

Case Details

Case ID : N012010-01-0700526 Division : Honda - Auto Condition : Closed Open Date : 1/7/2010 9:19:29 AM
 Case Originator : Fernando Rea (Team MA) Sub Division : Customer Relations Status : Closed Close Date : 1/20/2010 2:31:35 PM
 Case Owner : Todd Yamatsuka (Team HC) Method : Phone Queue : Days Open : 13
 Last Closed By : Todd Yamatsuka (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 10F-(WILLY HONDA)-[REDACTED]-DIAGNOSTIC CONCERN-POSSIBLE No. of Attachments : 0

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

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 : LAYTON, UT [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Unit Owner : [REDACTED] 1148
 VIN Type / No. : US VIN / 5FNYF18595E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 55,000
 In Service Date : 08/02/2005
 Months In Use : 53
 Engine Number : J35A61454499
 Originating Dealer No. / Name : 206772 / SPORT HONDA
 Selling Dealer No. / Name : 206754 / HERSON'S 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 : 207808 / WILLEY HONDA
 Phone No. : 801-295-4477
 Address : 2215 SOUTH 500 WEST
 City / State / Zip : BOUNTIFUL, UT 84010
 Svc District / Sls District : 10F / E10
 Warranty Labor Rate / Date : \$94.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-01-0700526-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-01-0700526-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Fernando Rea	Type 1 : Product	Status : Subcase Close	Open Date : 1/7/2010 9:28:05 AM
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 1/7/2010 9:28:19 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 : N012010-01-0700526

Case Title : 10F-(WILLY HONDA)-[REDACTED]- DIAGNOSTIC CONCERN-POSSIBLE VSA ISS

*** CASE CREATE 1/7/2010 9:19:29 AM, frea

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

*** CASE EXTENDED WARRANTY LOOKUP 1/7/2010 9:19:32 AM, frea

WARRANTY CHECK 01/07/2010 09:19:32 AM frea

No data found for VIN.

*** CASE CLAIMS LOOKUP 1/7/2010 9:19:34 AM, frea

CLAIM HISTORY CHECK 01/07/2010 09:19:34 AM frea

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/7/2010 9:19:38 AM, frea

CAMPAIGN CHECK 01/07/2010 09:19:38 AM frea

The following Campaign information was found

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

*** CASE VSC LOOKUP 1/7/2010 9:19:39 AM, frea

VSC-CUC CHECK 01/07/2010 09:19:39 AM frea

No data found for VIN.

*** CASE MODIFY 1/7/2010 9:27:07 AM, frea

into WIP default and Status of Solving.

*** NOTES 1/7/2010 9:27:23 AM, frea, Action Type : Call from Customer

Updated customers information. Customers best contact phone number is: 801-543-3328 home

Situation: Customer recently purchased this vehicle from a non Honda dealership.

Customer stated that when driving over the Christmas weekend the brakes locked up.

Customer swerved off the road and came to a stop.

Customer stated that both the VSA and VSA OFF light came on.

Customer turned off the vehicle and restarted the vehicle. The VSA and VSA OFF light were no longer illuminated.

Customer reviewed the manual and read that the vehicle be inspected ASAP.

Request: Customer seeks advisement on how to address the issue.

Probing Questions:

The vehicle was taken to Willey Honda on 12/29/09. Customer picked up the vehicle on 12/31 and was informed by the dealership that they could not identify the issue. Dealership informed customer that because the indicator light is no longer present they could not obtain the trouble codes.

Inbound Summary:

ACS advised customer this vehicle is not involved in any outstanding recalls or active service campaigns related to the issue he described.

ACS advised customer AHM is constantly researching information and working on improving the quality and performance of its products; it is through that research that AHM has identified recalls, service campaigns and updated repair procedures in the past.

ACS suggested he continue working with the dealership to identify the issue with the vehicle.

Case History

Case ID : N012010-01-0700526

Case Title : 10F-(WILLY HONDA-[REDACTED]) DIAGNOSTIC CONCERN-POSSIBLE VSA ISS

Customer understands does not require additional assistance at this time.

*** SUBCASE N012010-01-0700526-1 CREATE 1/7/2010 9:28:05 AM, frea
Created in WIP Default with Due Date 1/7/2010 9:28:05 AM.

*** CASE MODIFY 1/7/2010 9:28:17 AM, frea
into WIP default and Status of Solving.

*** SUBCASE N012010-01-0700526-1 CLOSE 1/7/2010 9:28:19 AM, frea
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/7/2010 9:28:20 AM, frea
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 1/19/2010 5:00:14 PM, cgill
with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 1/19/2010 5:00:40 PM, cgill
WARRANTY CHECK 01/19/2010 05:00:40 PM cgill
No data found for VIN.

*** CASE CLAIMS LOOKUP 1/19/2010 5:00:43 PM, cgill
CLAIM HISTORY CHECK 01/19/2010 05:00:43 PM cgill
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/19/2010 5:00:49 PM, cgill
CAMPAIGN CHECK 01/19/2010 05:00:49 PM cgill
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 1/19/2010 5:00:50 PM, cgill
VSC-CUC CHECK 01/19/2010 05:00:50 PM cgill
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 1/19/2010 5:02:58 PM, cgill
CAMPAIGN CHECK 01/19/2010 05:02:58 PM cgill
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE MODIFY 1/19/2010 5:08:11 PM, cgill
into WIP default and Status of Solving.

*** CASE MODIFY 1/19/2010 5:09:13 PM, cgill
into WIP default and Status of Solving.

*** CASE MODIFY 1/19/2010 5:09:27 PM, cgill
into WIP default and Status of Solving.

*** NOTES 1/19/2010 5:15:54 PM, cgill, Action Type : Call from Customer
Updated Customer's Information

Case History

Case ID : N012010-01-0700526

Case Title : 10F-(WILLY HONDA)-[REDACTED] DIAGNOSTIC CONCERN-POSSIBLE VSA ISS

Best number to call: 801-230-8187

Situation: Car turns off in the cold weather

Request: Diagnosis concern

Probing Questions: Customer states that the truck stops when they are driving. Customer states that when it has happened, the car has just been started and that the temperature is around 10 degrees. Customer states that it brakes and then pulls to the left or the right. There is a VSA light that comes on. Customer states that he has taken to the dealership but they haven't been able to replicate it. Customer states that it only happens when they are in cold weather. Customer took car to IRF, Checkers Auto, when the VSA light was on, but the tech couldn't pull a diagnostic code.

Customer has gone to Willy Honda Dealership (Bountiful UT)

Customer requests a new VSA unit installed in his car. Customer states that he has found on the Internet that this is a known issue.

Inbound Summary: ACS confirmed that there are no recalls or product updates for this issue. ACS advised customer that his issue will be escalated to a CM for liaison assistance. ACS advised that he will receive a return call within two business days.

Customer understands.

ACS is forwarding per customer request for liaison assistance for diagnosis issue for his VSA unit.

*** CASE DISPATCH 1/19/2010 5:16:20 PM, cgill
from WIP default to Queue Honda Team C.

*** CASE ASSIGN 1/20/2010 8:13:05 AM, jsmith02
N012010-01-0700526 to tyamatsu, WIP 8!□□<!□□H□C°4

*** CASE RULE ACTION 1/20/2010 8:13:06 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CAMPAIGN LOOKUP 1/20/2010 1:59:53 PM, tyamatsu
CAMPAIGN CHECK 01/20/2010 01:59:53 PM tyamatsu
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 1/20/2010 2:31:19 PM, tyamatsu, Action Type : Call to Customer

I called Mr. [REDACTED] to discuss his concern. He stated that when he drives in weather that is 10 degrees fahrenheit, he's experienced a sudden braking sensation as if the brakes locked up. He stated the symptom is very intermittent. He was frustrated because the Honda dealership could never duplicate the symptom and therefore never recommended a repair. I acknowledged his frustration and stated that in general, if a dealership can't replicate a problem, they won't guess what the failure is and 'throw' parts at a vehicle. Mr. [REDACTED] did not have an issue with Willey Honda. He understood the problem in dealing with an intermittent concern. He stated he would monitor the situation and closed the call.

*** CASE CLOSE 1/20/2010 2:31:35 PM, tyamatsu
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012012-05-1001001	Division : Honda - Auto	Condition : Closed	Open Date : 5/10/2012 12:08:09 PM
Case Originator : Katrina Vibar (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 5/10/2012 12:19:20 PM
Case Owner : Katrina Vibar (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Katrina Vibar (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ -ND/BRAKES CONCERN/JERKING	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████ 81 A
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : MATTAPOISETT, MA ██████████
 E Mail : ██████████
 Svc District / SIs District : /

Product Info :

Unit Owner : ██████████ 81 A
 VIN Type / No. : US VIN / 5FN1YF18645E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 61,000
 In Service Date : 08/23/2005
 Months In Use : 81
 Engine Number : J35A61456335
 Originating Dealer No. / Name : 208131 / BARRY'S DARTMOUTH HONDA
 Selling Dealer No. / Name : 208131 / BARRY'S DARTMOUTH 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 :
 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
N012012-05-1001001-I / ██████████ - P	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012012-05-1001001-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Katrina Vibar	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2012 12:18:36 PM
Issue Owner : Katrina Vibar	Type 2 : Operation	Queue :	Close Date : 5/10/2012 12:19:18 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, 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 : N012012-05-1001001

Case Title : [REDACTED] -ND/BRAKES CONCERN/JERKING

*** CASE CREATE 5/10/2012 12:08:09 PM, kvibar

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

*** CASE MODIFY 5/10/2012 12:09:05 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2012 12:14:22 PM, kvibar

into WIP default and Status of Solving.

