, I offered to schedule an appointment at another dealer, offered to get the review board involved, and just because I am a Customer service rep doesn't give him the right to be abusive to me over the phone. I informed him that I would submit his case to the review board, and terminated the call.

*** CASE MODIFY 3/8/2007 3:12:39 PM, mramelb
into WIP 9G and Status of Solving.

*** CASE MODIFY 3/8/2007 3:12:42 PM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 3/8/2007 3:46:55 PM, rbaiz, Action Type : Call from Customer

Customer called in stating that he was hung-up on by his case manager, however I was unable to find any notes on that (notes were not saved at the time). Customer stated that he was explaining himself and his concerns reagarding his vehicle when he was just hung-up on. The customer wanted to speak to someone that was above the case manager. Customer says that he feels his vehicle is very unsafe and the dealership is creating an unsafe situation for him by sending him out on the road with an unsafe car. He said that he is not happy with the dealership or AHM because he feels that AHM is doing nothing about the dealership. Customer said that he does not like the fact that the dealerships are independently owned and does not like the fact that AHM will not get involved and "make" the dealership fix his vehicle. The customer also said that he feels that the dealership is putting out false advertisement because they have a commercial out saying that they have Honda trained mechanic's (plural) when really they only have one.

Customer was told that his case would be going through the escalation process and that someone would be getting back to him.

*** NOTES 3/8/2007 3:49:53 PM, shermosi, Action Type : Note-General

Please note that I took the escalated call and was able to gather most of the above information.

Customer understood that his request for escalation would be forwarded for review to the RCM, RM, and AM and that somebody would return his call. I provided him with my first and last name at his request.

*** NOTES 3/9/2007 8:41:31 AM, jstradfo, Action Type : Note-General

Left a message for the customer to call. I advised the customer I would be in training after 12:30 pm PST. I advised him I would try to reach him on Monday I was unable to reach him today.

*** CASE MODIFY 3/9/2007 8:44:28 AM, mramelb
into WIP 9G and Status of Solving.

*** NOTES 3/9/2007 8:44:58 AM, mramelb, Action Type : Note-General
- notified supervisor of case

*** CASE MODIFY 3/9/2007 8:45:05 AM, mramelb
into WIP 9G and Status of Solving.

Case History

Case ID : N012007-02-2801144

Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

*** NOTES 3/9/2007 10:35:36 AM, mramelb, Action Type : Field/DSM

LM for Dan E., DPSM. I also sent him an e-mail via lotus notes informing him about case. I requested a call back.

*** CASE FULFILL 3/9/2007 10:35:47 AM, mramelb

Fulfilled for [REDACTED] due 03/09/2007 03:55:45 PM.

*** COMMIT 3/9/2007 10:35:52 AM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/09/2007 01:35:53 PM.

Feedback from DPSM? Review board progress?

*** CASE MODIFY 3/9/2007 10:36:29 AM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 3/9/2007 12:18:24 PM, mramelb, Action Type : Field/DSM

I contacted Dan in response to a message that he left about this case. Dan states that he is aware of the Customer, and was actually at the dealership when the incident happened. Dan states that the Customer was mean, swearing, and abusive to the service dept. Dan states that Rick, SM, is always willing to assist Customers, and feels that Rick is not over reacting in his feelings not to assist the Customer. Dan states that he is not willing to have the Customer come back to Bernardi Honda, and that even the GM was involved. I informed him that the Customer may end up at another local dealer in his area to have the vehicle issues addressed. Call ended.

*** CASE MODIFY 3/9/2007 12:18:31 PM, mramelb

into WIP 9G and Status of Solving.

*** CASE FULFILL 3/9/2007 12:18:36 PM, mramelb

Fulfilled for WILLIAM SPERBECK due 03/09/2007 01:35:53 PM.

*** COMMIT 3/9/2007 12:18:41 PM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/12/2007 12:18:42 PM.

Review board?

*** CASE MODIFY 3/9/2007 12:18:59 PM, mramelb

into WIP 9G and Status of Solving.

*** CASE MODIFY 3/13/2007 9:09:04 AM, mramelb

into WIP 9G and Status of Solving.

*** CASE FULFILL 3/13/2007 9:09:09 AM, mramelb

Fulfilled for [REDACTED] due 03/12/2007 12:18:42 PM.

*** COMMIT 3/13/2007 9:09:12 AM, mramelb, Action Type : N/A

Made to [REDACTED] due 03/16/2007 09:09:14 AM.

Review Board.

*** CASE MODIFY 3/13/2007 9:09:38 AM, mramelb

into WIP 9G and Status of Solving.

*** CASE MODIFY 3/14/2007 9:12:32 AM, mramelb

into WIP 9G and Status of Solving.

*** NOTES 3/14/2007 10:57:43 AM, jstradfo, Action Type : Call to Customer

I discussed the case with the customer.

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Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

He said their was still a problem with the car. He took the car to the dealer for one thing and came out with another problem (VSA light was on). He said the dealer told him to just drive the car with the light on and he became aggravated. He said he became aggravated but was not abusive. I explained to him the information provided to me in the notes. I advised him the GM, SM, and DPSM, who happened to be at the dealer and witnessed an exchange between dealer personnel and the customer, said he was abusive. The customer said he was not at the dealer when the exchange took place. He said he was on the phone so he was curious as to how the dpsm saw him being abusive.

I explained to the customer that I really did not want to get into that aspect because it would take away from the problem he said he was having with the car. The customer then explained to me why he wanted to go back to the same dealer even though he had all the problems he had. He said he felt another dealer should not have to take on the responsibility of problems they caused. I told the customer i would check with the dpsm to see if he would be available to inspect the car and oversee a problem if the dealer finds one. I told him i would call the dpsm and call him back.

*** NOTES 3/14/2007 10:58:01 AM, jstradfo, Action Type : Field/DSM

Left a message for the dpsm to call.

*** NOTES 3/15/2007 10:39:22 AM, jstradfo, Action Type : Field/DSM

I spoke with the dpsm.

He said he was at the dealer and witnessed the customer being abusive with the personnel at the dealer. He said he has spoken with the GM of the dealer and he is not willing to allow the customer in the dealer. He said there are other dealers in close proximity of Bernardi Honda. He said Herb Chambers was within 9 miles of the other dealer. I discussed my apprehension with sending the customer to another dealer, but if he thought that would be the best way to handle the situation.

I asked him if he would be willing to meet with the customer. He said he would not have a problem meeting with the customer but he is not going to be able to convince the dealer (Bernardi) this customer back.

I advised him that i would give the customer a call and discuss our conversation with him. He suggested that the customer make an appointment with Herb Chambers and he would adjust his schedule accordingly (he cannot do it next week because he will be in Anahiem for the parts and service meeting). I told him i would try to have the customer go to Herb Chambers on Tuesday the 27th. He said that was fine.

*** NOTES 3/15/2007 10:55:38 AM, jstradfo, Action Type : Call to Customer

Left a message asking the customer to give me a call.

*** NOTES 3/15/2007 2:47:24 PM, jstradfo, Action Type : Call from Customer

I spoke with the customer.

I advised him that I reviewed his case with the DPSM. We both believe it is everyone's best interest for him to take the car to Herb Chambers Honda. The customer said Herb Chambers was not far away but it was difficult for him to get to because of the traffic. He said he has never dealt with a company where he could not take the car where he wanted for service. He said he does not dislike Honda and still feels the Pilot, with the possibility of no VSA, is safer than the Camry he was offered as a rental. He feels he should be compensated for the extra time it will take him to take the car to another dealer. He feels the dealer has not represented the situation correctly.

He said he would think about the offer of going to another dealer and call me back to let me know. I explained to him that we would like him to meet with the dpsm but he would not be available next week, but he could still take the car in at any time but we would again request he take the car to Herb Chambers. He said he would think about it and call me back.

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Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

*** CASE YANKED 3/15/2007 2:48:00 PM, jstradfo

Yanked by jstradfo into WIPbin default.

*** NOTES 3/23/2007 10:50:46 AM, jstradfo, Action Type : Call to Customer

The customer indicated there was a dealer closer than Herb Chambers Honda. He said he would prefer to go to the dealer on Washington Street, which is the Village Honda. The customer mentioned having the dealer pick up his car at his office. I explained to the customer that we would prefer he meet with the dpsm.

The customer was not happy that he would not be able to go back to Bernardi Honda for the life of the car and indicated that was a problem. I advised him that they, Bernardi Honda, has suggested that he not come back because of the interactions he has had with the personnel at the dealer. He then asked me about the dpsm and what he witnessed. I advised him that i did not want to get into that because i was not there, but the dpsm indicated that he witnessed the interaction he had with the dealer personnel and said the customer was being very abusive. The customer said he was curious as to what he witnessed because most of his interactions with the dealer were on the phone.

He also said he would like an equivalent loaner car because of his concern with the snow.

*** NOTES 3/26/2007 12:57:41 PM, jstradfo, Action Type : Call from Customer

There are parents in his office. They bought there vehicle at Bernardi but they do not take they car to that dealer for service. He knows of another colleague who lives 5 blocks from Bernardi. He does not take his car to Bernardi either. They now take there cars to an independent for service.

Mr. Sperbeck took his car to this independent for the 15k service and he thinks Bernardi is upset with him for that as well.

The customer is concerned that Bernardi is not willing to work on his car. He asked what would happen in the future. The asked me what we would do. I asked the customer, if everything he said took place happened, why he would want to go back to Bernardi. I then advised him we would deal with that situation when it arises however, right now i wanted to work on getting his car to a dealer to have the problem looked at. He said that was fine and he was willing to go to the Honda Village but he was going to bring up all the issues he is now experiencing with the car.

The customer said he wanted an address to write a letter, which i provided, because he does not believe that enough is being done regarding Benardi Honda. I explained to him that he could write a letter and we would address his letter, however we would contact the dealer and probably provide the same information.

*** NOTES 3/27/2007 7:38:57 AM, mramelb, Action Type : Field/DSM

Previous CM, spoke to JeffR (DPSM) for Honda Village. I was advised to send case info via e-mail, to call him back tomorrow afternoon after ample time is provided for him to review case, and coordinate with dealer and DPSM if necessary.

*** CASE RULE ACTION 3/28/2007 11:48:41 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 3/29/2007 9:11:59 AM, mramelb, Action Type : Field/DSM

Called DPSM JeffR, no answer, LM, requested call back, provided my contact info.

*** NOTES 3/29/2007 1:16:45 PM, mramelb, Action Type : Field/DSM

I spoke to DPSM JeffR. He states that he just finished speaking with DanE , and it will not be a problem setting up the appt. at Honda Village. Jeff requested the opportunity to brief Carl (SM) about the situation first. Jeff was very clear to state that the Customer must not be abusive at Honda Village during his visit. I stated that I'd inform my supervisor of this. I asked if calling him back tomorrow around this time would be fine to confirm that he's spoken to Carl to inform him of Customer. Jeff said that contacting him tomorrow around this time would be good. I thanked him for his time, call ended.

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Case ID : N012007-02-2801144

Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

*** NOTES 3/30/2007 8:51:29 AM, mramelb, Action Type : Field/DSM

JeffR LM. States that he's talked to SM, would like to have the Customer call the service dept., and request to speak to Carl first before bringing vehicle in.

*** NOTES 3/30/2007 8:58:36 AM, mramelb, Action Type : Field/DSM

JeffR states that Carl (service director) actually wasn't available today, but he informed Tony Salpalamacia (SM) of the situation. He states that he would like the Customer to actually call the dealer, speak to Tony, and have them verbally set up the appt. and talk about any concerns together prior to bringing the vehicle in. I thanked JeffR and ended the call.

*** CASE MODIFY 4/3/2007 7:15:59 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 4/3/2007 10:10:12 AM, jstradfo, Action Type : Call to Customer

I left a message for the customer advising him that the service manager, Honda Village, was aware of his concern and was willing to inspect the car. I asked him to give the service manager a call to make an appointment. I asked him to give me a call.

*** CASE MODIFY 4/3/2007 10:13:05 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 4/12/2007 6:08:45 AM, jstradfo, Action Type : Field/DSM

The DPSM called. He said the customer took his vehicle to the dealer yesterday. The customer made the dealer aware of some other noises he was hearing. The dealer was unable to duplicate those concerns. The dealer wanted to keep the vehicle to check the VSA concern. They were going to provide the customer a vehicle from Enterprise, however the customer was unwilling to responsibility for the vehicle. The customer ended up leaving the dealer and taking his vehicle with him. The dealer told the dpsm the customer told them he would call ACS.

*** NOTES 4/12/2007 6:09:41 AM, jstradfo, Action Type : Call from Customer

The customer left a message explaining why he did not leave the car.

*** NOTES 4/12/2007 6:12:46 AM, jstradfo, Action Type : Call from Customer

I left a message for the customer to call.

*** NOTES 4/12/2007 12:34:46 PM, jstradfo, Action Type : Call from Customer

I discussed the situation with the customer. He said the vehicle the dealer was offering as a loaner was unsatisfactory. He said he discussed, with Tony the service manager, the possibility of getting an Accord or Pilot as a loaner vehicle. I asked them if they had come to a conclusion. He said he was willing to wait until one of them was available and he said Tony did not have a problem with that. I asked him again if they came to a conclusion and he said he did not know. I advised him that based on the conversation we were having it appeared he and the service manager had come to an agreement. I suggested to him that he give the service manager a call and discuss it with him further because, based on what he was telling me, it would appear that they should be able to come to a conclusion.

I explained to the customer that we were spending a lot of time talking about issues unrelated to repairing his car. I suggested to him that he may have to pay for a vehicle that fits his families needs. I advised him that there are no provisions for a loaner or rental vehicle under the terms of the new car warranty, but most dealer would offer a vehicle as a courtesy. I explained to him that he may have to pay for a vehicle that fits his families needs if what the dealer offered was not to his liking. I discussed the issue with this car and his need to allow the dealer to inspect and or repair his car and based on what he told me about the safety of the car it would appear that he should be anxious to let the dealer work on the car. He did not feel that he should incur a cost. I told him he would not have had to incur a cost, based on what he was telling me, but the car the dealer offered was not to his liking. I told him he may need to incur the difference in cost to get a loaner. I told him, had he given the dealer an opportunity, it may very well be a problem that could be corrected, if a problem is found, without the need for him to have a need for a rental/loaner.

Case History

Case ID : N012007-02-2801144

Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

I told the customer i would give the service manager a call and discuss our conversation with him, but it would be up to him, Mr. Sperbeck, to make an appointment to get his car to the dealer in order to have it repaired. He agreed and said he would call the service manager tomorrow.

*** NOTES 4/12/2007 12:46:21 PM, jstradfo, Action Type : Call to Dealer

Called the dealer. Tony S. is on vacation and i was unable to leave a message.

I sent an email to the RCM, and both dpsm's (Jeff Rackliff who deals with the dealer where the customer took the car yesterday and Dan Enderle which is the dpsm where the customer initially took the car and had the problem.).

Jeff,

Good afternoon.

I called Tony S. today. His message says he is on vacation until the 18th. Is there anyone else there you recommend i speak with or should i wait for Tony to come back.

I spoke with the customer today and basically told him he needs to get his car in and allow a dealer to work on his car. I told him a rental/loaner was not a part of the warranty, but a courtesy offered by the dealer. He said he and Tony had agreed on a suitable vehicle, but that vehicle was not available the day he took the car to the dealer. I explained to him that he may incur a cost, if the dealer does not have a vehicle that he deems to be satisfactory. However, at this point, it is up to him because i have done what i can do to assist him in trying to get this issue resolved for him.

I told him i would call Tony today and let him know the customer was going to call him, but Tony appears to be on vacation. I will call the customer back, today, and let him know he will have to wait until the 18th to speak with Tony, unless there is someone else at the dealer you suggest he deal with.

Please let me know what you think, thanks.

*** CASE MODIFY 4/12/2007 12:46:28 PM, jstradfo
into WIP default and Status of Solving.

*** NOTES 4/12/2007 2:55:40 PM, jstradfo, Action Type : Call from Customer

I spoke with the customer and advised him Tony was on vacation until the 18th. He said that was fine.

*** NOTES 4/19/2007 1:57:20 PM, jstradfo, Action Type : Call to Dealer

Called the service manager, Tony. He was not available. I left a message explaining my conversation with the customer. I asked him to call if he had any questions.

*** SUBCASE N012007-02-2801144-1 YANKED 5/14/2007 12:44:16 PM, jstradfo
Yanked by jstradfo into WIPbin default.

*** SUBCASE N012007-02-2801144-1 MODIFY 5/14/2007 12:50:25 PM, jstradfo
into WIP default and Status of Solving.

*** SUBCASE N012007-02-2801144-1 CLOSE 5/14/2007 12:50:46 PM, jstradfo
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/14/2007 12:50:55 PM, jstradfo

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

*** CASE REOPEN 5/29/2007 7:18:38 AM, jtoscano

Case History

Case ID : N012007-02-2801144

Case Title : 9G (BERNARDI) [REDACTED] - VSA & MALFUNCTION LIGHT COMPLAINT

with Condition of Open and Status of Solving.

*** NOTES 5/29/2007 7:19:12 AM, jtosciano, Action Type : Call from Customer

The customer called in stating that he received a survey and he was wondering if filling out the survey actually had any impact or influence with Honda. I informed him that each survey is reviewed and recorded in our database and if he had any further concerns I could certainly try to address them. He stated that he felt that filling out the survey wouldn't really address the issue that he went through. I informed him that maybe Bernardi Honda was not as experienced with the type of issue he had. He thanked me and ended the call.

*** CASE MODIFY 5/29/2007 7:19:26 AM, jtosciano

into WIP default and Status of Solving.

*** CASE CLOSE 5/29/2007 7:19:29 AM, jtosciano

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

Case Details

Case ID : N042006-10-0901822 Division : Honda - Auto Condition : Closed Open Date : 10/9/2006 1:34:55 PM
 Case Originator : Miki Plant (Team MA) Sub Division : Mediation Status : Closed Close Date : 2/20/2007 10:43:53 AM
 Case Owner : Michael Lyon (Team MA) Method : Email/Internet Queue : Days Open : 134
 Last Closed By : Michael Lyon (Team MA) Point of Origin : DSM Wipbin :
 Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 177
 VIN Type / No. : US VIN / 5FNYP18525B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 12,128
 In Service Date : 06/28/2005
 Months In Use : 16
 Engine Number : J35A61440577
 Originating Dealer No. / Name : 207498 / SARATOGA HONDA
 Selling Dealer No. / Name : 207961 / SHEARER 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 : 207961 / SHEARER HONDA
 Phone No. : 802-773-4600
 Address : 211 US ROUTE 7 S
 City / State / Zip : RUTLAND, VT 05701
 Svc District / Sls District : 09C / D09
 Warranty Labor Rate / Date : \$80.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

Party 1 : D.S.M. 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
N042006-10-0901822- [REDACTED] - PRODUC	Subcase Close	Product	Operation	413	Master Cylinder

Mediation Details

Case ID	N042006-10-0901822	Final Decision :	Buyback-Replace	Descision Updated :	10/26/2006 9:46:54 AM
Process :	Voluntary	Customer Position :	Buyback-Replace		
Document Ref :	JASON STRADFORD	AHM Position :	Buyback-Replace		
Related Case :	NONE				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	10/26/2006 9:46:54 AM	By :	jstradfo

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$31,073.00)	(\$31,073.00)	11/7/2006 11:58:38 AM	11/7/2006 11:58:51 AM	jstradfo
Auction Proceeds	\$18,450.00	\$20,521.00	1/8/2007 9:31:31 AM	1/11/2007 9:31:35 AM	akenney
Total Amount	(\$12,623.00)	(\$10,552.00)			

Mediation Activity :

*** Event Type / Status :	Docs Received / Completed	Start Date :	10/9/2006 1:36:32	Notes :
Assigned To :	DPSM (KEITH MANNING)	Due Date :	10/10/2006	
Last Updated / By :	10/19/2006 12:08:03 PM / jstradfo	Actual Date :	10/19/2006 12:08:02	
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	10/9/2006 1:36:54	Notes :
Assigned To :	Mediation ()	Due Date :	10/10/2006	
Last Updated / By :	10/19/2006 12:08:07 PM / jstradfo	Actual Date :	10/19/2006 12:08:06	
*** Event Type / Status :	Send Check / Completed	Start Date :	10/26/2006 9:47:24	Notes :
Assigned To :	Mediation ()	Due Date :	11/13/2006	
Last Updated / By :	11/13/2006 3:12:26 PM / jstradfo	Actual Date :	11/13/2006 3:12:25	
*** Event Type / Status :	Transfer Agent Mtg / Completed	Start Date :	11/13/2006 3:12:29	Notes :
Assigned To :	Mediation ()	Due Date :	11/27/2006	
Last Updated / By :	11/16/2006 10:30:22 AM / jstradfo	Actual Date :	11/15/2006 10:30:19	
*** Event Type / Status :	Notify Zone of Close / Completed	Start Date :	11/16/2006 10:30:24	Notes :
Assigned To :	Mediation ()	Due Date :		
Last Updated / By :	11/16/2006 10:30:29 AM / jstradfo	Actual Date :	11/16/2006 10:30:29	
*** Event Type / Status :	Auction Unit / Completed	Start Date :	12/4/2006 10:32:44	Notes :
Assigned To :	ISG (ADESA BOSTON)	Due Date :	1/13/2007	
Last Updated / By :	1/11/2007 9:31:12 AM / akenney	Actual Date :	1/8/2007 9:31:07	
*** Event Type / Status :	Disclosure Requested / Completed	Start Date :	1/8/2007 9:31:16	Notes :
Assigned To :	ISG ()	Due Date :	3/8/2007	
Last Updated / By :	2/20/2007 10:43:41 AM / mlyon	Actual Date :	2/20/2007 10:43:30	

Issue Details

Issue ID : N042006-10-0901822-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Miki Plant	Type 1 : Product	Status : Subcase Close	Open Date : 10/9/2006 1:36:05 PM
Issue Owner : Jason Stradford	Type 2 : Operation	Queue :	Close Date : 11/13/2006 3:14:17 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : CR Generated Gdwill, Buy Back
 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
57110-S9V-A51	MODULATOR ASSY.	Warranty

Check Req Info :

Check Requisition No. : 17661	Payee Name : SHEARER HONDA
Primary Amount : \$31,073.82	Address : 211 US ROUTE 7 S
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : RUTLAND, VT 05701
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$31,073.82	Contention Code : 03241
Approved By : dmontgom	Defect Code : 03217
Approval Date : 11/7/2006	Category : BuyBack
Status : PROCESSED	Failed Part # : 57110-S9V-A51
Check No. : 1618374	
Check Date : 11/10/2006	

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKING

*** CASE CREATE 10/9/2006 1:34:55 PM, mplant

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

*** NOTES 10/9/2006 1:34:56 PM, mplant, Action Type :

Received DPSM request for assistance from Keith Manning.

Request submitted on 10/9/06 @ 12:29pm, printed on 10/9/06 @ 12:45pm.

Customer Contention: VSA system activates while driving without applying the brakes. Vehicle will come to a stop on its own in cruise mode. Will also go into full ABS lock up when applying the brakes.

Damage beyond wear and tear: No

Repair Attempts: 1

Days Down: 5

Techline Involved: Yes

Dealers Bid On Trade in: 0

Dealer Have ETA: Yes

DLR ETA Date:

Loyal Customer: Yes

Other Goodwill Offers Made: Yes

Client Contributing: No

Dollar Amt:

Lease or Purchase: Lease

B1: Submit

S1:

VEHICLES VSA SYSTEM INTERMITTENTLY ACTIVATES WHILE DRIVING DOWN THE ROAD WITH OUT APPLYING THE BRAKE. VEHICLE WILL COME TO IMMEDIATE STOP ON ITS OWN DURING CRUISE SITUATIONS. WILL ALSO GO INTO FULL ABS LOCK UP WHEN APPLYING THE BRAKES. DEALER AND DPSM VERIFIED COMPLAINT

Why vehicle not Repaired:

WE DID FIX THE VEHICLE WITH HELP FROM TECHLINE. CUSTOMER IS DEEPLY AFRAID OF VEHICLE AND WILL NOT DRIVE THE VEHICLE AGAIN AFTER WHAT IT DID TO HER. IT CAUSED BACK ISSUES AND THE UNCERTAINTY OF THE VEHICLE DOING IT AGAIN IS WHAT THIS REQUEST IS FOR. I AM AFRAID TO DRIVE THE VEHICLE LET ALONE A CUSTOMER. WE DID PUT A ABS/VSA MODULATOR IN IT AND IT APPEARS TO BE FIXED BUT I WANT TO TRACE THE CUSTOMER OUT OF THE CAR.

*** SUBCASE N042006-10-0901822-1 CREATE 10/9/2006 1:36:05 PM, mplant

Created in WIP Default with Due Date 10/9/2006 1:36:05 PM.

*** SUBCASE N042006-10-0901822-1 ASSIGN 10/9/2006 1:36:21 PM, mplant

N042006-10-0901822-1 to jstradfo, WIP

*** SUBCASE N042006-10-0901822-1 RULE ACTION 10/9/2006 1:36:23 PM, sa

Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKING

*** CASE MEDIATION ADD/MODIFY 10/9/2006 1:36:43 PM, mplant

*** MEDIATION DECISION 10/09/2006 01:36:43 PM mplant

Proc: Voluntary

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JASON STRADFORD

Rel: NONE

*** CASE MEDIATION EVENT ADD 10/9/2006 1:36:54 PM, mplant

*** MEDIATION EVENT - DOCS RECEIVED 10/09/2006 01:36:54 PM mplant

Status: In Progress

S: 10/09/2006 01:36:32 PM

D: 10/10/2006 12:00:00 AM

A: ??? ??:?

Assgn to: DPSM (KEITH MANNING)

Notes:

*** CASE MEDIATION EVENT ADD 10/9/2006 1:36:59 PM, mplant

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 10/09/2006 01:36:59 PM mplant

Status: In Progress

S: 10/09/2006 01:36:54 PM

D: 10/10/2006 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation ()

Notes:

*** COMMIT 10/9/2006 1:37:05 PM, mplant, Action Type : N/A

Made to LESLIE SMART due 10/10/2006 07:00:06 AM.

New case opened. Review request. Look for ROs.

*** COMMIT 10/9/2006 1:37:23 PM, mplant, Action Type :

Made to [REDACTED] due 10/10/2006 01:37:28 PM.

DCS Follow-Up

*** NOTES 10/9/2006 1:38:50 PM, mplant, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 10/10/2006

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

VSA activates while driving, ABS lock up occurs when applying brakes, vehicle will come to a stop while in cruise control.

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 fax all invoice copies of repair order history, including customer paid invoices and front and back of hard copies that show technician notes and a copy

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKING

of the original sales contract to 310-783-3029, attn: Jason Stradford. This information is being requested for investigative purposes to determine our position for resolution.

Miki Plant

*** NOTES 10/9/2006 1:39:18 PM, mplant, Action Type : Note-General
One tech line report found for this vin/customer. Requested for ROs from dealer.
Email sent notifying zone of case being opened.

*** CASE MODIFY 10/9/2006 1:40:01 PM, mplant
into WIP default and Status of Solving.

*** CASE ASSIGN 10/9/2006 1:40:05 PM, mplant
N042006-10-0901822 to jstradfo, WIP Cyy.F

*** CASE RULE ACTION 10/9/2006 1:40:06 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE YANKED 10/10/2006 9:17:53 AM, mplant
Yanked by mplant into WIPbin default.

*** CASE MODIFY 10/10/2006 9:21:29 AM, mplant
into WIP default and Status of Solving.

*** NOTES 10/10/2006 9:22:20 AM, mplant, Action Type : Letter/Fax
Received ROs from Shearer Honda. Forward to Jason.

*** CASE ASSIGN 10/10/2006 9:22:47 AM, mplant
N042006-10-0901822 to jstradfo, WIP p

*** CASE RULE ACTION 10/10/2006 9:22:49 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 10/10/2006 11:00:29 AM, jstradfo, Action Type : Call from Customer
reviewed the repair orders. The repair order for the VSA concern was not included.

The vehicle is repaired. The dpsm also indicated on the form he wanted to replace the car without the customer having to pay usage.

reviewed the concern with D. Montgomery. He indicated on extreme circumstance this could occur, but he feels the customer should have to pay usage and betterment to get out of the car.

*** CASE CAMPAIGN LOOKUP 10/10/2006 11:04:45 AM, jstradfo
CAMPAIGN CHECK 10/10/2006 11:04:44 AM jstradfo
No data found For VIN

*** NOTES 10/10/2006 11:20:28 AM, jstradfo, Action Type : Field/DSM
left a message for the dpsm to call.

I advised him we could replace the vehicle. I asked him to have the dealer fax the repair order for the VSA concerns. I also asked him about the request form which indicates the customer was not participating. I left a message advising that are recommendation would be the customer pay usage and betterment, which

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

would bring her contribution to \$4844.77 (betterment is \$925 + usage is \$3,919.77).

*** CASE FULFILL 10/10/2006 11:20:40 AM, jstradfo

Fulfilled for [REDACTED] due 10/10/2006 07:00:06 AM.

*** CASE FULFILL 10/10/2006 11:20:43 AM, jstradfo

Fulfilled for [REDACTED] due 10/10/2006 01:37:28 PM.

*** COMMIT 10/10/2006 11:20:46 AM, jstradfo, Action Type : N/A

call dpsm

*** CASE MODIFY 10/10/2006 11:21:27 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 10/11/2006 10:22:46 AM, mplant, Action Type : Letter/Fax

Received an RO from Shearer Honda. Forward to Jason.

*** NOTES 10/12/2006 10:44:21 AM, jstradfo, Action Type : Field/DSM

No response from the dpsm. called again asking about the usage. left a message for him to call.

*** CASE MODIFY COMMITMENT 10/12/2006 10:44:31 AM, jstradfo

with LESLIE SMART due 10/17/2006 12:00:00 AM.

*** CASE MODIFY 10/12/2006 10:44:34 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/17/2006 8:29:06 AM, jstradfo, Action Type : Field/DSM

The dpsm called. He left a message. He does not agree with charging the customer usage to get her out of the car.

*** NOTES 10/17/2006 8:33:17 AM, jstradfo, Action Type : Field/DSM

Called to the dpsm. I left a message advising him i would process his request not charging the customer usage, but i would need an email from his zone manager approving it. I asked him to call me if he had any questions.

*** CASE FULFILL 10/17/2006 8:33:23 AM, jstradfo

Fulfilled for [REDACTED] due 10/17/2006 12:00:00 AM.

*** COMMIT 10/17/2006 8:33:26 AM, jstradfo, Action Type : N/A

look for replacement worksheet - look for email from zone manager.

*** CASE MODIFY 10/17/2006 8:33:42 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/18/2006 1:14:20 PM, jstradfo, Action Type : Field/DSM

The dpsm called. He suggested the customer pay \$1k in usage and betterment. He said the customer began complaining about the concern when the car had 10k miles, but the dealer did not identify a problem with the vehicle. He believes we should charge usage at .10cents a mile.

*** CASE MODIFY 10/18/2006 2:35:22 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/18/2006 3:12:07 PM, jstradfo, Action Type : Field/DSM

left a message for the dpsm to call.