*** NOTES 5/10/2012 12:17:48 PM, kvibar, Action Type : Call from Customer

Verified Customer Information

Best Contact Number [REDACTED]

He said something happened the last 2 times he drove it. He said their DLR doesn't exist anymore so he went to a Honda Forum. He said they dont drive it more often because they have other vehicle. He said last Friday they were in a slow lane and he was going to cut in to go to his Barbershop. He said he touched the brakes and it made an incredible noise then it kept jerking. He said he pulled over then drove it to the parking then it jerked again once he pressed the brakes. He said he turned off the vehicle then it didn't happen, but it did it again recently. He said he saw that they have fixed the issue but it just happens again so he doesn't want to take it to the DLR. He said he cannot duplicate the issue because it is intermittent.

ACS informed the customer that there is no technicians at AHM that can diagnose his vehicle. ACS advised that he take it to the DLR since they have resources to inquire about this issue. ACS informed the customer that base on his VIN there is no recall for his vehicle. ACS informed the customer that after researching on all 2005 Pilot there is no known issue pertaining to this matter. ACS informed the customer that his concern will be documented. He thanked ACS and needed no further assistance.

*** CASE MODIFY 5/10/2012 12:17:49 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2012 12:17:52 PM, kvibar

into WIP default and Status of Solving.

*** CASE MODIFY 5/10/2012 12:18:09 PM, kvibar

into WIP default and Status of Solving.

*** SUBCASE N012012-05-1001001-1 CREATE 5/10/2012 12:18:36 PM, kvibar

Created in WIP Default with Due Date 5/10/2012 12:18:36 PM.

*** SUBCASE N012012-05-1001001-1 CLOSE 5/10/2012 12:19:18 PM, kvibar

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 5/10/2012 12:19:19 PM, kvibar

into WIP default and Status of Solving.

*** CASE CLOSE 5/10/2012 12:19:20 PM, kvibar

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

Case Details

Case ID : N012009-12-0101534	Division : Honda - Auto	Condition : Closed	Open Date : 12/1/2009 3:52:13 PM
Case Originator : Cynthia Sudario (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 1/13/2010 9:14:02 AM
Case Owner : David Kitchen (Team HF)	Method : Phone	Queue :	Days Open : 43
Last Closed By : David Kitchen (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : 8J - 208222 [REDACTED] - MODULE ASSY- SEEKING ASSISTANCE		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 35 L
 VIN Type / No. : US VIN / 5FNYP18575B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 33,000
 In Service Date : 07/29/2005
 Months In Use : 53
 Engine Number : J35A61456416
 Originating Dealer No. / Name : 208222 / BOB LINDSAY HONDA
 Selling Dealer No. / Name : 208222 / BOB LINDSAY 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 : 208222 / BOB LINDSAY HONDA
 Phone No. : 309-692-3200
 Address : 900 W. PIONEER PKWY.
 City / State / Zip : PEORIA, IL 61615
 Svc District / SIs District : 08J / E08
 Warranty Labor Rate / Date : \$99.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-0101534-1 / [REDACTED] - PR	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012009-12-0101534-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jay Pasquin	Type 1 : Product	Status : Subcase Close	Open Date : 12/2/2009 2:29:47 PM
Issue Owner : David Kitchen	Type 2 : Operation	Queue :	Close Date : 1/13/2010 9:13:56 AM
Issue Title : [REDACTED] 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, Repaired/Cust. Pay
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 : N012009-12-0101534

Case Title : 8J - 208222 [REDACTED] - MODULE ASSY- SEEKING ASSISTANCE

*** CASE CREATE 12/1/2009 3:52:13 PM, csudario

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

*** CASE MODIFY 12/1/2009 3:52:20 PM, csudario

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 12/1/2009 3:52:24 PM, csudario

WARRANTY CHECK 12/01/2009 03:52:24 PM csudario

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/1/2009 3:52:27 PM, csudario

CLAIM HISTORY CHECK 12/01/2009 03:52:27 PM csudario

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 12/1/2009 3:52:33 PM, csudario

CAMPAIGN CHECK 12/01/2009 03:52:33 PM csudario

The following Campaign information was found

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

*** CASE VSC LOOKUP 12/1/2009 3:52:35 PM, csudario

VSC-CUC CHECK 12/01/2009 03:52:35 PM csudario

No data found for VIN.

*** CASE MODIFY 12/1/2009 3:52:50 PM, csudario

into WIP default and Status of Solving.

*** NOTES 12/1/2009 4:03:39 PM, csudario, Action Type : Call from Customer

ACS verified spelling of name and contact information.

Customer states that she took the vehicle in because several indicator lights came on:

- ABS light
- VSA light
- VTM-4
- BRAKE light (in red) and (!) brake system indicator.

SA-Jared tried clearing the indicators but came back on before the customer even left the lot.

Customer was told that they have to order a new modulator assy- (p/n 57110-s9v-a61) and the cost would be \$1102.90 (part), not including labor, Customer was told that labor may take approx. an hour.

Customer states that this part assy. controls all of the vehicle stability system

Customer states with such low mileage, customer feels that there is definitely a defect and would like AHM to cover the cost of the repair.

ACS provided customer with her case no. and informed her that her concerns have been noted and will be forwarded over that a RCM for review.

Case History

Case ID : N012009-12-0101534

Case Title : 8J - 208222 [REDACTED] - MODULE ASSY- SEEKING ASSISTANCE

ACS advised customer to allow 1 to 2 business days for a RCM to contact her and that AHM cannot guarantee the assistance of the repair cost.

Customer understands.

ACS dispatching case.

*** CASE MODIFY 12/1/2009 4:03:49 PM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 12/1/2009 4:04:04 PM, csudario
into WIP default and Status of Solving.

*** CASE DISPATCH 12/1/2009 4:04:19 PM, csudario
from WIP default to Queue Honda Team F.

*** CASE MODIFY 12/1/2009 4:04:48 PM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 12/1/2009 4:05:57 PM, csudario
into WIP default and Status of Solving.

*** NOTES 12/1/2009 4:06:39 PM, csudario, Action Type : Call from Customer
ACS asked customer if they are signed up to OWNERLINK, Customer states yes.

*** CASE MODIFY 12/1/2009 4:06:44 PM, csudario
into WIP default and Status of Solving.

*** CASE ACCEPT 12/2/2009 6:02:01 AM, jpasquin
from Queue Honda Team F to WIP Default.

*** CASE MODIFY 12/2/2009 2:28:59 PM, jpasquin
into WIP 24 hr C/B and Status of Solving.

*** SUBCASE N012009-12-0101534-1 CREATE 12/2/2009 2:29:47 PM, jpasquin
Created in WIP Default with Due Date 12/2/2009 2:29:47 PM.

*** NOTES 12/2/2009 2:30:10 PM, jpasquin, Action Type : Call to Customer
Called the customer and left a VM requesting a callback.

*** COMMIT 12/3/2009 7:26:05 AM, jpasquin, Action Type :
Made to [REDACTED] due 12/04/2009 12:00:00 AM.

DCS Follow-Up

*** NOTES 12/3/2009 7:27:41 AM, jpasquin, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 12/6/2009

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

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

The customer is requesting for assistance with a modulator assembly. Please contact DPSM for goodwill assistance and follow up.

Case History

Case ID : N012009-12-0101534

Case Title : 8J - 208222 [REDACTED] - MODULE ASSY- SEEKING ASSISTANCE

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.

Jay Pasquin
Automobile Customer Service
310-783-7729 - Dealer use only

*** NOTES 12/7/2009 9:11:25 AM, jpasquin, Action Type : Call to Dealer

Called the dealership and left a VM for SM Craig requesting a callback.

*** NOTES 12/7/2009 9:17:09 AM, jpasquin, Action Type : Call to Customer

I called the customer and introduced myself as the CM. The customer stated that the dealership has advised her that the modulator assembly will need to be replaced which will cost \$1100. The customer stated that considering the circumstances of the age and mileage of the vehicle, also having her service performed at Bob Lindsay Honda, she would like for AHM to consider providing assistance. I informed the customer that I will be reviewing her request further however since the vehicle is outside warranty coverage, assistance is not guaranteed. I informed the customer that I will follow up once her case has been reviewed.

*** CASE FULFILL 12/7/2009 9:17:20 AM, jpasquin

Fulfilled for [REDACTED] due 12/04/2009 12:00:00 AM.

*** COMMIT 12/7/2009 9:17:26 AM, jpasquin, Action Type : N/A

dealer called? / call cust.