I advised him that i would not recommend only charging the customer \$1k in usage. I advised him if we used the 10k mile figure he provided she still is

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

looking a little over \$3,200 in usage and \$925 in betterment. I advised him i could run the case by D. Montgomery and ask him to review it and give him a call.

*** CASE MODIFY 10/18/2006 3:16:00 PM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 10/19/2006 12:07:57 PM, jstradfo
*** MEDIATION EVENT - DOCS RECEIVED 10/19/2006 12:07:57 PM jstradfo

Status: In Progress

S: 10/09/2006 01:36:32 PM

D: 10/10/2006 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: DPSM (KEITH MANNING)

Notes:

*** CASE MEDIATION EVENT UPDATE 10/19/2006 12:08:04 PM, jstradfo
*** MEDIATION EVENT - DOCS RECEIVED 10/19/2006 12:08:04 PM jstradfo

Status: Completed

S: 10/09/2006 01:36:32 PM

D: 10/10/2006 12:00:00 AM

A: 10/19/2006 12:08:02 PM

Assgn to: DPSM (KEITH MANNING)

Notes:

*** CASE MEDIATION EVENT UPDATE 10/19/2006 12:08:07 PM, jstradfo
*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 10/19/2006 12:08:07 PM jstradfo

Status: Completed

S: 10/09/2006 01:36:54 PM

D: 10/10/2006 12:00:00 AM

A: 10/19/2006 12:08:06 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 10/19/2006 12:08:08 PM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY COMMITMENT 10/23/2006 7:26:33 AM, jstradfo
with [REDACTED] due 10/24/2006 12:00:00 AM.

*** CASE MODIFY 10/23/2006 7:26:38 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 10/24/2006 3:28:59 PM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 10/25/2006 8:34:01 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/26/2006 9:31:35 AM, jstradfo, Action Type : Field/DSM

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

I spoke with the dpsm.

He said the car is repaired. He said the dealer has put 500 miles on the car. He said he does not feel we should charge the customer full usage because of the problem with the vehicle. He said she was basically driving down the road when the brakes applied. He said he would not want the car back. He said, even though the dealer has repaired the car, there is still a question as to whether the problem could return.

I explained to him my reasons for charging the customer the \$4k i quoted him. I told him i would submit the request based on his desire to charge the customer a little over \$1,000 as long as he had his zone managers approval. He said his zone manager approved the \$1,000 and in fact he came up with the figure. He said he would have the zone manager send a email. I told him i would submit his request based on his zone managers approval.

He said the dealer has a vehicle in their inventory. He said the customer is an employee of the dealer. I explained to him i would need someone in sales that would be able to assist us with the replacement. He said the General Manager of the dealer is Kevin Bowie.

*** CASE MEDIATION ADD/MODIFY 10/26/2006 9:46:54 AM, jstradfo

*** MEDIATION DECISION 10/26/2006 09:46:54 AM jstradfo

Proc: Voluntary

Dcsn: Buyback-Replace

Cust: Buyback-Replace

AHM: Buyback-Replace Rsn: Customer Loyalty

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JASON STRADFORD

Rel: NONE

*** CASE MEDIATION EVENT ADD 10/26/2006 9:47:30 AM, jstradfo

*** MEDIATION EVENT - SEND CHECK 10/26/2006 09:47:30 AM jstradfo

Status: In Progress

S: 10/26/2006 09:47:24 AM

D: ?/?/? ?:?:?

A: ?/?/? ?:?:?

Assgn to: Mediation ()

Notes:

*** NOTES 10/26/2006 10:15:19 AM, jstradfo, Action Type : Call to Customer

Called the customer. I asked her to call.

*** CASE MODIFY 10/26/2006 10:15:42 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/26/2006 2:40:34 PM, jstradfo, Action Type : Call to Dealer

I spoke with Kevin Bowie. He did receive the fax. He said he would review it and call me tomorrow.

*** CASE MODIFY 10/26/2006 2:41:04 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 10/26/2006 3:18:08 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY COMMITMENT 10/27/2006 7:09:31 AM, jstradfo

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

with [REDACTED] due 10/30/2006 12:00:00 AM.

*** CASE MODIFY 10/27/2006 7:09:42 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/27/2006 2:15:43 PM, jstradfo, Action Type : Note-General

Jason,

Keith Manning contacted me at the start of the problems with this customers Pilot and I have been monitoring since the start. Keith has a very high level of technical expertise and he was heavily involved in the various repair attempts. We believe the vehicle may be fixed but we are not 100% sure. Given the serious safety related issue this vehicle presents potential liability issues and the circumstances surrounding the customer, both myself and Zone Manager Jeff LeClair support the agreement reached between Keith Manning and yourself for the \$100.00 trade in. I realize this is an unusual request, but this is a very unusual case and we believe the situation warrants this type of trade. It is the right thing to do.
If you have any questions, please feel free to contact myself.

Thank You for your help.

Roger Quandt

Asst. Zone Parts & Service Manager

New England Zone

860-627-1768

----- Forwarded by Roger Quandt/AHM/AM/HONDA on 10/27/2006 04:38 PM -----

Keith Manning/AHM/AM/HONDA 10/26/2006 08:46 PM

To

Roger Quandt

cc

Subject

Mediation Buy Back Request from you

Roger,

As we discussed can we forward a message to Jason Stratford from either yourself or Jeff supporting the following:
2005 Pilot with inadvertent ABS application during normal driving no brakes applies (verified by myself and techs)
started approx 10k, vehicle now has 12k on it
Owner is dealer personnel
Owner is deathly afraid to drive vehicle and I have to agree with her

I voluntarily asked for replacement vehicle for the safety implications of the problem and possible future problems, regardless if the vehicle is fixed or not.

In the interest of taking care of one of our own, the severe nature of the problem and the implied safety aspects of this vehicle being on the road I would like to get the customer a new vehicle with a cost to the customer of approach. \$1,000. this was determined by calculating the total mileage of no apparent problems 10K times \$.10 per mile. I do not feel we should charge a betterment fee for the fact that it was not a convenience or annoyance issue but a huge safety problem that she did not create.

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

If you could support this avenue with a brief email authorizing your support for this to Jason Stratford I would really appreciate it.

Thanks, and questions give me a call.

Keith Manning
American Honda Motor Co.
District Parts and Service Manager 09C
Saratoga Springs, NY
CELL (518) 312-9698
FAX (518) 693-7441

*** CASE MODIFY COMMITMENT 10/30/2006 12:27:26 PM, jstradfo
with LESLIE SMART due 10/31/2006 12:00:00 AM.

*** CASE MODIFY 10/31/2006 7:58:48 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY COMMITMENT 10/31/2006 8:05:35 AM, jstradfo
with [REDACTED] due 11/01/2006 12:00:00 AM.

*** NOTES 11/1/2006 10:02:06 AM, jstradfo, Action Type : Note-General
Left a message for anne Dixon at AHFC and emailed her the SOC request.

*** CASE MODIFY COMMITMENT 11/1/2006 10:04:05 AM, jstradfo
with [REDACTED] due 11/02/2006 12:00:00 AM.

*** CASE MODIFY 11/1/2006 10:04:09 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/1/2006 2:34:41 PM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 11/2/2006 7:44:54 AM, jstradfo
*** MEDIATION EVENT - SEND CHECK 11/02/2006 07:44:54 AM jstradfo

Status: In Progress
S: 10/26/2006 09:47:24 AM
D: 11/06/2006 12:00:00 AM
A: ??? ??:?

Assgn to: Mediation ()
Notes:

*** CASE MODIFY 11/2/2006 7:45:00 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** NOTES 11/2/2006 8:31:32 AM, jstradfo, Action Type : Note-General
Sent email to AHFC requesting SOC paperwork be sent.

Anne,

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

Good morning,

AHM is doing a voluntary replacement of Leslie Smart's 2005 Pilot and would like to have the SOC paperwork sent to the attention of Kevin Bowie.

Customer: [REDACTED]

Rutland, VT [REDACTED]

VIN: [REDACTED]5FN9YF18525 [REDACTED]

Dealer#: [REDACTED] Shearer Honda/207961

Contact Person: [REDACTED] Kevin Bowie

Thank yo

*** CASE MODIFY 11/2/2006 8:37:33 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** CASE MODIFY 11/2/2006 11:13:18 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** NOTES 11/3/2006 1:39:04 PM, akenney, Action Type : Letter/Fax
Received Fed Ex, which includes signed settlement release agreement. Forwarding to Jason.

*** CASE MODIFY COMMITMENT 11/6/2006 8:30:53 AM, jstradfo
with [REDACTED] due 11/07/2006 12:00:00 AM.

*** CASE MODIFY 11/6/2006 8:31:01 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/6/2006 8:47:14 AM, mplant, Action Type : Letter/Fax
Received fax from Joe/Shearer Honda requesting a call. Forward to Jason.

*** NOTES 11/6/2006 9:42:56 AM, jstradfo, Action Type : Call to Dealer
Left a message for Joe Manfredi to call.

*** CASE MODIFY 11/6/2006 9:50:28 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/6/2006 12:16:43 PM, jstradfo, Action Type : Call to Dealer

I spoke with Joe. He said he did not know the figure for the sales tax because the residual value would be different. I explained to him that we had the same conversation last week and i gave him the person at AHFC to contact. He said he did not remember speaking with me. I again gave him the number to AHFC because I did not know if the dealer had to pay sales tax on the new car. I told him I thought they did and AHM would pay the cost of sales tax. He said he did not know what the residual value on the new car would be. I told him he would want to speak with AHFC.

I asked him about the accessories. He said she had two accessories and he had put those amounts in on the worksheet. I asked him to fax the worksheet after

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKING

he had determined the amount of the sales tax.

*** CASE MODIFY 11/6/2006 12:16:56 PM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE RULE ACTION 11/6/2006 1:34:55 PM, sa
Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 11/7/2006 9:42:10 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/7/2006 9:47:33 AM, jstradfo, Action Type : Call to Dealer
i left a message for Joe to call. I also spoke with the customer to advise of the status.

*** CASE MODIFY 11/7/2006 9:47:38 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/7/2006 10:31:39 AM, jstradfo, Action Type : Note-General
Received the replacement worksheet from the dealer. I left a message with Joe to ensure the sales tax was correct. I also wanted to know if they wanted AHM to replace their inventory.

*** CASE MODIFY 11/7/2006 10:32:01 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/7/2006 10:33:57 AM, mplant, Action Type : Letter/Fax
Received replacement worksheet and calculations from Shearer Honda. Forward to Jason.

*** CASE MODIFY 11/7/2006 10:46:37 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/7/2006 11:14:47 AM, jstradfo, Action Type : Call from Dealer
I spoke with Joe. He said he was sure the taxes were correct based on his conversation with the State of Vermont. He said they wanted to keep the 3% holdback and did not want AHM to order another unit.

*** CASE MEDIATION EVENT UPDATE 11/7/2006 11:16:23 AM, jstradfo
*** MEDIATION EVENT - SEND CHECK 11/07/2006 11:16:22 AM jstradfo

Status: In Progress

S: 10/26/2006 09:47:24 AM

D: 11/13/2006 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 11/7/2006 11:16:48 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** SUBCASE N042006-10-0901822-1 DISPATCH 11/7/2006 11:52:54 AM, jstradfo
from WIP sub cases to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 11/7/2006 11:53:02 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

Case History

Case ID : N042006-10-0901822 Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

*** SUBCASE N042006-10-0901822-1 YANKED 11/7/2006 11:59:25 AM, jstradfo
Yanked by jstradfo into WIPbin default.

*** SUBCASE N042006-10-0901822-1 DISPATCH 11/7/2006 12:03:14 PM, jstradfo
from WIP default to Queue CK Req - Mediation Mgr.

*** CASE MODIFY 11/7/2006 12:12:09 PM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** SUBCASE N042006-10-0901822-1 11/7/2006 5:10:17 PM, dmontgom, Action Type :
Check Requisition for 31,073.82 \$ submitted
Check Requisition for 31,073.82 \$ submitted by dmontgom

*** SUBCASE N042006-10-0901822-1 RETURN 11/7/2006 5:11:11 PM, dmontgom
from Queue CK Req - Mediation Mgr to WIP sub cases.

*** CASE MODIFY 11/8/2006 7:29:55 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** CASE FULFILL 11/8/2006 7:30:00 AM, jstradfo
Fulfilled for [REDACTED] due 11/07/2006 12:00:00 AM.

*** COMMIT 11/8/2006 7:30:07 AM, jstradfo, Action Type : N/A
send the check

*** CASE MODIFY 11/8/2006 7:30:32 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** CASE MODIFY 11/8/2006 7:30:36 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** CASE MODIFY 11/8/2006 7:31:43 AM, jstradfo
into WIP Checks Pending and Status of Solving.

*** NOTES 11/9/2006 6:40:04 AM, mplant, Action Type : Letter/Fax
Received the new buyers order from Shearer Honda. Forward to Jason.

*** SUBCASE N042006-10-0901822-1 COMMIT 11/13/2006 8:02:20 AM, jstradfo, Action Type : External Commitment
Check processed for check_req_no = 17661 on 2006-11-10-00.00.000000

*** CASE MEDIATION EVENT UPDATE 11/13/2006 3:12:27 PM, jstradfo
*** MEDIATION EVENT - SEND CHECK 11/13/2006 03:12:27 PM jstradfo
Status: Completed
S: 10/26/2006 09:47:24 AM
D: 11/13/2006 12:00:00 AM
A: 11/13/2006 03:12:25 PM
Assgn to: Mediation ()
Notes:

*** CASE MEDIATION EVENT ADD 11/13/2006 3:12:44 PM, jstradfo
*** MEDIATION EVENT - TRANSFER AGENT MTG 11/13/2006 03:12:43 PM jstradfo

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKING

Status: In Progress

S: 11/13/2006 03:12:29 PM

D: 11/27/2006 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE FULFILL 11/13/2006 3:12:49 PM, jstradfo

Fulfilled for [REDACTED] due 11/13/2006 12:00:00 AM.

*** COMMIT 11/13/2006 3:12:51 PM, jstradfo, Action Type : N/A

ta meting?

*** CASE MODIFY 11/13/2006 3:13:19 PM, jstradfo

into WIP Checks Pending and Status of Solving.

*** SUBCASE N042006-10-0901822-1 CLOSE 11/13/2006 3:14:17 PM, jstradfo

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/13/2006 3:14:48 PM, jstradfo

into WIP Checks Pending and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 11/16/2006 10:30:22 AM, jstradfo

*** MEDIATION EVENT - TRANSFER AGENT MTG 11/16/2006 10:30:22 AM jstradfo

Status: Completed

S: 11/13/2006 03:12:29 PM

D: 11/27/2006 12:00:00 AM

A: 11/15/2006 10:30:19 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 11/16/2006 10:30:30 AM, jstradfo

*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 11/16/2006 10:30:30 AM jstradfo

Status: Completed

S: 11/16/2006 10:30:24 AM

D: ?/?/? ?/?/?

A: 11/16/2006 10:30:29 AM

Assgn to: Mediation ()

Notes:

*** NOTES 11/16/2006 10:31:17 AM, jstradfo, Action Type : Note-General

Verify Exchange Notification

To: Jason_Stradford@ahm.honda.com

CC to: RLara@impartialservices.com

Subject : Case# N042006-10-0901822 / Customer Last Name Smart / Full VIN

: 5FNYF18525B [REDACTED]

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

Notification:

On 11/15/2006 , the above referenced vehicle was surrendered by the customer to Shearer Honda and dealer code is 207961.

Auction Name: ADESA BOSTON AUTO AUCTION

*** CASE CLOSE 11/16/2006 10:31:54 AM, jstradfo

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

*** CASE REOPEN 11/16/2006 10:32:03 AM, jstradfo

with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 11/16/2006 10:32:59 AM, jstradfo

*** MEDIATION EVENT - AUCTION UNIT 11/16/2006 10:32:58 AM jstradfo

Status: In Progress

S: 11/16/2006 10:32:44 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 11/16/2006 10:33:12 AM, jstradfo

*** MEDIATION EVENT - AUCTION UNIT 11/16/2006 10:33:12 AM jstradfo

Status: In Progress

S: 11/16/2006 10:32:44 AM

D: 12/26/2006 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE ASSIGN 11/16/2006 10:33:38 AM, jstradfo

N042006-10-0901822 to mlyon, WIP □□eC!ð□(p

*** CASE RULE ACTION 11/16/2006 10:33:39 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT UPDATE 11/16/2006 10:33:50 AM, jstradfo

*** MEDIATION EVENT - AUCTION UNIT 11/16/2006 10:33:50 AM jstradfo

Status: In Progress

S: 11/16/2006 10:32:44 AM

D: 12/26/2006 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG ()

Notes:

*** CASE CHG STATUS 11/17/2006 9:20:19 AM, mlyon

from status Solving to status Disposing Unit

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKI

*** CASE ASSIGN 11/17/2006 9:20:34 AM, mlyon
N042006-10-0901822 to akenney, WIP

*** CASE RULE ACTION 11/17/2006 9:20:35 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT UPDATE 12/4/2006 3:26:58 PM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 12/04/2006 03:26:57 PM mlyon
Status: In Progress
S: 12/04/2006 10:32:44 AM
D: 01/13/2007 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: ISG (ADESA BOSTON AUTO AUCTION)
Notes:

*** CASE CHG STATUS 1/11/2007 9:30:51 AM, akenney
from status Disposing Unit to status Awaiting Disclosure

*** CASE MEDIATION EVENT UPDATE 1/11/2007 9:31:14 AM, akenney
*** MEDIATION EVENT - AUCTION UNIT 01/11/2007 09:31:13 AM akenney
Status: Completed
S: 12/04/2006 10:32:44 AM
D: 01/13/2007 12:00:00 AM
A: 01/08/2007 09:31:07 AM
Assgn to: ISG (ADESA BOSTON)
Notes:

*** CASE MEDIATION EVENT ADD 1/11/2007 9:31:25 AM, akenney
*** MEDIATION EVENT - DISCLOSURE REQUESTED 01/11/2007 09:31:25 AM akenney
Status: In Progress
S: 01/08/2007 09:31:16 AM
D: 03/08/2007 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: ISG ()
Notes:

*** CASE ASSIGN 1/11/2007 9:31:57 AM, akenney
N042006-10-0901822 to mlyon, WIP 3

*** CASE RULE ACTION 1/11/2007 9:31:58 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/11/2007 2:25:09 PM, mlyon
into WIP Default and Status of Awaiting Disclosure.

*** NOTES 1/12/2007 8:56:36 AM, mlyon, Action Type : Note-General
Buying dealer and dealer disclosure signed off by:
J & F Autosales 2925 Route 23 Ste H4 Newfoundland NJ. 07435

Case History

Case ID : N042006-10-0901822

Case Title : 12/22 [REDACTED] - VSA ACTIVATES WHILE DRIVING, ABS LOCKS WHILE BRAKING

12/27/06

*** CASE MEDIATION EVENT UPDATE 2/20/2007 10:43:41 AM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 02/20/2007 10:43:41 AM mlyon

Status: Completed

S: 01/08/2007 09:31:16 AM

D: 03/08/2007 12:00:00 AM

A: 02/20/2007 10:43:30 AM

Assgn to: ISG ()

Notes:

*** NOTES 2/20/2007 10:43:48 AM, mlyon, Action Type : Note-General

Customer signed disclosure on file.

*** CASE CLOSE 2/20/2007 10:43:53 AM, mlyon

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

Case Details

Case ID : N012006-12-1300018	Division : Honda - Auto	Condition : Closed	Open Date : 12/13/2006 6:11:08 AM
Case Originator : John Arauza (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 12/18/2006 3:04:45 PM
Case Owner : John Arauza (Team HA)	Method : Email/Internet	Queue :	Days Open : 5
Last Closed By : John Arauza (Team HA)	Point of Origin : DSM	Wipbin :	
Case Title : ██████████ - REIMBURSEMENT OF CAR PAYMENT	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 : RUTLAND, VT ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 177
 VIN Type / No. : US VIN / 5FNYF18525E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 12,740
 In Service Date : 06/28/2005
 Months In Use : 18
 Engine Number : J35A61440577
 Originating Dealer No. / Name : 207498 / SARATOGA HONDA
 Selling Dealer No. / Name : 207961 / SHEARER 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 : 207961 / SHEARER HONDA
 Phone No. : 802-773-4600
 Address : 211 US ROUTE 7 S
 City / State / Zip : RUTLAND, VT 05701
 Svc District / Sls District : 09C / D09
 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 : D.S.M. Party 3 : Not Applicable
 Party 2 : Not Applicable Party 4 : Not Applicable

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-12-1300018-1 / ██████████ - PRODUC	Subcase Close	Product	Operation - "Safety"	422	Anti-Lock Brake

Issue Details

Issue ID : N012006-12-1300018-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Arauza	Type 1 : Product	Status : Subcase Close	Open Date : 12/13/2006 6:22:54 AM
Issue Owner : John Arauza	Type 2 : Operation - "Safety"	Queue :	Close Date : 12/18/2006 3:04:45 PM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
 Condition Code Desc Other 422X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - Monthly Pmt, CR Generated Gdwill
 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
46400-S3V-A11	POWER ASSY. (9"+9")	Not Applicable

Check Req Info :

Check Requisition No. : 20488	Payee Name : ██████████
Primary Amount : \$317.24	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : RUTLAND, VT ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$317.24	Contention Code : 03220
Approved By : aharlan	Defect Code : 03214
Approval Date : 12/14/2006	Category : Regular
Status : PROCESSED	Failed Part # : 46400-S3V-A11
Check No. : 1625160	
Check Date : 12/15/2006	

Case History

Case ID : N012006-12-1300018

Case Title : ██████████ - REIMBURSEMENT OF CAR PAYMENT

*** CASE CREATE 12/13/2006 6:11:08 AM, jarauza

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

*** CASE MODIFY 12/13/2006 6:11:32 AM, jarauza

into WIP default and Status of Solving.

*** CASE MODIFY 12/13/2006 6:12:10 AM, jarauza

into WIP default and Status of Solving.

*** NOTES 12/13/2006 6:15:55 AM, jarauza, Action Type : Field/DSM

DPSM Keith called to request to reimburse this customer for one month's car payment. The customer was experiencing a problem with the vehicle. The ABS would activate unexpectedly without the customer touching the brakes. The DPSM advises this could have put the customer and drivers around her in a various dangerous situation. The process to first attempt to repair her vehicle and then to trade her out of the original vehicle took about one month. In speaking with the customer, both the DPSM and the customer agreed that reimbursing for one month's car payment would make the customer satisfied in the matter.

*** NOTES 12/13/2006 6:20:20 AM, jarauza, Action Type : Note-General

Here is the VIN of the current vehicle the customer was put in:

2HKYF18587H513212

*** CASE MODIFY 12/13/2006 6:20:49 AM, jarauza

into WIP default and Status of Solving.

*** SUBCASE N012006-12-1300018-1 CREATE 12/13/2006 6:22:54 AM, jarauza

Created in WIP Default with Due Date 12/13/2006 6:22:54 AM.

*** CASE MODIFY 12/13/2006 6:28:57 AM, jarauza

into WIP default and Status of Solving.

*** CASE MODIFY 12/13/2006 6:31:28 AM, jarauza

into WIP default and Status of Solving.

*** SUBCASE N012006-12-1300018-1 DISPATCH 12/13/2006 7:04:49 AM, jarauza

from WIP default to Queue Ck Req - Harlan.

*** COMMIT 12/13/2006 7:04:58 AM, jarauza, Action Type : N/A

Made to ██████████ due 12/18/2006 12:00:00 PM.

Check mailed?

*** NOTES 12/13/2006 7:43:18 AM, jarauza, Action Type : Field/DSM

I called DPSM Keith and advised the check req has been put in. The check should be mailed out on Monday. I will call one more time to confirm it was mailed out.

*** CASE MODIFY 12/13/2006 7:51:12 AM, jarauza

into WIP default and Status of Solving.

*** SUBCASE N012006-12-1300018-1 RULE ACTION 12/14/2006 7:04:49 AM, sa

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

*** SUBCASE N012006-12-1300018-1 12/14/2006 7:28:54 AM, aharlan, Action Type :

Check Requisition for 317.24 \$ submitted

Check Requisition for 317.24 \$ submitted by aharlan

Case History

Case ID : N012006-12-1300018

Case Title : ██████████ - REIMBURSEMENT OF CAR PAYMENT

*** SUBCASE N012006-12-1300018-1 RETURN 12/14/2006 7:28:58 AM, aharlan
from Queue CkReqTeamB - Albu to WIP sub-case.

*** SUBCASE N012006-12-1300018-1 COMMIT 12/18/2006 8:03:41 AM, jarauza, Action Type : External Commitment

Check processed for check_req_no = 20488 on 2006-12-15-00.00.000000

*** NOTES 12/18/2006 12:14:40 PM, pburkhar, Action Type : Note-General
Check mailed.

*** SUBCASE N012006-12-1300018-1 FULFILL 12/18/2006 2:52:32 PM, jarauza
Fulfilled for ██████████ due ?/?/? ??:?.

*** NOTES 12/18/2006 3:00:09 PM, jarauza, Action Type : Call to Customer

I called the customer at 802.786.2255. I left an answering machine message advising the check has been sent out and should arrive within the next two weeks. I also advised I will close the case but in the event the check does not arrive or she has any questions or concern, she is free to give me a call.

*** SUBCASE N012006-12-1300018-1 CLOSE 12/18/2006 3:04:45 PM, jarauza

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/18/2006 3:04:45 PM, jarauza

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

Case Details

Case ID : N012012-01-0302175 Division : Honda - Auto Condition : Closed Open Date : 1/3/2012 1:48:25 PM
 Case Originator : Ryan Watkins (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/12/2012 9:23:03 AM
 Case Owner : Aaron Nguyen (Team HE) Method : Phone Queue : Days Open : 9
 Last Closed By : Aaron Nguyen (Team HE) Point of Origin : Customer Wipbin :
 Case Title : 7L - [REDACTED] - ***BRAKE LIGHT SWITCH No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 206
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : LONGWOOD, FL [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 5FNYF185X5E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 89,067
 In Service Date : 05/28/2005
 Months In Use : 80
 Engine Number : J35A61442412
 Originating Dealer No. / Name : 208261 / COURTESY HONDA
 Selling Dealer No. / Name : 208261 / COURTESY HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208261 / COURTESY HONDA
 Phone No. : 407-323-6100
 Address : 1000 RINEHART ROAD
 City / State / Zip : SANFORD, FL 32771
 Svc District / Sls District : 07L / B07
 Warranty Labor Rate / Date : \$95.99 /
 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
N012012-01-0302175-1 [REDACTED] - PRO	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-01-0302175-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Aaron Nguyen	Type 1 : Product	Status : Subcase Close	Open Date : 1/4/2012 6:26:05 AM
Issue Owner : Aaron Nguyen	Type 2 : Operation	Queue :	Close Date : 1/12/2012 9:23:03 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc : Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : 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

Case History

Case ID : N012012-01-0302175

Case Title : 7L - COURTESY - [REDACTED] - ***BRAKE LIGHT SWITCH

*** CASE CREATE 1/3/2012 1:48:25 PM, rwatkins

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

*** CASE MODIFY 1/3/2012 1:50:19 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 1:50:41 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:01:29 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:02:32 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:08:06 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:09:37 PM, rwatkins

into WIP default and Status of Solving.

*** NOTES 1/3/2012 2:22:16 PM, rwatkins, Action Type : Call from Customer

[REDACTED] -Contact info verified or updated. Customer purchased veh new. Veh serviced at DLR.

Customer states that in Feb 2011 she noticed that veh intermittently will come to an abrupt stop without warning. Veh was checked by DLR in Feb 2011.

Customer states initially DLR was uncertain of what exactly would fix the concern. DLR contacted Honda for assistance with diagnosis and was advised that ABS MODULE will need to be replaced. DLR arranged for a discount on repair from AH lowering the cost to CP \$800. Customer declined the repair.

Customer states that she was concerned with the DLR ability to accurately diagnose the concern. Customer declined the repair at the time and disabled the VSA as advised by DLR.

Customer states yesterday veh came to an abrupt stop 5 times while driving in traffic. Today DLR checked and advised that they will be contacting the DPSM for assistance. DLR diagnosed brake light switch will need to be replaced. DLR SD GLEN KIMBLE quoted \$1400 to repair veh. Customer states that she is very dissatisfied with the concern. Customer feels that this is a safety concern; customer is concerned with DLR being able to accurately diagnose the veh. Customer is seeking AH to contact DLR in order to confirm that this repair will minimize the concern. Veh is now at DLR. Customer will not be picking up veh at this time. ACS informed customer that case will be forwarded to CM and that they will receive a call back within two business days. Best contact # 407-739-0755. Contact understood and required no further assistance at this time. Call end.

*** CASE MODIFY 1/3/2012 2:22:22 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:22:45 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:22:45 PM, rwatkins

into WIP default and Status of Solving.

*** CASE MODIFY 1/3/2012 2:23:05 PM, rwatkins

into WIP default and Status of Solving.

*** CASE DISPATCH 1/3/2012 2:23:16 PM, rwatkins

from WIP default to Queue Honda Team E.

Case History

Case ID : N012012-01-0302175

Case Title : 7L - COURTESY - [REDACTED] - ***BRAKE LIGHT SWITCH

*** CASE ASSIGN 1/3/2012 2:24:53 PM, Itafoya
N012012-01-0302175 to anguyen, WIP

*** CASE RULE ACTION 1/3/2012 2:24:54 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/4/2012 6:23:41 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 1/4/2012 6:23:46 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 1/4/2012 6:24:59 AM, anguyen
into WIP Default and Status of Solving.

*** SUBCASE N012012-01-0302175-1 CREATE 1/4/2012 6:26:05 AM, anguyen
Created in WIP Default with Due Date 1/4/2012 6:26:05 AM.

*** CASE MODIFY 1/4/2012 6:26:11 AM, anguyen
into WIP Default and Status of Solving.

*** COMMIT 1/4/2012 6:26:14 AM, anguyen, Action Type : N/A
Made to [REDACTED] due 01/04/2012 01:26:15 PM.
sm called?

*** CASE MODIFY 1/4/2012 6:26:29 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 1/4/2012 6:26:32 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 1/4/2012 6:26:34 AM, anguyen
into WIP Default and Status of Solving.

*** CASE MODIFY 1/4/2012 12:34:25 PM, anguyen
into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/4/2012 12:36:02 PM, anguyen
into WIP 7L Maurice and Status of Solving.

*** NOTES 1/4/2012 12:55:01 PM, anguyen, Action Type : Call to Customer
[REDACTED]

The customer stated that the car will abruptly stop as if she slammed on the brakes. This issue was present 11 months ago. Courtesy Honda inspected the car and told her that the issue could be caused by 5 things. Since the dlr was not sure about the failure, she declined to have any repairs done. The car was fine until last week. The car suddenly grind to a stop. This time the VSA light came on. She took the car to the dlr and was told that the brake light switch will need to be replaced for \$1400. She is hesitant to have the repair done because the dlr is not sure that the brake light switch is the problem. She wants Honda to tell her what's wrong with her car.