*** CASE MODIFY COMMITMENT 12/9/2009 1:23:16 PM, jpasquin

with [REDACTED] due 12/10/2009 12:00:00 AM.

*** NOTES 12/10/2009 1:48:28 PM, jpasquin, Action Type : Call to Dealer

Called the dealership and left a VM for SM Craig requesting a callback.

*** CASE FULFILL 12/10/2009 1:48:36 PM, jpasquin

Fulfilled for [REDACTED] due 12/10/2009 12:00:00 AM.

*** COMMIT 12/10/2009 1:48:42 PM, jpasquin, Action Type : N/A

dealer called?

*** CASE MODIFY COMMITMENT 12/11/2009 1:59:43 PM, jpasquin

with [REDACTED] due 12/14/2009 12:00:00 AM.

*** NOTES 12/14/2009 12:22:42 PM, jpasquin, Action Type : Call from Dealer

Received a call from SM Craig. SM stated that he has spoke with DPSM about the customers concern and was informed that a 50/50 split will be a good offer to present to the customer. SM stated that he has yet to get a hold of the customer but will try again today. I thanked SM and I informed SM that I will be following up.

*** CASE FULFILL 12/14/2009 12:23:00 PM, jpasquin

Fulfilled for [REDACTED] due 12/14/2009 12:00:00 AM.

*** COMMIT 12/14/2009 12:23:04 PM, jpasquin, Action Type : N/A

f/u with dealer /cust

*** CASE MODIFY COMMITMENT 12/16/2009 1:16:53 PM, jpasquin

with [REDACTED] due 12/21/2009 12:00:00 AM.

*** NOTES 12/23/2009 1:09:04 PM, jpasquin, Action Type : Call to Dealer

Case History

Case ID : N012009-12-0101534

Case Title : 8J - 208222 [REDACTED] - MODULE ASSY- SEEKING ASSISTANCE

Called the dealership and spoke with SA Todd. SA stated they have ordered the part for the customer and that the customer is scheduled for an appointment on the first of January.

*** NOTES 12/23/2009 1:09:30 PM, jpasquin, Action Type : Call to Customer

I called the customer and left a VM requesting for a callback.

*** CASE FULFILL 12/23/2009 1:09:38 PM, jpasquin

Fulfilled for [REDACTED] due 12/21/2009 12:00:00 AM.

*** COMMIT 12/23/2009 1:09:43 PM, jpasquin, Action Type : N/A

cust. called?

*** CASE MODIFY COMMITMENT 12/29/2009 2:15:16 PM, jpasquin

with [REDACTED] due 01/05/2010 12:00:00 AM.

*** CASE RULE ACTION 12/29/2009 3:52:13 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 1/5/2010 12:39:40 PM, jpasquin, Action Type : Call to Customer

I called the customer for a follow up/. The customer stated that she still has not heard anything from the dealership in regards to her concern. I informed the customer that a 50% offer has been presented and the customer stated that she is ok with the offer. I informed the customer that I will notify the dealership again to set up an appointment.

*** NOTES 1/5/2010 12:40:11 PM, jpasquin, Action Type : Call to Dealer

I called the dealership and spoke with SM Craig. SM stated that he wil call the customer again to set up an appointment.

*** CASE FULFILL 1/5/2010 12:40:20 PM, jpasquin

Fulfilled for [REDACTED] due 01/05/2010 12:00:00 AM.

*** COMMIT 1/5/2010 12:40:26 PM, jpasquin, Action Type : N/A

f/u with cust.

*** NOTES 1/8/2010 1:29:07 PM, jpasquin, Action Type : Call to Customer

I called the customer for a follow up. The customer stated again that the dealership still has not contacted her back. The customer stated that she will just call the dealership herself and speak with the SM. I thanked and apologized the customer for the inconvenience and I informed the customer that I will be following up again.

*** CASE FULFILL 1/8/2010 1:29:16 PM, jpasquin

Fulfilled for [REDACTED] due 01/08/2010 12:00:00 AM.

*** COMMIT 1/8/2010 1:29:19 PM, jpasquin, Action Type : N/A

f/u with cust.

*** CASE YANKED 1/12/2010 10:27:44 AM, wparker

Yanked by wparker into WIPbin default.

*** CASE ASSIGN 1/12/2010 1:44:52 PM, wparker

N012009-12-0101534 to dkitchen, WIP CURRENT TIMESTAMP

*** CASE RULE ACTION 1/12/2010 1:44:52 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 1/13/2010 9:12:17 AM, dkitchen, Action Type : Call to Customer

Case History

Case ID : N012009-12-0101534

Case Title : 8J - 208222 [REDACTED] - MODULE ASSY- SEEKING ASSISTANCE

Talked with customer and she confirmed she talked with the SM. She said the dealership is splitting the cost with her and she is very pleased with AHM and the dealer's participation. Customer said she appreciated the previous CM's proactive help as well.

I advised customer that I was following up and advised her to call us if she has any questions in the future.

Customer thanked me for the call. no further action is required.

*** CASE MODIFY 1/13/2010 9:12:24 AM, dkitchen
into WIP default and Status of Solving.

*** CASE MODIFY 1/13/2010 9:12:28 AM, dkitchen
into WIP default and Status of Solving.

*** SUBCASE N012009-12-0101534-1 YANKED 1/13/2010 9:12:56 AM, dkitchen
Yanked by dkitchen into WIPbin default.

*** SUBCASE N012009-12-0101534-1 CLOSE 1/13/2010 9:13:56 AM, dkitchen
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 1/13/2010 9:13:59 AM, dkitchen
into WIP default and Status of Solving.

*** CASE CLOSE 1/13/2010 9:14:02 AM, dkitchen
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012008-10-2200221	Division : Honda - Auto	Condition : Closed	Open Date : 10/22/2008 8:03:16 AM
Case Originator : Oneita Evans (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/6/2008 9:09:25 AM
Case Owner : Matt Caldarella (Team HG)	Method : Phone	Queue :	Days Open : 15
Last Closed By : Matt Caldarella (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (DANBURY) -05F [REDACTED] -VSA LIGHT COMING ON	No. of Attachments : 0		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] H
 VIN Type / No. : US VIN / 5FNYP18565E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 50,000
 In Service Date : 08/29/2005
 Months In Use : 38
 Engine Number : J35A61458802
 Originating Dealer No. / Name : 207994 / HONDA OF DANBURY
 Selling Dealer No. / Name : 207994 / HONDA OF DANBURY
 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 : 207994 / HONDA OF DANBURY
 Phone No. : 203-730-5600
 Address : 102D-102A-104 FEDERAL
 City / State / Zip : DANBURY, CT 06810
 Svc District / Sls District : 05F / F05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-10-2200221-1 / [REDACTED] PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-10-2200221-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Matt Caldarella	Type 1 : Product	Status : Subcase Close	Open Date : 10/23/2008 6:16:56 AM
Issue Owner : Matt Caldarella	Type 2 : Operation	Queue :	Close Date : 11/6/2008 9:09:19 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 : Operates as Designed, 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 : N012008-10-2200221

Case Title : (DANBURY) -05F [REDACTED] -VSA LIGHT COMING ON

*** CASE CREATE 10/22/2008 8:03:16 AM, oevans
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/22/2008 8:03:23 AM, oevans
into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:03:48 AM, oevans
into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:08:48 AM, oevans
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/22/2008 8:11:17 AM, oevans
WARRANTY CHECK 10/22/2008 08:11:16 AM oevans
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/22/2008 8:11:20 AM, oevans
CLAIM CHECK 10/22/2008 08:11:20 AM oevans
The following Claim History information was found
0; 2007-09-17; 207994; 004631; 510; 748120 ; POWER DOOR LOCK ACTUATOR, LEFT FRONT; WITH OR WITHOUT
LATCH ASSY - REPLACE.

*** CASE CAMPAIGN LOOKUP 10/22/2008 8:11:22 AM, oevans
CAMPAIGN CHECK 10/22/2008 08:11:22 AM oevans
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 10/22/2008 8:11:23 AM, oevans
VSC-CUC CHECK 10/22/2008 08:11:23 AM oevans
No data found for VIN.

*** NOTES 10/22/2008 8:24:58 AM, oevans, Action Type : Call from Customer
Brakes Locke Up (info verified)

Customer called and stated that on two occasions his brakes locked up. This first time the VSA light came on, so he took the vehicle to Honda Of Danbury. The service advisor told him that they were not able to find any thing wrong. The second time it happened was yesterday, and he once again took his vehicle to the dealer. The service advisor was unable to find anything wrong with his vehicle. Customer is very concern that his vehicle is not safe and would like for someone to contact the dealer regarding his concern.

I apologized and told him that someone will call him within 1-2 business days. I gave him the case number and told him that I could not promise him the out come of his request. Mr. Rossi was given the case number again along with the fax number.