I told her that since I cannot inspect her car, I cannot tell her what's wrong with the car. I will speak to the sm to make sure that they probably inspected

Case History

Case ID : N012012-01-0302175

Case Title : 7L - COURTESY - [REDACTED] - ***BRAKE LIGHT SWITCH

the car and used all of the resources that we have available to them to properly inspect this car.

I will call her back by the end of Monday. She understood.

*** CASE MODIFY 1/4/2012 12:55:03 PM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY COMMITMENT 1/4/2012 12:55:15 PM, anguyen

with [REDACTED] due 01/06/2012 12:26:15 PM.

*** CASE MODIFY 1/4/2012 12:55:17 PM, anguyen

into WIP 7L Maurice and Status of Solving.

*** NOTES 1/9/2012 10:11:34 AM, anguyen, Action Type : Call to Dealer

I left a vm for sm Glenn requesting a call back.

*** CASE MODIFY 1/9/2012 10:11:46 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/9/2012 10:11:59 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/9/2012 10:12:13 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/9/2012 10:12:19 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/9/2012 10:12:30 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/9/2012 10:20:41 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** NOTES 1/9/2012 10:34:00 AM, anguyen, Action Type : Call to Customer

[REDACTED]

The customer stated that she authorized the repair and the repair is completed. She has the car and does not have any issues with it at this time.

The customer does not need further assistance.

She agreed to call me if she needs further help.

She thanked me for calling.

*** CASE MODIFY 1/9/2012 10:34:02 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY COMMITMENT 1/9/2012 10:34:13 AM, anguyen

with [REDACTED] due 01/12/2012 12:26:15 PM.

*** CASE MODIFY 1/9/2012 10:34:15 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/12/2012 9:15:00 AM, anguyen

into WIP 7L Maurice and Status of Solving.

Case History

Case ID : N012012-01-0302175

Case Title : 7L - COURTESY - [REDACTED] - ***BRAKE LIGHT SWITCH

*** NOTES 1/12/2012 9:22:30 AM, anguyen, Action Type : Call from Dealer

Dealer name: Courtesy

Dealer contact: SM Glen

Date r/o opened: 1/7/2012

R/O: 525720

Mileage: 89075

Customer's complaint: VSA light comes on intermittently

Dealer's diagnosis: faulty VSA modulator

Dealer resolution: replaced VSA modulator

Service history at dealer: some

DPSM involvement: yes, 50%

Notes: repair is done

DPSM involved? NoCustomer pay quote from Dealership: \$1,400.00Total Warranty Repair Cost \$ 1,588.00Total Amount Authorized for claim: \$ 794.00Percentage of Goodwill Authorized: 50%Total the Customer will pay \$ 794.00 + Applicable tax

*** CASE MODIFY 1/12/2012 9:22:35 AM, anguyen

into WIP 7L Maurice and Status of Solving.

*** COMMIT 1/12/2012 9:22:39 AM, anguyen, Action Type :

Made to [REDACTED] due 01/15/2012 09:22:43 AM.

DCS Follow-Up

*** NOTES 1/12/2012 9:22:49 AM, anguyen, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 1/15/2012

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

Dealer name: Courtesy

Dealer contact: SM Glen

Date r/o opened: 1/7/2012

R/O: 525720

Mileage: 89075

Customer's complaint: VSA light comes on intermittently

Dealer's diagnosis: faulty VSA modulator

Dealer resolution: replaced VSA modulator

Service history at dealer: some

DPSM involvement: yes, 50%

Notes: repair is done

Case History

Case ID : N012012-01-0302175

Case Title : 7L - COURTESY - [REDACTED] - ***BRAKE LIGHT SWITCH

DPSM involved? No

Customer pay quote from Dealership: \$1,400.00

Total Warranty Repair Cost \$ 1,588.00

Total Amount Authorized for claim: \$ 794.00

Percentage of Goodwill Authorized: 50%

Total the Customer will pay \$ 794.00 + Applicable tax

Aaron Nguyen

Automobile Customer Service

*** CASE MODIFY 1/12/2012 9:22:51 AM, anguyen
into WIP 7L Maurice and Status of Solving.

*** CASE MODIFY 1/12/2012 9:23:01 AM, anguyen
into WIP 7L Maurice and Status of Solving.

*** SUBCASE N012012-01-0302175-1 CLOSE 1/12/2012 9:23:03 AM, anguyen
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/12/2012 9:23:03 AM, anguyen
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012009-09-0400098 Division : Honda - Auto Condition : Closed Open Date : 9/4/2009 6:45:54 AM
 Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/8/2009 6:26:32 AM
 Case Owner : Brian Perez (Team HH) Method : Phone Queue : Days Open : 34
 Last Closed By : Brian Perez (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 09B FRIENDLY HONDA* [REDACTED] - VSA CONTROL MODULE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 179
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : FISHKILL, NY [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 17 M
 VIN Type / No. : US VIN / 5FNYF18585E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 56,000
 In Service Date : 07/09/2005
 Months In Use : 50
 Engine Number : J35A61442646
 Originating Dealer No. / Name : 208271 / CURRY HONDA
 Selling Dealer No. / Name : 208271 / CURRY HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208468 / FRIENDLY HONDA
 Phone No. : 845-454-2400
 Address : 1143 DUTCHESS TURNPIKE
 City / State / Zip : POUGHKEEPSIE, NY 12603
 Svc District / Sls District : 09B / E09
 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
N012009-09-0400098-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder
N012009-09-0400098-2 / [REDACTED]	Subcase Close	Corporate	Addr/Phone Request		

Issue Details

Issue ID : N012009-09-0400098-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Perez	Type 1 : Product	Status : Subcase Close	Open Date : 9/9/2009 6:17:10 AM
Issue Owner : Brian Perez	Type 2 : Operation	Queue :	Close Date : 9/23/2009 10:25:04 AM
Issue Title : [REDACTED] - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern, Referred to Dealer
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-09-0400098-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Katrina Perez	Type 1 : Corporate	Status : Subcase Close	Open Date : 9/28/2009 6:18:29 AM
Issue Owner : Katrina Perez	Type 2 : Addr/Phone Request	Queue :	Close Date : 9/28/2009 6:18:40 AM
Issue Title : [REDACTED] - CORPORATE - ADDR/PHONE REQUEST			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA * [REDACTED] - VSA CONTROL MODULE

*** CASE CREATE 9/4/2009 6:45:54 AM, ccastano

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

*** CASE MODIFY 9/4/2009 6:51:48 AM, ccastano

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/4/2009 6:57:48 AM, ccastano

WARRANTY CHECK 09/04/2009 06:57:48 AM ccastano

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/4/2009 6:57:51 AM, ccastano

CLAIM HISTORY CHECK 09/04/2009 06:57:51 AM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/4/2009 6:57:55 AM, ccastano

CAMPAIGN CHECK 09/04/2009 06:57:55 AM ccastano

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 9/4/2009 6:57:56 AM, ccastano

VSC-CUC CHECK 09/04/2009 06:57:56 AM ccastano

No data found for VIN.

*** NOTES 9/4/2009 6:59:20 AM, ccastano, Action Type : Call from Customer

Contact information verified

Situation: Customer indicated that he needs to replace the VSA control module

Request: Customer wants to know if AHM can assist with the cost of the repairs

Probing questions: Customer indicated that his VSA light is on. The VSA light will come on while he drives the vehicle and while the light is on the vehicle vibrates. He took the vehicle to Friendly Honda on 08/31/09. The dealer told him there was nothing wrong with the car and reset the light. The next day the light came on. He took the vehicle back to the dealership again on 09/01/09. The dealer told him it would cost \$2000 for the repairs he either needed the YAW rate sensor or VSA control module. He is working with Scott the service advisor and Veronica the service manager. He indicated that the vehicle is serviced at an IRF not at the dealership. He has all his maintenance records. He indicated that he did not have \$2000 to pay for the repairs and would like assistance. his best contact number is [REDACTED].

Inbound Summary: ACS informed the customer that he was no longer under warranty but his case would be forwarded for further review. ACS informed the customer that the case manager will contact him within 1 to 2 business days. ACS informed the customer that there was no guarantee that there would be any assistance with the cost of the repair. ACS gave the customer the case number for reference. No further assistance is needed.

*** CASE MODIFY 9/4/2009 6:59:39 AM, ccastano

into WIP default and Status of Solving.

*** CASE MODIFY 9/4/2009 6:59:40 AM, ccastano

into WIP default and Status of Solving.

*** CASE DISPATCH 9/4/2009 7:00:00 AM, ccastano

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA* [REDACTED] - VSA CONTROL MODULE

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 9/4/2009 12:59:36 PM, mcooley

N012009-09-0400098 to sperez, WIP p

*** CASE RULE ACTION 9/4/2009 12:59:37 PM, sa

Action Task Assignee of rule Assign Notification fired

*** COMMIT 9/4/2009 2:30:29 PM, mcooley, Action Type : N/A

follow up

*** SUBCASE N012009-09-0400098-1 CREATE 9/9/2009 6:17:10 AM, sperez

Created in WIP Default with Due Date 9/9/2009 6:17:10 AM.

*** CASE MODIFY 9/9/2009 6:17:11 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE MODIFY 9/9/2009 6:21:14 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE MODIFY 9/9/2009 6:21:19 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE MODIFY 9/10/2009 6:01:07 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE MODIFY 9/10/2009 6:02:04 AM, sperez

into WIP WipBin and Status of Solving.

*** NOTES 9/10/2009 6:05:09 AM, sperez, Action Type : Call to Customer

I placed a call to customer and asked if now was a good time. Customer asked if I could give him a call later as he was on a conference call. I agreed.

*** CASE MODIFY 9/10/2009 6:05:15 AM, sperez

into WIP WipBin and Status of Solving.

*** CASE FULFILL 9/10/2009 6:05:20 AM, sperez

Fulfilled for [REDACTED] due 09/10/2009 12:00:00 AM.

*** COMMIT 9/10/2009 6:05:24 AM, sperez, Action Type : N/A

Try customer again 9/11

*** CASE MODIFY 9/10/2009 6:05:36 AM, sperez

into WIP WipBin and Status of Solving.

*** NOTES 9/10/2009 8:45:38 AM, sstewart, Action Type : Call for Case Mgr

Call for case manager

Contact Number:

[REDACTED]

Situation:

Call for case manager

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA [REDACTED] - VSA CONTROL MODULE

Request:

Call for case manager

Probing question:

Call for case manager

Inbound conclusion:

CM unavailable. ACS transferred customer to VM per request. Customer has no other issues at this time.

*** NOTES 9/14/2009 7:59:27 AM, sperez, Action Type : Note-General

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
223377957	313362576	[REDACTED]	[REDACTED]	[REDACTED]	5FNYF18585B [REDACTED]	08/31/2009 12:00:00
AM 65	55924	208468	HOND PILOT			
223381896	313362576	[REDACTED]	[REDACTED]	[REDACTED]	5FNYF18585B [REDACTED]	09/02/2009 12:00:00
AM 0	56144	208468	HOND PILOT			
118341105	947256855	[REDACTED]	[REDACTED]	[REDACTED]	5FNYF18585B [REDACTED]	12/27/2005 12:00:00
AM 38.88	7528	208271	HOND PILOT			
125057141	947256855	[REDACTED]	[REDACTED]	[REDACTED]	5FNYF18585B [REDACTED]	05/24/2006 12:00:00
AM 138.11	14407	208271	HOND PILOT			

*** CASE MODIFY 9/14/2009 8:00:44 AM, sperez
into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/14/2009 8:01:20 AM, sperez
into WIP 09B/Solving and Status of Solving.

*** NOTES 9/14/2009 2:03:44 PM, jhong, Action Type : Warm Transfer
Verified information

Mr. [REDACTED] called ACS and asked for the RCM. Customer was WT.

*** NOTES 9/14/2009 2:28:13 PM, sperez, Action Type : Call to Dealer
I placed a call to SM-Don and we had an opportunity to speak.

I informed SM that the customer had called in requesting assistance for a code concern about a VSA light. SM advises that this is correct but is unsure what exactly needs to be done given that they need more diagnosis time to find the exact problem. Customer was informed of an extra \$400.00 charge with a total cost listed at a possible \$2,000.00 pending the need to replace the VSA as suggested after their formal diagnosis. I informed SM that I would not this and will make contact with the customer to discuss. I will get back with him once expectations are attained.

*** NOTES 9/14/2009 2:28:30 PM, sperez, Action Type : Warm Transfer

I received a warm transfer from Inbound Specialist advising customer was returning my call.

I thanked customer for trying to touch base with me and apologized for not being able to communicate with him sooner as I was out on Friday. Customer understood.

Customer advises that he is looking for AHM to assist with the cost of this repair. He adds that he did not buy a Honda vehicle to have these kinds of repairs and problems at such an age and mileage. Customer believes that AHM should cover the expense of the cost because of the early and unusual nature of

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA* [REDACTED] - VSA CONTROL MODULE

the failed part.

I informed customer that his position was understood and would be noted. I informed customer that his case was unique in many respects but we had to address these. I informed customer that the total cost, if all things noted by the dealership materialize, is listed to cap at \$2000.00. I informed customer that the cost may be less than that but a diagnosis of about 4hrs needs to be authorized by him through this dealership. I informed customer that the dealership is simply asking him to authorize another \$400.00 after he paid \$100.00 for an initial inspection. I advised that any consumer would hesitate to authorize any further diagnosis based on cost. Customer agreed with said statements. I informed customer that I would be more than willing to review his request but I needed him to be aware that outside of warranty he was technically responsible for the entire cost of this repair. Given his request for review, I will perform this request for consideration on a case by case basis but I cannot guarantee that assistance will be granted. Customer understood. I asked customer to allow me until tomorrow to discuss with the dealership to see if any specific recommendation are made by their dealership. Based on conversation tomorrow, he can bring the vehicle in at his convenience. Customer appreciated the time and would await my return call.

*** CASE MODIFY 9/14/2009 2:28:35 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE FULFILL 9/14/2009 2:28:40 PM, sperez

Fulfilled for [REDACTED] due 09/11/2009 12:00:00 AM.

*** COMMIT 9/14/2009 2:28:46 PM, sperez, Action Type : N/A

Call dlr and discuss 9/15

*** CASE MODIFY 9/14/2009 2:29:02 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/17/2009 11:10:32 AM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/17/2009 11:10:43 AM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/17/2009 12:01:31 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** NOTES 9/17/2009 12:04:43 PM, sperez, Action Type : Call to Dealer

I placed a call to the dealership and spoke with SM-Don

SM advises that it would be best to have the vehicle inspected where they will commence the thorough diagnosis and see what exactly the vehicle needs. I thanked SM for his time and advised that I would call the customer to let him know of our request.

*** CASE MODIFY 9/17/2009 12:04:54 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/17/2009 12:15:32 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/17/2009 12:17:40 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY 9/17/2009 12:20:35 PM, sperez

into WIP 09B/Solving and Status of Solving.

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA* [REDACTED] - VSA CONTROL MODULE

*** CASE FULFILL 9/17/2009 1:29:34 PM, sperez

Fulfilled for [REDACTED] due 09/15/2009 12:00:00 AM.

*** COMMIT 9/17/2009 1:29:40 PM, sperez, Action Type : N/A

Customer! 9/23

*** CASE MODIFY 9/17/2009 1:29:59 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** NOTES 9/18/2009 2:02:27 PM, madams, Action Type : Call for Case Mgr

Customer called to speak to RCM. ACS transfered customer to RCM.

*** CASE MODIFY 9/18/2009 2:06:28 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY COMMITMENT 9/18/2009 2:06:44 PM, sperez

with [REDACTED] due 09/21/2009 12:00:00 AM.

*** CASE MODIFY 9/18/2009 2:06:52 PM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE MODIFY COMMITMENT 9/22/2009 2:20:26 PM, sperez

with [REDACTED] due 09/23/2009 12:00:00 AM.

*** NOTES 9/23/2009 10:24:44 AM, sperez, Action Type : Call to Customer

I placed a call to customer and we had a chance to speak.

I informed customer that after speaking with the dealership we needed him to proceed with the authorization of the thorough diagnosis to make a decision on the case. I informed customer that the last time we spoke he had addressed valid reservations about the unfortunate ambiguous nature of our no guarantee review. I informed customer that I was presenting the information as it was required. Is it possible that he would be responsible for the entire cost of the repair; yes, because he is outside of warranty is expected to pay for the entire cost. Is it possible for AHM to assist with the cost; yes, but we cannot divulge into the specifics of this until we have a full diagnosis of the charge. I informed customer that his participation is expected to some degree but what that is is currently unclear because we need to thoroughly inspect the vehicle.

Customer did not think that what I was telling him was accurate and asked to speak with someone else. I informed customer that regardless of who he spoke with, any manager within ACS that has been given authorization to speak on this companies behalf, will tell him the same thing. I need him to authorize the rest of the diagnosis. Customer advised that he will be working with the BBB and other consumer agencies that may help him. I informed customer that these were open to him and he had every right to pursue this. Customer thanked me for my time.

*** CASE MODIFY 9/23/2009 10:24:51 AM, sperez

into WIP 09B/Solving and Status of Solving.

*** SUBCASE N012009-09-0400098-1 CLOSE 9/23/2009 10:25:04 AM, sperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/23/2009 10:25:07 AM, sperez

into WIP 09B/Solving and Status of Solving.

*** CASE CLOSE 9/23/2009 10:25:09 AM, sperez

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

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA* [REDACTED] - VSA CONTROL MODULE

*** CASE REOPEN 9/28/2009 6:16:16 AM, kperez
with Condition of Open and Status of Solving.

*** NOTES 9/28/2009 6:18:21 AM, kperez, Action Type : Call from Customer

Verified the client's name.

SITUATION/REQUEST:

Mr [REDACTED] is dissatisfied with the decision that the CM has rendered so he wants ACS to provide the corporate address.

INBOUND SUMMARY:

American Honda Motor Co, Inc.

Mail Stop 500-2n-7a

1919 Torrance Blvd.

Torrance, CA 90501

ACS asked if all the questions were answered: the customer said yes. No further assistance was needed.

*** SUBCASE N012009-09-0400098-2 CREATE 9/28/2009 6:18:29 AM, kperez

Created in WIP Default with Due Date 9/28/2009 6:18:29 AM.

*** SUBCASE N012009-09-0400098-2 CLOSE 9/28/2009 6:18:40 AM, kperez

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 9/28/2009 6:19:31 AM, kperez

into WIP default and Status of Solving.

*** CASE CLOSE 9/28/2009 6:19:36 AM, kperez

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

*** CASE REOPEN 10/7/2009 2:02:20 PM, pbongco

with Condition of Open and Status of Solving.

*** NOTES 10/7/2009 2:03:10 PM, pbongco, Action Type : Letter/Fax

On 10/02/09 ACS received a 2-page letter from the customer regarding VSA control module.

RO attached

*** CASE MODIFY 10/7/2009 2:03:30 PM, pbongco

into WIP default and Status of Solving.

*** CASE DISPATCH 10/7/2009 2:03:37 PM, pbongco

from WIP default to Queue Honda Team H .

*** CASE ASSIGN 10/7/2009 2:27:35 PM, mcooley

N012009-09-0400098 to sperez, WIP p

*** CASE RULE ACTION 10/7/2009 2:27:35 PM. sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 10/8/2009 6:26:22 AM, sperez, Action Type : Call to Customer

I placed a call to Mr. [REDACTED]

I informed Mr. [REDACTED] that a letter dated September 28th, 2009. I informed customer that any correspondence sent by him to this office is sent to the

Case History

Case ID : N012009-09-0400098

Case Title : 09B FRIENDLY HONDA* [REDACTED] - VSA CONTROL MODULE

appropriate manager for review. I informed customer that the letter has been forwarded to me for follow up. I informed customer that AHM still held that he must first authorize the diagnosis before any review can be performed. I informed customer that if he was willing to do this he could always give me a call back. I advised customer that as it stands, I will be closing his case until further contact is made after the diagnosis is thoroughly performed. I provided my contact information and business hours and encouraged him to call me should he have any questions.

*** CASE MODIFY 10/8/2009 6:26:29 AM, sperez
into WIP WipBin and Status of Solving.

*** CASE CLOSE 10/8/2009 6:26:32 AM, sperez
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-05-3000822	Division : Honda - Auto	Condition : Closed	Open Date : 5/30/2008 12:06:14 PM
Case Originator : Philicia Walker (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/4/2008 10:58:23 AM
Case Owner : Kentaro Ogawa (Team HH)	Method : Phone	Queue :	Days Open : 5
Last Closed By : Kentaro Ogawa (Team HH)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - BRAKING CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name :	██████████
Dealer No. :	
Site Phone No. :	██████████
Contact Name :	██████████
Day Phone No. :	9 ██████████
Evening Phone No. :	██████████
Cell / Pager No. :	
Fax No. :	
Address :	██████████
City / State / Zip :	SAVANNAH, GA ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████ 32 G
VIN Type / No. :	US VIN / 5FNYF18635E ██████████
Model / Year :	PILOT / 2005
Model ID / Product Line :	YF1865JNW / A
Miles / Hours :	68,000
In Service Date :	06/17/2005
Months In Use :	35
Engine Number :	J35A61443860
Originating Dealer No. / Name :	208152 / GRAINGER HONDA
Selling Dealer No. / Name :	208152 / GRAINGER HONDA
Trim :	EX-LRES
No. Of Doors :	5
Transmission Code :	SAT
Exterior Color :	BE
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

Current Dealer No. / Name :	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
N012008-05-3000822-1 / ██████████	Subcase Close	Warranty	Coverage	421	Wheels/Tires
N012008-05-3000822-2 / ██████████ - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-05-3000822-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Philicia Walker	Type 1 : Warranty	Status : Subcase Close	Open Date : 5/30/2008 1:44:12 PM
Issue Owner : Philicia Walker	Type 2 : Coverage	Queue :	Close Date : 5/30/2008 1:44:20 PM
Issue Title : ██████████ - WARRANTY - COVERAGE			

Coding Info :

Labor Code / Desc : 421 / Wheels/Tires
 Condition Code Desc Tire Wear 4213
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 19 - Tires
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012008-05-3000822-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 6/4/2008 10:57:45 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 6/4/2008 10:58:21 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-05-3000822

Case Title : 07H- [REDACTED] - BRAKING CONCERN

*** CASE CREATE 5/30/2008 12:06:14 PM, pwalker
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 5/30/2008 12:06:23 PM, pwalker
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 5/30/2008 12:12:12 PM, pwalker
CLAIM CHECK 05/30/2008 12:12:12 PM pwalker
The following Claim History information was found
0; 2007-04-18; 208152; 066820; 510; 8411M6 ; CENTER AIR OUTLET - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/30/2008 12:12:15 PM, pwalker
CAMPAIGN CHECK 05/30/2008 12:12:15 PM pwalker
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE EXTENDED WARRANTY LOOKUP 5/30/2008 12:12:16 PM, pwalker
WARRANTY CHECK 05/30/2008 12:12:16 PM pwalker
No data found for VIN.

*** CASE CLAIMS LOOKUP 5/30/2008 12:18:14 PM, pwalker
CLAIM CHECK 05/30/2008 12:18:14 PM pwalker
The following Claim History information was found
0; 2007-04-18; 208152; 066820; 510; 8411M6 ; CENTER AIR OUTLET - REPLACE.

*** CASE MODIFY 5/30/2008 1:07:30 PM, pwalker
into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2008 1:26:20 PM, pwalker
into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2008 1:43:42 PM, pwalker
into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2008 1:43:48 PM, pwalker
into WIP default and Status of Solving.

*** SUBCASE N012008-05-3000822-1 CREATE 5/30/2008 1:44:12 PM, pwalker
Created in WIP Default with Due Date 5/30/2008 1:44:12 PM.

*** SUBCASE N012008-05-3000822-1 CLOSE 5/30/2008 1:44:20 PM, pwalker
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/30/2008 1:44:22 PM, pwalker
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/30/2008 1:44:57 PM, pwalker
with Condition of Open and Status of Solving.

*** NOTES 5/30/2008 1:56:12 PM, pwalker, Action Type : Call from Customer
Robert Ivy Service advisor

Case History

Case ID : N012008-05-3000822

Case Title : 07H- [REDACTED] - BRAKING CONCERN

customer information was verified.

The customer called stating that he is calling to address a concern that occurred with his vehicle for the second time. He states that while driving at around 45 miles, he pressed on the brakes and the vehicle began to vibrate very hard and the brake system was grabbing, He states that the shake was very rough and the brakes locked up. The customer states that the dealer has addressed the concern. He states that he was advised that something affected the computer system which caused a malfunction in the braking system. He state that his concern is the same problem occurs within 6 months from each other.

The customer states that the dealer has been really great and that he would like AHM to look into the concern.

I advised the customer that ht information to has been documented and will be forwarded to case manger for review.

*** CASE MODIFY 5/30/2008 1:56:19 PM, pwalker
into WIP default and Status of Solving.

*** CASE MODIFY 5/30/2008 1:56:26 PM, pwalker
into WIP default and Status of Solving.

*** CASE DISPATCH 5/30/2008 1:57:18 PM, pwalker
from WIP default to Queue Honda Team E.

*** CASE ACCEPT 5/30/2008 2:31:19 PM, kogawa
from Queue Honda Team E to WIP Default.

*** NOTES 6/4/2008 10:56:57 AM, kogawa. Action Type : Call to Customer

Called customer to review. About 6 months ago spouse told customer of an incident where upon depressing brakes, brakes/vehicle viibrated/shook. Advises and again about 1.5 weeks ago, driving on highway, he hit the brakes, and car began vibrating violently - kind of like if you're about to drive off the road, and drive over the rumble strips warning you that you're at the road's shoulder. VSA and VSA activation indicator lights came on. Dealer was unable to duplicate but some switches were replaced as well as a battery. Customer's intent to notify AHM was just in case this was the beginning of problem for Pilots at this mileage. ACS advised our records will be updated with this feedback.

*** SUBCASE N012008-05-3000822-2 CREATE 6/4/2008 10:57:45 AM, kogawa
Created in WIP Default with Due Date 6/4/2008 10:57:45 AM.

*** SUBCASE N012008-05-3000822-2 CLOSE 6/4/2008 10:58:21 AM, kogawa
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/4/2008 10:58:23 AM, kogawa
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-12-1101199 Division : Honda - Auto Condition : Closed Open Date : 12/11/2008 3:15:25 PM
Case Originator : Christeen Miller (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 12/17/2008 3:15:28 PM
Case Owner : Ryan Watkins (Team HB) Method : Phone Queue : Days Open : 6
Last Closed By : Ryan Watkins (Team HB) Point of Origin : Customer Wipbin :
Case Title : 06N- [REDACTED] - DIAGNOSES CONCERN/ VEHICLE DOWN 252-717-8618 No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2052
Dealer No. :
Site Phone No. :
Contact Name :
Day Phone No. :
Evening Phone No. :
Cell / Pager No. :
Fax No. :
Address :
City / State / Zip : GREENVILLE, NC [REDACTED]
E Mail :
Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 2052
VIN Type / No. : US VIN / 5FNYP186X5E [REDACTED]
Model / Year : PILOT / 2005
Model ID / Product Line : YF1865JNW / A
Miles / Hours : 55,000
In Service Date : 07/15/2005
Months In Use : 41
Engine Number : J35A61448456
Originating Dealer No. / Name : 207987 / PARKER HONDA
Selling Dealer No. / Name : 207987 / PARKER HONDA
Trim : EX-LRES
No. Of Doors : 5
Transmission Code : 5AT
Exterior Color : SI
Factory Warranty Start / End Date :
Factory Warranty Cancellation Date :
HPP/VSC Coverage Start / End Date :
HPP/VSC Cancellation Date :
Extended Warranty Start / End Date :
Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207288 / BOB BARBOUR HONDA
Phone No. : 252-355-2500
Address : 3300 S. MEMORIAL DRIVE
City / State / Zip : GREENVILLE, NC 27834
Svc District / SIs District : 06M / G06
Warranty Labor Rate / Date : \$92.00 /
Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-12-1101199-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012008-12-1101199-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 12/15/2008 7:07:12 AM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 12/17/2008 3:15:27 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc : Other 410X
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Provided Information
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 : N012008-12-1101199

Case Title : 06N- [REDACTED] - DIAGNOSES CONCERN/ VEHICLE DOWN 252-717-8618

*** CASE CREATE 12/11/2008 3:15:25 PM, cmiller

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

*** CASE EXTENDED WARRANTY LOOKUP 12/11/2008 3:15:27 PM, cmiller

WARRANTY CHECK 12/11/2008 03:15:27 PM cmiller

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/11/2008 3:15:30 PM, cmiller

CLAIM HISTORY CHECK 12/11/2008 03:15:30 PM cmiller

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/11/2008 3:15:35 PM, cmiller

CAMPAIGN CHECK 12/11/2008 03:15:34 PM cmiller

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 12/11/2008 3:15:36 PM, cmiller

VSC-CUC CHECK 12/11/2008 03:15:36 PM cmiller

No data found for VIN.

*** CASE MODIFY 12/11/2008 3:31:14 PM, cmiller

into WIP default and Status of Solving.

*** NOTES 12/11/2008 3:37:57 PM, cmiller, Action Type : Call from Customer

Updated customer phone numbers

Customers brakes have locked up and caused the vehicle to come to a complete stop on 3 occasions. Customer believes the vehicle is a danger to him and his family

Customer needs assistance with getting his vehicle diagnosed and repaired.

September, at 45/55 mph brakes applied and they totally locked up, a grinding feeling under both the brake and gas pedals. Dealer put the car on the computer and they found error codes however none that would cause the brakes to lock.

October, vehicle was being driven at 35 mph and no brakes where applied and the vehicle just came to a stop. No warning light came on the engine did not shut of, the brakes applied themselves. Dealer put the car on the computer and they found error codes however none that would cause the brakes to lock.

November, vehicle was being driven at 35 mph and no brakes where applied and the vehicle just came to a stop. No warning light came on the engine did not shut of, the brakes applied themselves. Dealer put the car on the computer and they found error codes however none that would cause the brakes to lock. The vehicle had been driven 1500 miles between the 2nd and 3rd event.

The dealer has not been able to duplicate the problem and none of the error codes are providing help with diagnoses. Customer has offered the dealer to keep the vehicle as much as needed to get the problem to occur again. The dealer drove the vehicle 100 miles with no duplication. The customer has used Bob Barbour Honda for all there service needs and repairs. The customer has been provided with a loaner vehicle however it is not the same as the one he is paying for.

Customer found research on Pilot 03/05 that describes the exact same problem they are experiencing. The customer has found some comfort in knowing that others

Case History

Case ID : N012008-12-1101199

Case Title : 06N- [REDACTED] - DIAGNOSES CONCERN/ VEHICLE DOWN 252-717-8618

have the same problem, however it is very disconcerting that they are all at risk.

Customer is working with SM David S. The GM is Dalton who the customer has not been able to speak with him.

ACS advised the customer that their information would be forwarded to a CM for review and they should hear back from AHM within 24-48 hours. ACS explained that it is not a guarantee of assistance however; all cases are reviewed on an individual basis. Customer was provided there case number should further assistance be required. Customer understood and call ended.