*** CASE MODIFY 10/22/2008 8:25:09 AM, oevans
into WIP default and Status of Solving.

*** CASE MODIFY 10/22/2008 8:25:21 AM, oevans
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/22/2008 8:25:27 AM, oevans

Case History

Case ID : N012008-10-2200221

Case Title : (DANBURY)-05F [REDACTED] -VSA LIGHT COMING ON

WARRANTY CHECK 10/22/2008 08:25:27 AM oevans
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/22/2008 8:25:31 AM, oevans

CLAIM CHECK 10/22/2008 08:25:31 AM oevans

The following Claim History information was found

0; 2007-09-17; 207994; 004631; 510; 748120 ; POWER DOOR LOCK ACTUATOR, LEFT FRONT; WITH OR WITHOUT
LATCH ASSY - REPLACE.

*** CASE CAMPAIGN LOOKUP 10/22/2008 8:25:32 AM, oevans

CAMPAIGN CHECK 10/22/2008 08:25:32 AM oevans

The following Campaign information was found

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

*** CASE VSC LOOKUP 10/22/2008 8:25:33 AM, oevans

VSC-CUC CHECK 10/22/2008 08:25:33 AM oevans

No data found for VIN.

*** CASE MODIFY 10/22/2008 8:25:41 AM, oevans

into WIP default and Status of Solving.

*** CASE DISPATCH 10/22/2008 8:25:57 AM, oevans

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/22/2008 10:11:40 AM, aharlan

N012008-10-2200221 to mcaldare, WIP

*** CASE RULE ACTION 10/22/2008 10:11:41 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/23/2008 6:07:51 AM, mcaldare

into WIP default and Status of Solving.

*** CASE MODIFY 10/23/2008 6:16:09 AM, mcaldare

into WIP default and Status of Solving.

*** SUBCASE N012008-10-2200221-1 CREATE 10/23/2008 6:16:56 AM, mcaldare

Created in WIP Default with Due Date 10/23/2008 6:16:56 AM.

*** CASE MODIFY 10/23/2008 6:17:06 AM, mcaldare

into WIP default and Status of Solving.

*** COMMIT 10/23/2008 6:17:10 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/23/2008 05:00:00 PM.

intro to customer

*** CASE MODIFY 10/23/2008 6:17:47 AM, mcaldare

into WIP default and Status of Solving.

*** NOTES 10/23/2008 9:08:24 AM, jroach, Action Type : Call for Case Mgr

The customer called to speak to his case manager. I transferred him to his RCM. The customer needed no further assistance at this time.

Case History

Case ID : N012008-10-2200221

Case Title : (DANBURY) -05F [REDACTED] -VSA LIGHT COMING ON

*** NOTES 10/23/2008 9:27:44 AM, mcaldare, Action Type : Call from Customer

I received a call from Mr. [REDACTED] to discuss his concerns. The customer stated that he is concerned with the operation of his vehicles VSA system. The customer stated that 7 months ago, while traveling roughly 35mph his vehicles brakes locked up completely while driving bringing the vehicle to a complete stop and the VSA light came on. He stated that this past Monday, his vehicle did the same thing while driving at 20mph. The customer stated that he took the vehicle to Honda of Danbury but nothing was found to be inoperable. He stated that Edmondscars.com has a list of individuals who has experienced this same condition with their Honda Pilots. I stated that Honda has no SB or news of this issue. The customer stated that he will fax me a copy of the reports from other Pilot owners who have experienced this same issue. I stated that I will follow up with the dealership to get their thoughts on the situation and follow back up with him. The customer understood.

*** NOTES 10/23/2008 9:54:56 AM, mcaldare, Action Type : Call to Dealer

I contacted Jay, SM at Honda of Danbury. He stated that this customer did bring this issue to his attention but the dealership did not find any thing wrong with his vehicle. He stated that the dealership checked the customers brakes and nothing was found to be out of spec, no seized calipers and no leaks in the system. He stated that there were no store defect codes found when checking the ECM and VSA system. I informed [REDACTED] that I will discuss this further with the customer.

*** CASE FULFILL 10/23/2008 9:55:08 AM, mcaldare

Fulfilled for [REDACTED] due 10/23/2008 05:00:00 PM.

*** COMMIT 10/23/2008 9:55:14 AM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/28/2008 05:00:00 PM.

call customer

*** CASE MODIFY 10/23/2008 9:55:38 AM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/23/2008 2:04:28 PM, pnassimb, Action Type : Call from Customer

Customer was transferred to motorcycle, X16582. Transferred customer to Matt x17735 in auto.

*** NOTES 10/23/2008 2:08:05 PM, mcaldare, Action Type : Call from Customer

The customer called Honda requesting information on his case. I stated that I do not have any updated information for him. I stated that I did talk to the dealership today however, they informed Honda that they could not find anything wrong with his vehicle. I stated that ultimately, the dealership will have to duplicate or verify his concerns exist in order to repair the vehicle. I stated that he can set an appointment up with the dealership and I will authorize a few hours of diagnostic time for him but I will not make a guaranty regarding an outcome. The customer stated that he would take Honda up on this offer. He then asked if I received the fax he just submitted. I stated that I have not at this time but stated that I will read that when it is in my possession. The customer understood.

*** CASE MODIFY 10/23/2008 2:08:30 PM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/23/2008 2:12:19 PM, kperez, Action Type : Call from Customer

The customer called for the CM and ACS forwarded the customer to the CM's voicemail.

*** NOTES 10/28/2008 1:37:34 PM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED]. I informed the customer that I did read the Edmondscars.com information he provided. I stated that those article from other 2005 Honda Pilot owners seem to be indicating the same issue occurring to them but there is not way to verify that the incidences for all caused by the same issue. I asked the customer if his vehicle is currently at Danbury. He stated that it is. I stated that I will keep in touch with the dealership to verify what, if anything has been found on this vehicle. I stated that I am also going to recommend that the dealership contact Honda to discuss this issue with Honda technical division for diagnostic assistance. The customer understood and thanked me for the follow up call. He stated that he is currently out of town

Case History

Case ID : N012008-10-2200221

Case Title : (DANBURY) -05F [REDACTED] -VSA LIGHT COMING ON

and will not be back until Thursday. I stated that I will contact the dealership for him by then to verify the status of his case.

*** CASE FULFILL 10/28/2008 1:37:44 PM, mcaldare

Fulfilled for [REDACTED] due 10/28/2008 05:00:00 PM.

*** COMMIT 10/28/2008 1:37:47 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 10/30/2008 05:00:00 PM.

call dealership

*** CASE MODIFY 10/28/2008 1:38:07 PM, mcaldare

into WIP 5F and Status of Solving.

*** CASE MODIFY 10/29/2008 8:24:42 AM, mcaldare

into WIP 5F and Status of Solving.

*** CASE FULFILL 10/30/2008 2:01:33 PM, mcaldare

Fulfilled for [REDACTED] due 10/30/2008 05:00:00 PM.

*** COMMIT 10/30/2008 2:01:38 PM, mcaldare, Action Type : N/A

Made to JAY LUCAS due 11/03/2008 05:00:00 PM.

verify diagnostic findings

*** CASE MODIFY 10/30/2008 2:01:59 PM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 10/31/2008 8:05:41 AM, vlucas, Action Type : Call for Case Mgr

Customer called to speak with RCM.

ACS tried to contact RCM but he is unavailable.

ACS offered to transfer customer to VM - call transferred.

*** NOTES 11/5/2008 1:25:39 PM, mcaldare, Action Type : Call to Dealer

I attempted to contact Jay, SM at Honda of Danbury once again. He was unavailable. I left a message asking that he call Honda back to discuss this customers issues once again.

*** CASE FULFILL 11/5/2008 1:26:05 PM, mcaldare

Fulfilled for [REDACTED] due 11/03/2008 05:00:00 PM.

*** COMMIT 11/5/2008 1:26:11 PM, mcaldare, Action Type : N/A

Made to [REDACTED] due 11/07/2008 05:00:00 PM.

verify status with dealership

*** CASE MODIFY 11/5/2008 1:26:37 PM, mcaldare

into WIP 5F and Status of Solving.

*** NOTES 11/6/2008 9:05:14 AM, mcaldare, Action Type : Call to Dealer

I contacted [REDACTED], SM at Honda of Danbury. He stated that his dealership test drove this vehicle and had their HDS hooked up while driving. He stated that the vehicle operated as designed and there were no indications that something was wrong. He stated that no codes showed in the HDS and the dealership advised the customer to pick the vehicle up. He stated that the customers were advised that Honda cannot fix or replace parts that are not found to be defective. I stated that I will call the customer to inform them that Honda can repair a vehicle that is not found to have any part in need of repair.

*** NOTES 11/6/2008 9:08:58 AM, mcaldare, Action Type : Call to Customer

I contacted Mr. [REDACTED] to discuss his concerns. I stated that after discussing his concerns with [REDACTED], SM at Honda of Danbury, it was determined that there

Case History

Case ID : N012008-10-2200221

Case Title : (DANBURY) -05F [REDACTED] -VSA LIGHT COMING ON

was no defect on the vehicle. I stated that Honda does have his concerns documented however and if this issue shows up in a way that can be duplicated by Honda, he can contact Honda to discuss goodwill assistance. I stated that assistance is not guaranteed but Honda would like the opportunity to investigate his concerns. The customer understood and nothing further was required. Closing case.