The best number to reach the cusotmer at is 252- 717- 8618 this is for [REDACTED]

*** CASE MODIFY 12/11/2008 3:38:21 PM, cmiller
into WIP default and Status of Solving.

*** CASE MODIFY 12/11/2008 3:38:22 PM, cmiller
into WIP default and Status of Solving.

*** CASE DISPATCH 12/11/2008 3:38:38 PM, cmiller
from WIP default to Queue Honda Team F.

*** CASE ACCEPT 12/12/2008 1:56:09 PM, rwatkins
from Queue Honda Team F to WIP default.

*** CASE VSC LOOKUP 12/15/2008 6:40:41 AM, rwatkins
VSC-CUC CHECK 12/15/2008 06:40:41 AM rwatkins
No data found for VIN.

*** CASE VSC LOOKUP 12/15/2008 6:40:45 AM, rwatkins
VSC-CUC CHECK 12/15/2008 06:40:45 AM rwatkins
No data found for VIN.

*** CASE VSC LOOKUP 12/15/2008 6:41:20 AM, rwatkins
VSC-CUC CHECK 12/15/2008 06:41:20 AM rwatkins
No data found for VIN.

*** CASE VSC LOOKUP 12/15/2008 6:41:45 AM, rwatkins
VSC-CUC CHECK 12/15/2008 06:41:45 AM rwatkins
No data found for VIN.

*** NOTES 12/15/2008 7:05:39 AM, rwatkins, Action Type : Call to Customer

I contacted Ms. [REDACTED] advising that the call may be monitored or recorded.

Ms. [REDACTED] informed that she is very concerned with the current issue.

Customer advised that in September 2008 vehicle brakes locked up for the first time.

Customer states brakes will lock up accompanied by grinding, after the accelerator pedal becomes hard to push.

Customer states brakes also locked up in October and December.

DLR has only been able to duplicate the concern on one occasion.

Customer advised that the vehicle is now at the DLR and that SM informed her to call ACS.

Customer states that she has an extended warranty. I informed customer that there is no record of Honda Care.

Customer informed that she is requesting AH to trade or buy back the vehicle under the lemon law.

Customer informed that she still has an extended warranty. I informed customer that AH is not in the position

Case History

Case ID : N012008-12-1101199

Case Title : 06N-[REDACTED] - DIAGNOSES CONCERN/ VEHICLE DOWN 252-717-8618

to buy back or replace vehicle at this time. I informed customer can speak to DLR for further information and follow up 12/17. I advised customer of no guarantees. Call end.

*** COMMIT 12/15/2008 7:05:46 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 12/16/2008 07:05:51 AM.

Customer

*** SUBCASE N012008-12-1101199-1 CREATE 12/15/2008 7:07:12 AM, rwatkins

Created in WIP Default with Due Date 12/15/2008 7:07:12 AM.

*** CASE MODIFY 12/15/2008 7:07:18 AM, rwatkins

into WIP default and Status of Solving.

*** NOTES 12/15/2008 10:38:12 AM, sfuqua, Action Type : Call from Customer

Customer calling to speak to rcm about case.

Customer would like a call 252-717-8518

Transferred to voicemail.

*** CASE VSC LOOKUP 12/16/2008 10:06:10 AM, rwatkins

VSC-CUC CHECK 12/16/2008 10:06:10 AM rwatkins

No data found for VIN.

*** NOTES 12/16/2008 10:43:34 AM, jaggrey, Action Type : Warm Transfer

Customer called to speak to CM, CM was available transferred the call.

*** NOTES 12/16/2008 11:42:36 AM, rwatkins, Action Type : Call to Customer

I contacted [REDACTED] advising that the call may be monitored or recorded.

Customer advised that DLR advised that the brake concern was unable to be duplicated.

Customer states that he was informed by BOB BARBOUR himself that the vehicle is unsafe to drive.

Customer states that he would like AH to cover the cost of diagnostic test drive.

Customer informed that the DLR will no longer test drive vehicle without being paid.

DLR test drove vehicle for 100 miles and found no problem.

I informed customer that the concern will need to be duplicated by the DLR in order to repair vehicle.

Customer states that AH should pay for the diagnosis charge because of his extended warranty.

I informed customer that the extended warranty information is not available.

Customer advised me to contact SM for further information. I agreed.

I informed customer that I will be in contact with the SM regarding the concern and follow up 12/17.

Customer thanked me. Call end.

*** NOTES 12/16/2008 11:54:04 AM, rwatkins, Action Type : Call to Dealer

I called SM David advising that the call may be monitored or recorded.

I informed SM that customer is now concerned with brakes locking up.

SM advised that he is familiar with the customer's concern.

SM informed that customer has a First Extended Warranty and that

DLR test drove vehicle for 100 miles.

DLR provided loaner. No problem found.

Case History

Case ID : N012008-12-1101199

Case Title : 06N- [REDACTED] - DIAGNOSES CONCERN/ VEHICLE DOWN 252-717-8618

SM advised that vehicle came in for this concern 1500 miles ago.
DLR pulled codes for VSA and VTM.
TECH LINE recommended replacing the wire harness.
Customer had an after market auto- start installed by IRF.
DLR found splices into the wiring harness.
DLR recommended replacing the wiring harness.
Customer declined repair.
Extended Warranty would not cover (after market)
Customer took the vehicle back to IRF. IRF fixed a faulty ground
SM confirmed that TECH LINE is unable to determine the problem
and that the DLR is unable to duplicate the concern
DPSM was informed.
DPSM - no repair can be made until the concern is duplicated.
I thanked SM. Call end.
(customer is on the other line calling back)

*** NOTES 12/16/2008 12:05:27 PM, rwatkins, Action Type : Call from Customer

Customer called. I informed Customer that I spoke to the SM.
Customer advised that he would like AH to cover a loaner vehicle for the
amount of time it takes to duplicate the concern.
I informed customer that intermitted concerns may be difficult to duplicate and
that the vehicle is outside the 3/36. Customer informed that he still has an extended warranty.
Customer understood and then advised that he would like AH to trade or buy back
the vehicle. I informed Customer that AH is not in the position to buy back or replace the vehicle at
this time. Customer advised that he would like to speak with my Supervisor for this specific authorization request.
I informed customer that he may speak with my Supervisor however this did not guarantee a change in our position.
Customer then requested the mailing address of AH.
I provided the mailing address.
Customer then stated that BOB BARBOUR himself informed that the vehicle is unsafe to drive.
I informed customer that I confirmed with the SM that the problem was not duplicated and that
the DLR has been in contact with TECH LINE.
Customer then informed that BOB BARBOUR is taking his word for it and advising that
he should not drive the vehicle.
I informed Customer that there is no information which confirms what the problem actually is.
Customer then requested that I get in touch with the DLR and that he does not wish to speak with
my Supervisor at this time.
I informed customer that I will contact the DLR for further information and follow up 12/17.
Customer thanked me. Call end.

*** CASE MODIFY COMMITMENT 12/16/2008 12:05:57 PM, rwatkins
with [REDACTED] due 12/17/2008 07:05:51 AM.*** CASE VSC LOOKUP 12/17/2008 7:51:49 AM, rwatkins
VSC-CUC CHECK 12/17/2008 07:51:49 AM rwatkins
No data found for VIN.

Case History

Case ID : N012008-12-1101199

Case Title : 06N- [REDACTED] - DIAGNOSES CONCERN/ VEHICLE DOWN 252-717-8618

*** NOTES 12/17/2008 8:12:04 AM, rwatkins, Action Type : Call from Dealer

SM David called. I asked David if Bob Barbour advised customer that vehicle was unsafe to drive. SM informed that he is unaware of this.

SM confirmed that TECH LINE and DPSM agreed that concern is unable to be addressed until it has been duplicated.

SM advised that he will contact customer to obtain loaner vehicle.

I thanked SM. Call end.

*** CASE MODIFY 12/17/2008 8:12:56 AM, rwatkins

into WIP 6N-Perry Morris and Status of Solving.

*** NOTES 12/17/2008 3:15:04 PM, rwatkins, Action Type : Call to Customer

I contacted Mr. [REDACTED] advising that the call may be monitored or recorded.

I informed Customer that there is no further information at this time.

Customer advised that he picked up his vehicle today.

Customer thanked me for assisting. I encouraged customer to call back

if necessary. Customer required no further assistance. Call end.

*** SUBCASE N012008-12-1101199-1 CLOSE 12/17/2008 3:15:27 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/17/2008 3:15:28 PM, rwatkins

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

Case Details

Case ID : N012009-09-2900841	Division : Honda - Auto	Condition : Closed	Open Date : 9/29/2009 10:51:22 AM
Case Originator : Mary Stapleton (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 9/29/2009 11:08:14 AM
Case Owner : Mary Stapleton (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Mary Stapleton (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VSA/CHECK ENGINE LIGHT		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████ 295
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : STATEN ISLAND, NY ██████████
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ 295
 VIN Type / No. : US VIN / 5FNYP18585E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 20,000
 In Service Date : 07/25/2005
 Months In Use : 50
 Engine Number : J35A61451399
 Originating Dealer No. / Name : 208109 / MIDDLETOWN HONDA
 Selling Dealer No. / Name : 207164 / BAY RIDGE HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207079 / HONDA OF STATEN ISLAND
 Phone No. : 718-720-1100
 Address : 1232 HYLAN BLVD.
 City / State / Zip : STATEN ISLAND, NY 10305
 Svc District / SIs District : 05C / A05
 Warranty Labor Rate / Date : \$95.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-09-2900841-1 / ██████████ - PRO	Subcase Close	Product	Operation	413	Master Cylinder
N012009-09-2900841-2 / ██████████ - INT	Subcase Close	Internet	Ownerlink - Registra		

Issue Details

Issue ID : N012009-09-2900841-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Product	Status : Subcase Close	Open Date : 9/29/2009 11:07:27 AM
Issue Owner : Mary Stapleton	Type 2 : Operation	Queue :	Close Date : 9/29/2009 11:07:42 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Provided Information
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012009-09-2900841-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Mary Stapleton	Type 1 : Internet	Status : Subcase Close	Open Date : 9/29/2009 11:07:55 AM
Issue Owner : Mary Stapleton	Type 2 : Ownerlink - Registra	Queue :	Close Date : 9/29/2009 11:08:10 AM
Issue Title : ██████████ - INTERNET - OWNERLINK - REGISTRA			

Coding Info :

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

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-09-2900841

Case Title : 05C- [REDACTED] - VSA/CHECK ENGINE LIGHT

*** CASE CREATE 9/29/2009 10:51:22 AM, mstaplet

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

*** CASE EXTENDED WARRANTY LOOKUP 9/29/2009 10:51:25 AM, mstaplet

WARRANTY CHECK 09/29/2009 10:51:25 AM mstaplet

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/29/2009 10:51:28 AM, mstaplet

CLAIM HISTORY CHECK 09/29/2009 10:51:28 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/29/2009 10:51:33 AM, mstaplet

CAMPAIGN CHECK 09/29/2009 10:51:33 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 9/29/2009 10:51:34 AM, mstaplet

VSC-CUC CHECK 09/29/2009 10:51:34 AM mstaplet

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/29/2009 10:54:34 AM, mstaplet

CAMPAIGN CHECK 09/29/2009 10:54:34 AM mstaplet

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 9/29/2009 10:58:27 AM, mstaplet

into WIP default and Status of Solving.

*** NOTES 9/29/2009 11:07:00 AM, mstaplet, Action Type : Call from Customer

Verified the owner information.

The customer called regarding

The customer said he was driving 60 miles an hour on the turnpike and front wheel started to vibrate and the wheels locked up.

The VSA light came on but went off after the vehicle was turned off.

The check engine light came on and stayed on.

The customer said he made it home with the vehicle.

The customer requested recall information.

I referred the customer to owners.honda.com to register the vehicle and get recall information.

I explained there are no outstanding recalls.

The customer understood and requested no further assistance.

*** SUBCASE N012009-09-2900841-1 CREATE 9/29/2009 11:07:27 AM, mstaplet

Created in WIP Default with Due Date 9/29/2009 11:07:27 AM.

*** SUBCASE N012009-09-2900841-1 CLOSE 9/29/2009 11:07:42 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N012009-09-2900841-2 CREATE 9/29/2009 11:07:55 AM, mstaplet

Created in WIP Default with Due Date 9/29/2009 11:07:55 AM.

Case History

Case ID : N012009-09-2900841

Case Title : [REDACTED] - VSA/CHECK ENGINE LIGHT

*** SUBCASE N012009-09-2900841-2 CLOSE 9/29/2009 11:08:10 AM, mstaplet

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/29/2009 11:08:14 AM, mstaplet

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

Case Details

Case ID : N012008-01-0200456 Division : Honda - Auto Condition : Closed Open Date : 1/2/2008 8:24:57 AM
 Case Originator : Barry Meikle (Team HG) Sub Division : Customer Relations Status : Closed Close Date : 1/23/2008 1:34:49 PM
 Case Owner : Patrick Garcia (Team HG) Method : Phone Queue : Days Open : 21
 Last Closed By : Patrick Garcia (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 05E (206688) ██████████ - VSA SAFETY ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 ██████████
 ██████████
 ██████████
 ██████████
 ██████████ SCARSDALE, NY ██████████
 ██████████
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ 27 R
 VIN Type / No. : US VIN / 5FNYP18655E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 35,000
 In Service Date : 07/28/2005
 Months In Use : 30
 Engine Number : J35A61452191
 Originating Dealer No. / Name : 206688 / YONKERS HONDA
 Selling Dealer No. / Name : 206688 / YONKERS HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206688 / YONKERS HONDA
 Phone No. : 914-961-8180
 Address : 2000 CENTRAL PARK AVE.
 City / State / Zip : YONKERS, NY 10710
 Svc District / SIs District : 05E / F05
 Warranty Labor Rate / Date : \$105.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-01-0200456-1 / ██████████ - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-01-0200456-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Patrick Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 1/2/2008 2:20:08 PM
Issue Owner : Patrick Garcia	Type 2 : Operation	Queue :	Close Date : 1/23/2008 1:34:46 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Repaired/Warranty
 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 : N012008-01-0200456

Case Title : 05E (206688) [REDACTED] - VSA SAFETY ISSUE

*** CASE CREATE 1/2/2008 8:24:57 AM, bmeikle

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

*** CASE MODIFY 1/2/2008 8:25:21 AM, bmeikle

into WIP default and Status of Solving.

*** NOTES 1/2/2008 8:35:51 AM, bmeikle, Action Type : Call from Customer

The customers called in with a safety issue on the vehicle. 3 weeks after the 30K service at Tarrytown Honda the brake pedal went to the floor and the vehicle came to a VERY sudden stop. She had the vehicle towed back to the dealer and left it for 6 days while on vacation. They could not duplicate her concern. She picked up the vehicle and it happened again the next day. This time the VSA light came on so she had it towed to the selling dealer Yonkers. They have let her know they know what is wrong and how to fix it. She and her partner do not feel safe in the vehicle and called HFS requesting an early exit to the lease with no charge to them. They were forwarded to ACS. They are asking we end the lease and put them in a new Pilot for no cost. I advised AHM is not in a position to do this with one failure. They argued the computer monitoring system must be faulty because the first dealer couldn't find any codes. I told them many times we will not trade the car out but we can assist with monitoring the repair for them. They declined this several times. They want to climb the ladder to find someone who can authorize the vehicle replacement. They are demanding to talk to someone else. I advised I can forward this to a RM who will tell you the same thing. That's fine with them but they want out of this vehicle. She is a doctor and asked the RM call [REDACTED] 7 who has authority to speak for her.

*** CASE MODIFY 1/2/2008 8:36:45 AM, bmeikle

into WIP default and Status of Solving.