*** SUBCASE N012008-10-2200221-1 CLOSE 11/6/2008 9:09:19 AM, mcaldare

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/6/2008 9:09:22 AM, mcaldare

into WIP 5F and Status of Solving.

*** CASE CLOSE 11/6/2008 9:09:25 AM, mcaldare

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

Case Details

Case ID : N012010-03-0500995	Division : Honda - Auto	Condition : Closed	Open Date : 3/5/2010 12:43:53 PM
Case Originator : Kawana Riley (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/5/2010 1:20:09 PM
Case Owner : Kawana Riley (Team HB)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Kawana Riley (Team HB)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - FILE COMPLAINT AGAINST 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 :	NEW MILFORD, CT ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████ 15 H
VIN Type / No. :	US VIN / 5FNYF18565B0 ██████████
Model / Year :	PILOT / 2005
Model ID / Product Line :	YF1855JNW / A
Miles / Hours :	73,000
In Service Date :	08/29/2005
Months In Use :	55
Engine Number :	J35A61458802
Originating Dealer No. / Name :	207994 / HONDA OF DANBURY
Selling Dealer No. / Name :	207994 / HONDA OF DANBURY
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-03-0500995-1 / ██████████ - PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Case Details

Case ID : N012010-03-0500995 Division : Honda - Auto Condition : Closed Open Date : 3/5/2010 12:43:53 PM
 Case Originator : Kawana Riley (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 3/5/2010 1:20:09 PM
 Case Owner : Kawana Riley (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Kawana Riley (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - FILE COMPLAINT AGAINST VSA No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 15 H
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : NEW MILFORD, CT ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 15 H
 VIN Type / No. : US VIN / 5FN1YF18565B ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 73,000
 In Service Date : 08/29/2005
 Months In Use : 55
 Engine Number : J35A61458802
 Originating Dealer No. / Name : 207994 / HONDA OF DANBURY
 Selling Dealer No. / Name : 207994 / HONDA OF DANBURY
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-03-0500995-1 / ██████████ PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-03-0500995-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kawana Riley	Type 1 : Product	Status : Subcase Close	Open Date : 3/5/2010 1:19:27 PM
Issue Owner : Kawana Riley	Type 2 : Operation	Queue :	Close Date : 3/5/2010 1:20:02 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 : N012010-03-0500995

Case Title : ██████████ - FILE COMPLAINT AGAINST VSA

*** CASE CREATE 3/5/2010 12:43:53 PM, kriley

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

*** NOTES 3/5/2010 1:16:48 PM, kriley, Action Type : Call from Customer

Verified customer contact information.

situation: vehicle brakes system locks up while driving

probing questions: customer says that his brakes have locked up on him a total of 3 times as he was driving. He says he has contacted NHTSA and filed a complaint and he contacted AHM and opened a case about this in the past and now it happened again. He says he read online that this has happened to 13 other 2005 Pilots before as well. He is calling to have this issue documented.

Inbound summary: acs documented the issue as requested and thanked customer for calling. He needs no further assistance.

*** SUBCASE N012010-03-0500995-1 CREATE 3/5/2010 1:19:27 PM, kriley

Created in WIP Default with Due Date 3/5/2010 1:19:27 PM.

*** SUBCASE N012010-03-0500995-1 CLOSE 3/5/2010 1:20:02 PM, kriley

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 3/5/2010 1:20:04 PM, kriley

into WIP default and Status of Solving.

*** CASE CLOSE 3/5/2010 1:20:09 PM, kriley

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

Case Details

Case ID : N012012-05-1401032	Division : Honda - Auto	Condition : Closed	Open Date : 5/14/2012 10:50:03 AM
Case Originator : Stephanie McDaniel (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/15/2012 2:45:36 PM
Case Owner : Sergio Salvador (Team HG)	Method : Phone	Queue :	Days Open : 32
Last Closed By : Sergio Salvador (Team HG)	Point of Origin : Customer	Wipbin :	
Case Title : (DANBURY) 5F- [REDACTED] - BRAKING ISSUE	No. of Attachments : 2		

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 15 H
 VIN Type / No. : US VIN / 5FN9YF18565E [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 115,308
 In Service Date : 08/29/2005
 Months In Use : 81
 Engine Number : J35A61458802
 Originating Dealer No. / Name : 207994 / HONDA OF DANBURY
 Selling Dealer No. / Name : 207994 / HONDA OF DANBURY
 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 : 207994 / HONDA OF DANBURY
 Phone No. : 203-730-5600
 Address : 102D-102A-104 FEDERAL
 City / State / Zip : DANBURY, CT 06810
 Svc District / Sls District : 05F / F05
 Warranty Labor Rate / Date : \$104.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-05-1401032-1 [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-05-1401032-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Sergio Salvador	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 2:02:56 PM
Issue Owner : Sergio Salvador	Type 2 : Operation	Queue :	Close Date : 6/15/2012 2:45:33 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 - Dealer 100%, No Defect Found
 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 : N012012-05-1401032

Case Title : (DANBURY) 5F- [REDACTED] - BRAKING ISSUE

*** CASE CREATE 5/14/2012 10:50:03 AM, smcdanie

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

*** NOTES 5/14/2012 11:00:03 AM, smcdanie, Action Type : Call from Customer

Updated Customer's Info

Best Contact: [REDACTED]

Customer called because he has a new complaint on the braking issue. Customer said it's the same issue he had 4 other times. Customer said the VSA system locks up. Car is coming to very abrupt stops. The VSA light came on. Customer took the vehicle to HONDA OF DANBURY this morning and they have not reported back to him yet. Customer wants to know if this car is safe to drive. Customer wants us to resolve this issue. Customer said the previous times he's been to the drl for this they have not been able to tell him what's wrong.

ACS advised that we will forward the case to a CM for liaison assistance to help get this issue resolved. ACS provided customer with a case number and advised a CM will be in contact within 1 business days.

Customer understood and required no further assistance.

*** CASE MODIFY 5/14/2012 11:00:51 AM, smcdanie

into WIP default and Status of Solving.

*** CASE MODIFY 5/14/2012 11:02:07 AM, smcdanie

into WIP default and Status of Solving.

*** CASE DISPATCH 5/14/2012 11:02:20 AM, smcdanie

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 5/14/2012 1:31:24 PM, galbu

N012012-05-1401032 to ssalvado, WIP

*** SUBCASE N012012-05-1401032-1 CREATE 5/14/2012 2:02:56 PM, ssalvado

Created in WIP Default with Due Date 5/14/2012 2:02:56 PM.

*** COMMIT 5/14/2012 2:03:11 PM, ssalvado, Action Type : N/A

Made to [REDACTED] due 05/18/2012 02:03:13 PM.

DCS Follow-Up

*** NOTES 5/14/2012 2:03:54 PM, ssalvado, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/17/2012

Good Afternoon

The purpose of this message is regarding a recent contact by customer [REDACTED], 5FNYF18565B [REDACTED]. Customer contacted ACS regarding an issue with the vehicle braking/VSA. ACS is currently seeking information regarding the case. Would you contact ACS back to discuss the following:

-PLEASE PROVIDE A COPY OF REPAIR ORDER, IF AVAILABLE

-The Date and Mileage the vehicle was in for the issue

- The Repair Order Number

Case History

Case ID : N012012-05-1401032

Case Title : (DANBURY) 5F- [REDACTED] - BRAKING ISSUE

- What was the diagnosis of the issue that the customer is concern with
- Has the customer brought up the concern in the past
- What is currently the recommended action to address the issue
- Was the DPSM involved
- What the customer pay price would be for the repair
- What would be the warranty price for the repair
- Was Tech Line contacted in regards to the customer concern

Thank you for your attention to this matter.

Sergio Salvador
American Honda Motor Co., Inc.
Direct: (310) 783-7736
Fax: (310) 783-3023

*** CASE MODIFY 5/14/2012 2:04:24 PM, ssalvado
into WIP ** default ** and Status of Solving.

*** CASE RULE ACTION 5/15/2012 3:24:59 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 5/15/2012 7:41:17 AM, ssalvado, Action Type : Call to Dealer
ACS called dealership and left message for Jay, SM, requesting a call back to discuss the case.

*** NOTES 5/15/2012 9:03:53 AM, ssalvado, Action Type : Call to Customer
ACS called customer who confirmed that her husband was in contact with Bank of America who informed them that they saw something on the account but would it. Customer stated that assuming that the amount that matched what the dealership reimbursed matched and was confirmed to be related to the VSC cancellation, the credit should show up in the next statement. Customer stated that Zurex informed her that a new check for the difference would be paid to the dealership in early June. Customer stated that based on the conversation with Bank of America and Zurex the matter should be resolved by the end of June. Customer was asked to call back if the concern was not resolved by June for further review.

The customer confirmed that the vehicle was repaired for the brake concern and was being returned to them today and she would be faxing over the documents by Customer was informed that ACS would call her Monday once the documents were received and reviewed.