*** CASE DISPATCH 1/2/2008 8:37:07 AM, bmeikle

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 1/2/2008 12:08:13 PM, aharlan

N012008-01-0200456 to pgarcia, WIP

*** CASE RULE ACTION 1/2/2008 12:08:13 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE EXTENDED WARRANTY LOOKUP 1/2/2008 2:19:31 PM, pgarcia

WARRANTY CHECK 01/02/2008 02:19:31 PM pgarcia

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/2/2008 2:19:35 PM, pgarcia

CLAIM CHECK 01/02/2008 02:19:35 PM pgarcia

The following Claim History information was found

0; 2007-06-29; 208433; 220282; 510; 410820 ; FRONT BRAKE DISC, BOTH - RESURFACE WITH ON-CAR LATHE.

INCLUDES: REPLACE BRAKE PADS IF NECESSARY. S/

*** CASE CAMPAIGN LOOKUP 1/2/2008 2:19:37 PM, pgarcia

CAMPAIGN CHECK 01/02/2008 02:19:37 PM pgarcia

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 1/2/2008 2:19:38 PM, pgarcia

VSC-CUC CHECK 01/02/2008 02:19:38 PM pgarcia

No data found for VIN.

Case History

Case ID : N012008-01-0200456

Case Title : 05E (206688) [REDACTED] - VSA SAFETY ISSUE

*** SUBCASE N012008-01-0200456-1 CREATE 1/2/2008 2:20:08 PM, pgarcia

Created in WIP Default with Due Date 1/2/2008 2:20:08 PM.

*** CASE MODIFY 1/2/2008 2:20:09 PM, pgarcia

into WIP default and Status of Solving.

*** NOTES 1/3/2008 9:41:44 AM, pgarcia, Action Type : Call to Dealer

Spoke with Greg. He stated that the vehicle was towed in because the brakes had locked. They verified that the VSA light was on; however, due to poor communication with the PCM, they were unable to pull the codes. He stated that they already have ordered a new PCM and will install it to further troubleshoot.

*** NOTES 1/3/2008 9:50:10 AM, pgarcia, Action Type : Note-General

CARFAX report obtained. No accidents in history.

*** CASE MODIFY 1/3/2008 9:50:15 AM, pgarcia

into WIP default and Status of Solving.

*** NOTES 1/3/2008 2:28:53 PM, pgarcia, Action Type : Call to Customer

Spoke with [REDACTED]. He stated that the vehicle had been regularly serviced at Tarrytown Honda. He stated that the first time the vehicle came to a complete stop, the vehicle was towed to Tarrytown Honda. They did not find anything wrong with the vehicle. The next time it occurred (the next day) she had towed the vehicle to the selling dealership, Yonkers Honda. He stated that dealt with a Gentleman by the name of Bob who wanted to look at the vehicle and see if it could be fixed first. He stated that, when Bob was asked about ending the lease early. He informed them that it can be done, but would not be in their best interest financially. Basically, they would like a new vehicle/lease at no cost to them.

I apologized to him for this inconvenience. I had advised him that at this point in time AHM is not in a position to repurchase/replace the vehicle. I advised him that AHM will repair the vehicle per the terms of the new vehicle limited warranty. He understood. He asked what happens if the vehicle cannot be fixed. I informed him that I would hope we would not get to that point; however, if it does get to that point, there is a different process. He asked about the process, I informed him that I would not be able to accurately provide that information because I do not specialized in that area. I did advise him to research that information. He understood. I informed him that the dealership is doing what it can to repair the vehicle.

I had updated the mailing address.

*** COMMIT 1/3/2008 2:33:01 PM, pgarcia, Action Type : N/A

Follow-up with Yonkers

*** NOTES 1/10/2008 2:31:23 PM, pgarcia, Action Type : Call to Dealer

Spoke with Greg. He stated that the vehicle is repaired. He is just performing test drives.

*** CASE MODIFY 1/10/2008 2:31:27 PM, pgarcia

into WIP 05E and Status of Solving.

*** CASE FULFILL 1/10/2008 2:31:40 PM, pgarcia

Fulfilled for [REDACTED] due 01/08/2008 12:00:00 AM.

*** COMMIT 1/10/2008 2:31:43 PM, pgarcia, Action Type : N/A

Repaired?

*** NOTES 1/17/2008 2:01:31 PM, pgarcia, Action Type : Call to Dealer

Spoke with Greg. He stated that he drove the vehicle for 400 miles. The issue did not happen to him after replacing the control unit. The vehicle was delivered back to the customer. He mentioned that the customer had called him back this morning saying that it happened again. No lights were on though. He

Case History

Case ID : N012008-01-0200456

Case Title : 05E (206688) [REDACTED] - VSA SAFETY ISSUE

stated that the customer felt a light jolt when going down hill. He feels that it is the A/T grade logic.

*** CASE FULFILL 1/17/2008 2:02:20 PM, pgarcia

Fulfilled for [REDACTED] due 01/17/2008 12:00:00 AM.

*** COMMIT 1/17/2008 2:02:24 PM, pgarcia. Action Type : N/A

follow up

*** NOTES 1/23/2008 1:34:23 PM, pgarcia, Action Type : Call to Customer

Spoke with Robert. He stated that the vehicle has been repaired. He thanked me for the follow-up.

*** CASE FULFILL 1/23/2008 1:34:29 PM, pgarcia

Fulfilled for [REDACTED] due 01/22/2008 12:00:00 AM.

*** SUBCASE N012008-01-0200456-1 CLOSE 1/23/2008 1:34:46 PM, pgarcia

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/23/2008 1:34:49 PM, pgarcia

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

Case Details

Case ID : N012007-08-1401492 Division : Honda - Auto Condition : Closed Open Date : 8/14/2007 3:03:44 PM
 Case Originator : Luis Acevedo (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/4/2007 6:08:17 AM
 Case Owner : Armen Tumanian (Team TTS) Method : Phone Queue : Days Open : 21
 Last Closed By : Armen Tumanian (Team TTS) Point of Origin : Customer Wipbin :
 Case Title : 6D - 206831 - [REDACTED] - VSA AND ABS PROBLEM No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED]
 Dealer No. : [REDACTED]
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED] 8
 Evening Phone No. : 7 [REDACTED]
 Cell / Pager No. : [REDACTED]
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : CENTREVILLE, VA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 7897
 VIN Type / No. : US VIN / 5FNYP18695E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 31,500
 In Service Date : 10/30/2005
 Months In Use : 22
 Engine Number : J35A61452214
 Originating Dealer No. / Name : 206609 / ROSENTHAL HONDA
 Selling Dealer No. / Name : 206831 / JOYCE KOONS HONDA
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206831 / JOYCE KOONS HONDA
 Phone No. : 703-368-9100
 Address : 7105 SUDLEY ROAD
 City / State / Zip : MANASSAS, VA 20109
 Svc District / Sls District : 06D / A06
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-08-1401492-1 [REDACTED]	Subcase Close	Product	Operation	410	Front Brakes
N012007-08-1401492-2 [REDACTED]	Subcase Close	Product	Operation	736	Failure display

Issue Details

Issue ID : N012007-08-1401492-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Luis Acevedo	Type 1 : Product	Status : Subcase Close	Open Date : 8/14/2007 3:22:08 PM
Issue Owner : Luis Acevedo	Type 2 : Operation	Queue :	Close Date : 8/14/2007 3:22:20 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Other 410X
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Documented Concern
 Component Category : 03 - Service Brakes Sys
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012007-08-1401492-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Armen Tumanian	Type 1 : Product	Status : Subcase Close	Open Date : 8/20/2007 9:01:26 AM
Issue Owner : Armen Tumanian	Type 2 : Operation	Queue :	Close Date : 9/4/2007 6:08:17 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 736 / Failure display
 Condition Code Desc Any 7360
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : No Contact
 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 : N012007-08-1401492

Case Title : 6D - 206831 - ██████████ - VSA AND ABS PROBLEM

*** CASE CREATE 8/14/2007 3:03:44 PM, lacevedo

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

*** CASE EXTENDED WARRANTY LOOKUP 8/14/2007 3:03:54 PM, lacevedo

WARRANTY CHECK 08/14/2007 03:03:54 PM lacevedo

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/14/2007 3:03:58 PM, lacevedo

CLAIM CHECK 08/14/2007 03:03:58 PM lacevedo

The following Claim History information was found

0; 2006-02-07; 206831; 953813; 510; 8291A7 ; REAR DOOR SASH GARNISH, LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 8/14/2007 3:04:03 PM, lacevedo

CAMPAIGN CHECK 08/14/2007 03:04:03 PM lacevedo

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 8/14/2007 3:04:11 PM, lacevedo

VSC CHECK 08/14/2007 03:04:11 PM lacevedo

The following VSC information was found

██████████;V002490217;C82;NEW 96MO/120K, \$100 DED;ACTIVE;;2005-10-30;2013-10-29;120000;75;206831;10

0.00

*** CASE CUC LOOKUP 8/14/2007 3:04:11 PM, lacevedo

CUC CHECK 08/14/2007 03:04:11 PM lacevedo

The following CUC information was found

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

*** CASE MODIFY 8/14/2007 3:06:34 PM, lacevedo

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/14/2007 3:12:43 PM, lacevedo

WARRANTY CHECK 08/14/2007 03:12:43 PM lacevedo

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/14/2007 3:12:46 PM, lacevedo

CLAIM CHECK 08/14/2007 03:12:46 PM lacevedo

The following Claim History information was found

0; 2006-02-07; 206831; 953813; 510; 8291A7 ; REAR DOOR SASH GARNISH, LEFT - REPLACE.

*** CASE CAMPAIGN LOOKUP 8/14/2007 3:12:47 PM, lacevedo

CAMPAIGN CHECK 08/14/2007 03:12:47 PM lacevedo

The following Campaign information was found

06-085; Q26; Vaughn Class Action Honda; ;

*** CASE CUC LOOKUP 8/14/2007 3:12:49 PM, lacevedo

CUC CHECK 08/14/2007 03:12:49 PM lacevedo

The following CUC information was found

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

Case History

Case ID : N012007-08-1401492

Case Title : 6D - 206831 - [REDACTED] - VSA AND ABS PROBLEM

*** CASE VSC LOOKUP 8/14/2007 3:12:49 PM, lacevedo

VSC CHECK 08/14/2007 03:12:49 PM lacevedo

The following VSC information was found

[REDACTED];V002490217;C82;NEW 96MO/120K, \$100 DED;ACTIVE;;2005-10-30;2013-10-29;120000;75;206831;10
0.00

*** NOTES 8/14/2007 3:12:53 PM, lacevedo, Action Type : Call from Customer

ACS received a call from the customer to inquire about the vehicle. Customer stated that the vehicle feels like the brakes have been applied during acceleration. Customer in concern and feels this is potentially a life threatening occurrence while the vehicle is being driven. Customer requested that I don't forward this case yet as he will try to come to a resolution with the dealership tomorrow. I verified the customer's contact information.

*** CASE MODIFY 8/14/2007 3:13:01 PM, lacevedo

into WIP default and Status of Solving.

*** SUBCASE N012007-08-1401492-1 CREATE 8/14/2007 3:22:08 PM, lacevedo

Created in WIP Default with Due Date 8/14/2007 3:22:08 PM.

*** SUBCASE N012007-08-1401492-1 CLOSE 8/14/2007 3:22:20 PM, lacevedo

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/14/2007 3:22:22 PM, lacevedo

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

*** CASE REOPEN 8/16/2007 7:50:07 AM, wlett

with Condition of Open and Status of Solving.

*** CASE MODIFY 8/16/2007 7:50:32 AM, wlett

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2007 7:53:54 AM, wlett

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2007 7:54:58 AM, wlett

into WIP default and Status of Solving.

*** CASE MODIFY 8/16/2007 7:55:04 AM, wlett

into WIP default and Status of Solving.

*** NOTES 8/16/2007 8:06:04 AM, wlett, Action Type : Call from Customer

The customer called ACS to re-open the case. He states that he took the car to Koons Honda for evaluation. They were unable to duplicate the concern. He states that he made several visits. (no names) The customer states that he has done some research with the NTSHA and found some reports of similar concerns. At this point, he no longer wants the vehicle and is requesting that AHM trade him out for another vehicle. The vehicle is at Koons Honda at this time. The Sales Manager is working with him in the possibility of replacing this vehicle with a 2007 Pilot. The Sales Manager, Peter, at this time is working on pricing.

This is the best number to reach him: [REDACTED] cell.

*** NOTES 8/16/2007 8:18:52 AM, wlett, Action Type : Call from Customer

The customer would like AHM to assist him with buying a replacement vehicle due to the concerns he has expressed.

Case History

Case ID : N012007-08-1401492

Case Title : 6D - 206831 - [REDACTED] - VSA AND ABS PROBLEM

I advised the customer that he is to work with the dealership on the sales issues. The customer states that the Sales Manager is being very cooperative, however, he thinks AHM should assist.

I am forwarding the request to a RCM to review. The customer was advised that AHM does not normally assist with sales.

*** CASE DISPATCH 8/16/2007 8:19:05 AM, wlett
from WIP default to Queue Honda Team F.

*** CASE ASSIGN 8/16/2007 3:22:55 PM, rrobbins
N012007-08-1401492 to atumania, WIP

*** CASE RULE ACTION 8/16/2007 3:22:58 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 8/20/2007 9:00:03 AM, atumania
into WIP default and Status of Solving.

*** SUBCASE N012007-08-1401492-2 CREATE 8/20/2007 9:01:26 AM, atumania
Created in WIP Default with Due Date 8/20/2007 9:01:26 AM.

*** CASE MODIFY 8/20/2007 9:01:29 AM, atumania
into WIP default and Status of Solving.

*** NOTES 8/21/2007 10:15:11 AM, atumania, Action Type : Call to Customer
Attempted to contact customer. Left voicemail introducing myself and requesting a contact back.

*** COMMIT 8/21/2007 10:15:20 AM, atumania, Action Type : N/A
Made to [REDACTED] due 08/22/2007 10:15:21 AM.
cust. call back? call cust.

*** CASE MODIFY 8/21/2007 10:15:31 AM, atumania
into WIP default and Status of Solving.

*** NOTES 8/23/2007 1:14:40 PM, atumania, Action Type : Call to Customer
Attempted to contact customer. Left message on both numbers requesting a contact back.

*** COMMIT 8/23/2007 1:15:05 PM, atumania, Action Type : N/A
Made to [REDACTED] due 08/24/2007 01:15:07 PM.
cust. call back? call cust.

*** CASE FULFILL 8/23/2007 1:15:20 PM, atumania
Fulfilled for DARIN SATTERTHWAITE due 08/22/2007 10:15:21 AM.

*** CASE MODIFY 8/23/2007 1:15:23 PM, atumania
into WIP 6D and Status of Solving.

*** NOTES 8/28/2007 11:18:42 AM, atumania, Action Type : Call to Customer
Attempted to contact customer. Left voicemail requesting a contact back. I explained if I do not receive a contact back within 3 days I will assume the issue has been resolved and close the case. I stated AHM is looking to work with him to resolve the issue if he would like.

*** CASE FULFILL 8/28/2007 11:18:48 AM, atumania
Fulfilled for [REDACTED] due 08/24/2007 01:15:07 PM.

Case History

Case ID : N012007-08-1401492

Case Title : 6D - 206831 - VSA AND ABS PROBLEM

*** COMMIT 8/28/2007 11:18:50 AM, atumania, Action Type : N/A

Made to due 08/30/2007 11:18:50 AM.

cust. contact? close case

*** CASE MODIFY 8/28/2007 11:19:14 AM, atumania

into WIP 6D and Status of Solving.

*** NOTES 9/4/2007 6:08:00 AM, atumania, Action Type : Note-General

No customer contact. Closing Case.

*** SUBCASE N012007-08-1401492-2 CLOSE 9/4/2007 6:08:17 AM, atumania

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/4/2007 6:08:17 AM, atumania

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