*** NOTES 5/15/2012 9:05:30 AM, ssalvado, Action Type : Note-General
Disregard NOTES 05/15/2012 09:03:53, notes added in error.

*** CASE MODIFY 5/15/2012 9:05:37 AM, ssalvado
into WIP ** default ** and Status of Solving.

*** NOTES 5/15/2012 10:56:25 AM, ssalvado, Action Type : Call to Dealer
ACS called dealership and left message for Jay, SM, requesting a call back to discuss the case.

*** NOTES 5/15/2012 1:19:15 PM, ssalvado, Action Type : Call to Dealer
ACS called dealership and spoke with John, SA, who informed ACS that the customer was in yesterday and picked up today, vehicle was at 114K miles. SA informed ACS that he worked with the customer and that the SM was not in to discuss the case. The customer came in claiming that the VSA was locking up his wheels during operation and the VSA light turned on. SA stated that upon inspection they found DTC set for the brake switch which they replaced for the customer and covered it internally. SA stated that the customer was in 8/2011 at 101K miles with a similar complaint and upon diagnosis they found

Case History

Case ID : N012012-05-1401032

Case Title : (DANBURY) 5F- [REDACTED] - BRAKING ISSUE

a DTC for the brake switch and the battery threshold, at which time they replaced the brake switch. SA informed ACS that the vehicle was returned to the customer earlier today. SA stated that the customer was in back in 2008 for the same symptom but no problems were confirmed at that time.

*** NOTES 5/15/2012 2:22:26 PM, ssalvado, Action Type : Call to Customer

ACS called customer in regards to his brake concern. Customer stated that as of this past Saturday he has experience the failure a total of 5 times. Customer stated that as he is driving along at about 30 mph- 40 mph and applies the brake pedal to come to a slow stop, the brakes on the vehicle lock up. Customer stated that he believe the failure was related to the ABS/VSA kicking in and in more than one occasion the VSA light turns on but usually goes off. Customer stated that on this last occasion the VSA light turned on and stayed on after the incident and up to the point that the vehicle was towed into the dealership on Monday. Customer stated that the dealership replaced a brake switch but they informed him that they could not guarantee that they resolve the issue. Customer stated that he is concern that the failure may cause him to get into a rear end collision and would like the matter addressed. Customer stated that the concern began back in 2008 and may be several months, about 6-9 months before the failure occurs. Customer stated that the failure occurs regardless of time of day, road conditions, weather conditions or even temperature. The customer did state that one thing he did notice was that the vehicle does not stop straight, as the vehicle wheels lock, the vehicle rear end has jerked out to the left. Customer was informed that ACS would like to review the case with the SM to confirm the vehicles history and repairs. Customer commented that he had taken the vehicle to Bufford Honda in South Carolina as well. Customer was informed that ACS would call him back on Tuesday.

*** CASE MODIFY 5/15/2012 2:22:37 PM, ssalvado

into WIP ** default ** and Status of Solving.

*** NOTES 5/18/2012 11:14:17 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and left message for Jay, SM, requesting a call back to discuss the case.

*** CASE MODIFY 5/18/2012 11:14:20 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE MODIFY COMMITMENT 5/18/2012 2:01:00 PM, ssalvado

with [REDACTED] due 05/21/2012 02:03:13 PM.

*** CASE MODIFY COMMITMENT 5/18/2012 2:01:06 PM, ssalvado

with [REDACTED] due 05/21/2012 02:03:13 PM.

*** CASE MODIFY 5/18/2012 2:01:16 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 5/21/2012 10:46:11 AM, ssalvado, Action Type : Call to Dealer

ACS called dealership and left message for Jay, SM, requesting a call back to discuss the case.

*** CASE MODIFY 5/21/2012 10:46:16 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 5/21/2012 2:38:00 PM, ssalvado, Action Type : Call to Customer

ACS spoke with [REDACTED], SM, who informed ACS that the customer was in on 5/15/12 at 114828 miles. SM stated that the customer claimed that the VSA failed and upon diagnosis retrieved DTC 68-I, brake switch failure. SM stated that they road tested the vehicle and could not duplicate the symptoms. SM stated that they called Tech Line and told that the concern was usually brought upon by the application of the gas pedal and brake pedal being applied at the same time. SM stated that they replaced the switch as a precaution.

SM stated that the customer was last in 8/12/11 at 101293 miles stating that the VSA light and the brakes grabbed. Customer stated that the triangle and VSA light turned on and then the brakes locked up but when the ignition switch was cycled the lights and symptoms would reset SM stated that at the time they confirmed DTC set for a battery voltage failure, brake switch and internal power failure at which time they replaced the brake switch.

Case History

Case ID : N012012-05-1401032

Case Title : (DANBURY) 5F- [REDACTED] - BRAKING ISSUE

SM stated that the customer was in on 5/29/2008 at 44894 miles complaining about the brakes grabbing and the VSA light turning on as well as being able to move gears without the key. SM stated that upon inspection they confirmed a clicking noise when hitting the brakes, which they found a broken linkage inside shifter mechanism, which they replaced. SM was asked to fax over RO.

*** NOTES 5/22/2012 1:26:29 PM, ssalvado, Action Type : Field Service

ACS called DPSM and left a message requesting a call back.

*** NOTES 5/23/2012 7:42:17 AM, ssalvado, Action Type : Letter/Fax

ACS received a 5 page document from the dealership referring to the history of the customers concern.

*** CASE ADD ATTACHMENT 5/23/2012 7:45:20 AM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-05-1401032_1_1.pdf

*** NOTES 5/23/2012 7:49:18 AM, ssalvado, Action Type : Note-General

RO 136014 refers to the customer visit to the dealership on 10/27/2008 when he first brought up the concern. Dealership was not able to verify any DTC or any faults during the test drive. Dealership inspected the transmission, brakes system, VSA system as advised by tech line but no defects in factory parts or workmanship were found.

*** CASE MODIFY 5/23/2012 7:49:25 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 5/23/2012 1:16:32 PM, ssalvado, Action Type : Field Service

ACS called DPSM and reviewed the case and the customer concern. DPSM was informed that the dealership had been in contact with Tech line and based on the RO have followed Tech Line suggestion with the exception of test driving the vehicle with the customer. DPSM and ACS agreed that the customer should test drive the vehicle to determine if the concern may have anything to do with how the vehicle is operated.

*** NOTES 5/23/2012 1:20:19 PM, ssalvado, Action Type : Call to Dealer

ACS called dealership and spoke with [REDACTED], SM, who was informed that in reviewing the RO and notes ACS would like to have them ride along with the customer to determine if the concern may be related to the customer driving habits. SM was informed that in reviewing the RO ACS noticed that back in 2008 the vehicle's various systems that may cause the customer symptoms were inspected but had not been inspected since. SM was informed that ACS would like to if any changes may have taken place between 2008 inspection until now. ACS and dealership agreed that the vehicles various systems would be inspected the eliminate the possibility of a component failure of which ACS will pay for, estimated \$100 for the diagnosis. SM was informed that the customer would be referred to the dealership to make arrangements on the repairs.

*** NOTES 5/23/2012 1:26:32 PM, ssalvado, Action Type : Call to Customer

ACS called customer in regards to his braking concern. Customer confirmed that the vehicle has not had any issues since the recent repairs but was still uncomfortable with the operation of the vehicle as the locking of the brakes may not occur until several months and thousands of miles. Customer was informed that ACS could understand his position given the history that he has with the vehicle and the brake locking. Customer was informed that ACS would be interested in having the dealership perform a through inspection for the vehicle to confirm if any faults in any related system, such as brakes or VSA, could be causing the concern. Customer was informed that ACS had preauthorized the inspection if he was interested. Customer was informed that ACS would also be interested in having the dealership ride along while he drives the vehicle and get an idea as to what scenarios he has experienced the concern. Customer agreed but asked if there was nothing found then what would be done. Customer was informed that ACS would not be in a position to make a decision without a final diagnosis but if the vehicle's various systems are found to be working correctly, and the vehicle is not presenting any symptoms, there would be no reason for ACS to think that the recent repairs were not successful. Customer commented that if nothing was found he would see what other direction was available to him. Customer agreed to make the arrangements for the diagnosis and ACS would follow up on 6/1.

*** NOTES 5/23/2012 1:28:35 PM, ssalvado, Action Type : Call to Dealer

ACS called dealership and DPSM to review the customer conversation with ACS. [REDACTED], SM, and the DPSM were informed of ACS suggestion of a DPSM

Case History

Case ID : N012012-05-1401032

Case Title : (DANBURY) 5F- [REDACTED] BRAKING ISSUE

inspection as well as the dealership diagnosis of the vehicle. DPSM agreed to rearrange the schedule to accommodate a diagnosis on 6/1/2012. SM stated that he was receiving a call from the customer and would discuss the appointment date and their inspection.

*** CASE FULFILL 5/23/2012 1:28:46 PM, ssalvado

Fulfilled for [REDACTED] due 05/21/2012 02:03:13 PM.

*** COMMIT 5/23/2012 1:28:47 PM, ssalvado, Action Type : N/A

follow up on inspection/DPSM

*** CASE MODIFY 5/23/2012 1:29:03 PM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 6/1/2012 8:30:34 AM, ssalvado, Action Type : Call from Dealer

ACS received a call from Jay, SM, who informed ACS that the customer was not able to make it down for the DPSM inspection today but came in earlier in the week, Wednesday. SM stated that the vehicle was inspected thoroughly in regards to the ABS and VSA systems. The dealership also inspected the brake fluid level and for any possible contamination and for possible leaks. SM stated that they connected the HDS and could not find any errors or faults. SM stated that they ended up going on a test drive with the customer for about 20 miles and there was nothing abnormal about neither the customer driving habits nor anything that the customer was doing at the time to cause any issues. SM stated that they were not able to confirm any defects in factory parts or workmanship. SM stated that during they inspection, just as in the past, the vehicle was operating normal and free of faults.

*** CASE ADD ATTACHMENT 6/1/2012 8:45:22 AM, crmsuser

Added attachment ScanDoc 2 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-05-1401032_2_2.pdf

*** CASE MODIFY 6/4/2012 7:46:44 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE MODIFY 6/4/2012 7:48:03 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 6/4/2012 7:51:42 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 2038309132 and 8603508467 requesting a call back to discuss the case.

*** CASE MODIFY 6/4/2012 7:51:52 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** CASE FULFILL 6/4/2012 7:51:55 AM, ssalvado

Fulfilled for [REDACTED] due 06/01/2012 12:00:00 AM.

*** COMMIT 6/4/2012 7:51:56 AM, ssalvado, Action Type : N/A

has customer returned call (6/15)

*** CASE MODIFY 6/4/2012 7:52:14 AM, ssalvado

into WIP 5F- Rena Baeza and Status of Solving.

*** NOTES 6/11/2012 8:22:27 AM, ssalvado, Action Type : Call from Customer

ACS received a voicemail from customer requesting a call back 203-830-9132

*** NOTES 6/11/2012 8:26:15 AM, ssalvado, Action Type : Call to Customer

ACS called customer and left a voicemail on 2038309132 and 8603508467 requesting a call back to discuss the case.

*** CASE MODIFY COMMITMENT 6/11/2012 8:26:39 AM, ssalvado

with [REDACTED] due 06/15/2012 05:00:00 PM.

Case History

Case ID : N012012-05-1401032

Case Title : (DANBURY) 5F- [REDACTED] - BRAKING ISSUE

*** CASE MODIFY 6/11/2012 8:26:42 AM, ssalvado
into WIP 5F- Rena Baeza and Status of Solving.

*** CASE RULE ACTION 6/11/2012 9:50:03 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 6/15/2012 2:44:50 PM, ssalvado, Action Type : Call to Customer

ACS called customer in regards to his brake operation concern. Customer was informed that ACS had the opportunity to discuss the case with the dealership who confirmed that the vehicle was in 5/31/2012. Customer was informed that as discussed in our last conversation the purpose of the visit was to confirm any concern in various parts of the braking system that may cause his concern. Customer was informed that the dealership inspected various portions of the vehicle's braking system. Customer was informed that the dealership performed an electronic scan of the vehicle for any failures that may have been detected by the OBDII system of which the dealership was not able to find any confirmed faults. Customer was informed that the dealership performed a physical inspection of the vehicle's ABS and VSA systems which were operating as normally. Customer was informed that the dealership checked the condition of the brake fluid and the brake fluid level which were in good conditions. Customer was informed that the dealership test drove the vehicle alone and with the customer, which the customer confirmed and no symptoms presented themselves. Customer was informed that no defects in factory parts or workmanship were confirmed and at this time repairs were not being recommended. Customer was informed that given the recent repairs that took place a few days prior and the fact that the vehicle was not presenting any symptoms, there was no current reason to believe that the failure was still present in the vehicle. Customer was advised that if the concern presented itself to call ACS directly as soon as possible in order to follow up and take the appropriate actions. Customer was offered a copy of the Repair invoice based on the fact that the customer claimed that he had not received one. Customer thanked ACS for the call back and call ended.

*** SUBCASE N012012-05-1401032-1 CLOSE 6/15/2012 2:45:33 PM, ssalvado
Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/15/2012 2:45:34 PM, ssalvado
into WIP 5F- Rena Baeza and Status of Solving.

*** CASE CLOSE 6/15/2012 2:45:36 PM, ssalvado
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N032007-05-3000188	Division : Honda - Auto	Condition : Closed	Open Date : 5/30/2007 7:24:28 AM
Case Originator : Monique Dudley (Team CE)	Sub Division : Satellite Center	Status : Closed	Close Date : 5/30/2007 8:43:31 AM
Case Owner : Monique Dudley (Team CE)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Monique Dudley (Team CE)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - BRAKE SYSTEM RECALL INQUIRY	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████ 109
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : () - ██████████
 Address : ██████████
 City / State / Zip : COLUMBUS, MS ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 224
 VIN Type / No. : US VIN / 5FNYF18565E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 27,000
 In Service Date : 10/10/2005
 Months In Use : 19
 Engine Number : J35A61459267
 Originating Dealer No. / Name : 208300 / CARL HOGAN HONDA
 Selling Dealer No. / Name : 208300 / CARL HOGAN 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 : 208300 / CARL HOGAN HONDA
 Phone No. : 662-328-8236
 Address : 3621 HIGHWAY 45 NORTH
 City / State / Zip : COLUMBUS, MS 39705
 Svc District / Sls District : 03J / D03
 Warranty Labor Rate / Date : \$76.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-05-3000188-I / ██████████ - CAMPAIGN	Subcase Close	Campaign	Eligibility	410	Front Brakes

Issue Details

Issue ID : N032007-05-3000188-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Monique Dudley	Type 1 : Campaign	Status : Subcase Close	Open Date : 5/30/2007 7:24:49 AM
Issue Owner : Monique Dudley	Type 2 : Eligibility	Queue :	Close Date : 5/30/2007 8:43:31 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

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 : N032007-05-3000188

Case Title : ██████████ - BRAKE SYSTEM RECALL INQUIRY

*** CASE CREATE 5/30/2007 7:24:28 AM, mdudley

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

*** CASE EXTENDED WARRANTY LOOKUP 5/30/2007 7:24:30 AM, mdudley

WARRANTY CHECK 05/30/2007 07:24:30 AM mdudley

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/30/2007 7:24:34 AM, mdudley

CLAIM CHECK 05/30/2007 07:24:34 AM mdudley

The following Claim History information was found

0; 2007-04-10; 208300; 235901; 510; 726120 ; BRAKE LIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/30/2007 7:24:37 AM, mdudley

CAMPAIGN CHECK 05/30/2007 07:24:37 AM mdudley

The following Campaign information was found

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

*** CASE VSC LOOKUP 5/30/2007 7:24:38 AM, mdudley

VSC-CUC CHECK 05/30/2007 07:24:38 AM mdudley

No data found for VIN.

*** SUBCASE N032007-05-3000188-1 CREATE 5/30/2007 7:24:49 AM, mdudley

Created in WIP Default with Due Date 5/30/2007 7:24:49 AM.

*** CASE EXTENDED WARRANTY LOOKUP 5/30/2007 7:25:04 AM, mdudley

WARRANTY CHECK 05/30/2007 07:25:04 AM mdudley

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/30/2007 7:25:08 AM, mdudley

CLAIM CHECK 05/30/2007 07:25:08 AM mdudley

The following Claim History information was found

0; 2007-04-10; 208300; 235901; 510; 726120 ; BRAKE LIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/30/2007 7:25:10 AM, mdudley

CAMPAIGN CHECK 05/30/2007 07:25:10 AM mdudley

The following Campaign information was found

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

*** CASE VSC LOOKUP 5/30/2007 7:25:11 AM, mdudley

VSC-CUC CHECK 05/30/2007 07:25:11 AM mdudley

No data found for VIN.

*** NOTES 5/30/2007 7:27:08 AM, mdudley, Action Type : Call from Customer

Customer called to verify if there were any parts or components recalled on the vehicle. I thoroughly reviewed campaign history and I explained to the customer that no parts have been recalled on the vehicle. I explained to the customer that if any parts are recalled in the future, AHM will promptly notify him. Customer understood and had no further questions, I thanked the customer for calling.

I verified the owner's address and phone number information.

Case History

Case ID : N032007-05-3000188

Case Title : ██████████ - BRAKE SYSTEM RECALL INQUIRY

*** CASE CAMPAIGN LOOKUP 5/30/2007 7:34:46 AM, mdudley

CAMPAIGN CHECK 05/30/2007 07:34:46 AM mdudley

The following Campaign information was found

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

*** CASE VSC LOOKUP 5/30/2007 7:34:48 AM, mdudley

VSC-CUC CHECK 05/30/2007 07:34:48 AM mdudley

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 5/30/2007 7:35:35 AM, mdudley

WARRANTY CHECK 05/30/2007 07:35:35 AM mdudley

No data found for VIN.

*** CASE CLAIMS LOOKUP 5/30/2007 7:35:40 AM, mdudley

CLAIM CHECK 05/30/2007 07:35:40 AM mdudley

The following Claim History information was found

0; 2007-04-10; 208300; 235901; 510; 726120 ; BRAKE LIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 5/30/2007 7:35:44 AM, mdudley

CAMPAIGN CHECK 05/30/2007 07:35:44 AM mdudley

The following Campaign information was found

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

*** CASE VSC LOOKUP 5/30/2007 7:35:45 AM, mdudley

VSC-CUC CHECK 05/30/2007 07:35:45 AM mdudley

No data found for VIN.

*** NOTES 5/30/2007 7:48:44 AM, mdudley, Action Type : Call from Customer

Customer called to see if there were any open recalls on the vehicle. I thoroughly reviewed campaign history and I explained to the customer that there are no recalls on the vehicle. Customer specified that the brake system keeps locking up while driving and he wanted to verify if any part or component related to the brakes system was recalled. I explained to the customer that no parts related to the brake system have been recalled on his vehicle. Customer wanted to know if there was a recourse as to what AHM can do because he isn't happy with his fairly new vehicle having this issue. I informed the customer that the vehicle is still covered under warranty to get the brake system repaired. Customer stated he will contact the s/m or the or the sales contact to see if there is another option as far as him being able to trade in this vehicle for another one because his wife drives this vehicle with their child and the customer feels that it is unsafe for his family to be in the vehicle with this safety issue at hand. Customer will contact AHM back if he feels a need for AHM to step in as a liaison to discuss this matter further with the current dealer. Customer had no further concerns or questions, I thanked the customer for calling.

I verified the owner's address and phone number information.

*** CASE MODIFY 5/30/2007 7:50:07 AM, mdudley

into WIP default and Status of Solving.

*** NOTES 5/30/2007 8:13:53 AM, mdudley, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer plans to bring this vehicle into your dealer for service

Case History

Case ID : N032007-05-3000188

Case Title : ██████████ - BRAKE SYSTEM RECALL INQUIRY

possibly related to the brake system.

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

Thank you for your attention to this matter.

Monique Dudley
Automobile Customer Service

*** SUBCASE N032007-05-3000188-1 CLOSE 5/30/2007 8:43:31 AM, mdudley

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 5/30/2007 8:43:31 AM, mdudley

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

Case Details

Case ID : N012007-09-1700230 Division : Honda - Auto Condition : Closed Open Date : 9/17/2007 6:37:52 AM
 Case Originator : Lisa Prak (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/28/2007 10:29:34 AM
 Case Owner : Deraymion Moore (Team HC) Method : Phone Queue : Days Open : 11
 Last Closed By : Deraymion Moore (Team HC) Point of Origin : Customer Wipbin :
 Case Title : 3. [REDACTED] * COLLINS, AMY - BRAKES COMPLAINT (BUYBACK) No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] PO B
 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 : LAKE CHARLES, LA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] PO B
 VIN Type / No. : US VIN / 5FNYP18525B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 32,000
 In Service Date : 08/20/2005
 Months In Use : 25
 Engine Number : J35A61461898
 Originating Dealer No. / Name : 208123 / BILLY NAVARRE HONDA
 Selling Dealer No. / Name : 208123 / BILLY NAVARRE 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 : 208123 / BILLY NAVARRE HONDA
 Phone No. : 337-474-1999
 Address : 1320 E. COLLEGE STREET
 City / State / Zip : LAKE CHARLES, LA 70607
 Svc District / Sls District : 03H / E03
 Warranty Labor Rate / Date : \$75.00 /
 Agent Name : Comp Ind. : YES

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-09-1700230-1 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012007-09-1700230-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Deraymion Moore	Type 1 : Product	Status : Subcase Close	Open Date : 9/21/2007 8:50:44 AM
Issue Owner : Deraymion Moore	Type 2 : Operation	Queue :	Close Date : 9/25/2007 4:51:30 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 : 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 : N012007-09-1700230

Case Title : 3J [REDACTED] * COLLINS, AMY - BRAKES COMPLAINT (BUYBACK)

*** CASE CREATE 9/17/2007 6:37:52 AM, lprak

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

*** CASE MODIFY 9/17/2007 6:49:00 AM, lprak

into WIP default and Status of Solving.

*** NOTES 9/17/2007 6:59:39 AM, lprak, Action Type : Call from Customer

Please note that I verified customer's information.

Customer called in stating that she has been having an ongoing problem with the brakes which are engaging by itself which begun three months ago and has only The vehicle has been into Billy Navarre Honda twice now and is currently there since this past Friday, September 14. However, she did not address the concern with the service department because they were unable to guarantee that this will not occur again. Instead, the concern is addressed by Salesman Calvin who is relaying the information to Service Advisor Keith.

The last visit in regards to this concern was two months ago and all they did was changed the brake light sensor which rectify the problem for a short moment. However, they were unable to duplicate the problem.

She is inquiring on her rights as a consumer because she no longer wants the vehicle.

I apologized for any inconvenience and informed her that AHM repairs, not replaces, vehicles under warranty. Any repairs performed under warranty do not depreciate the value of her vehicle and AHM will continue to honor the warranty of the vehicle. I explained to her that if she is truly unhappy with her vehicle, she should contact the dealership sales management to discuss and work out an acceptable agreement. Unfortunately from a legal standpoint, as the warrantor and AHM cannot get involved in a sales or contractual issue. In lieu of customer satisfaction, I will forward the her concern to a RCM will who will follow-up with the dealership to make sure the dealership is taking the correct measures to address her concern and a RCM will contact her back. However, there is guarantee that AHM will be able to assist her.

*** CASE EXTENDED WARRANTY LOOKUP 9/17/2007 6:59:43 AM, lprak

WARRANTY CHECK 09/17/2007 06:59:43 AM lprak

No data found for VIN.

*** CASE CLAIMS LOOKUP 9/17/2007 6:59:46 AM, lprak

CLAIM CHECK 09/17/2007 06:59:46 AM lprak

The following Claim History information was found

0; 2007-06-07; 208123; 109376; 510; 726120 ; BRAKE LIGHT SWITCH - REPLACE.

*** CASE CAMPAIGN LOOKUP 9/17/2007 6:59:47 AM, lprak

CAMPAIGN CHECK 09/17/2007 06:59:47 AM lprak

The following Campaign information was found

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

*** CASE VSC LOOKUP 9/17/2007 6:59:48 AM, lprak

VSC-CUC CHECK 09/17/2007 06:59:48 AM lprak

No data found for VIN.

*** CASE MODIFY 9/17/2007 6:59:52 AM, lprak

into WIP default and Status of Solving.

*** CASE DISPATCH 9/17/2007 7:00:04 AM, lprak

Case History

Case ID : N012007-09-1700230

Case Title : 3J BILLY NAVARRE* [REDACTED] - BRAKES COMPLAINT (BUYBACK)

from WIP default to Queue Honda Team C.

*** CASE ACCEPT 9/17/2007 8:41:34 AM, dmoore
from Queue Honda Team C to WIP default.

*** CASE MODIFY 9/17/2007 9:09:18 AM, dmoore
into WIP default and Status of Solving.

*** CASE MODIFY 9/20/2007 10:24:40 AM, dmoore
into WIP default and Status of Solving.

*** CASE MODIFY 9/20/2007 10:25:04 AM, dmoore
into WIP default and Status of Solving.

*** NOTES 9/20/2007 1:27:11 PM, cvillanu, Action Type : Call from Customer

The customer called AHM in regards to speaking to her RCM. I verified the customer's contact information. ACS was not able to reach her RCM and offered to transfer to his voicemail. Call transferred.

*** SUBCASE N012007-09-1700230-1 CREATE 9/21/2007 8:50:44 AM, dmoore
Created in WIP Default with Due Date 9/21/2007 8:50:44 AM.

*** CASE MODIFY 9/21/2007 8:51:05 AM, dmoore
into WIP default and Status of Solving.

*** NOTES 9/21/2007 9:14:09 AM, dmoore, Action Type : Call to Customer

Called customer and customer told me that she has been experiencing brakes stopping by themselves. Customer took her car to the dealership asked about a guarantee on her brake repair during last repair attempt. The dealership could not guarantee her brakes to work. Customer has owned 4 honda's in her lifetime. Customer brought her car to the dealership on monday of this week to try to speak to the GM to try to get the car swapped through the dealership because the premature braking happened 2 more times. The dealership negotiated that for the defect on her car the dealership will take \$3,000 off her blue book car value. (18000 instead of 21000) Customer became upset at the offer because her brake issue is not her fault. The dealership stated that they wanted another change to fix the car. Customer states that she was speaking to Jarris Navarre(Sales Manager)during this time. Customer stated that she did not want to get the car fixed at this point because the brakes engaged by themselves after a repair attempt and the service department and her salesman experienced the malfunction so she would not want to get the car fixed again because the issue is too serious. Customer states that Jarris began to yell and state, " why are you blaming me for this brake issue your having?' ' Brakes go out on cars all the time and customers deal with it.' ' why did you buy a honda , you should have bought a GM instead." Customer was irate at this time and the customers husband wanted to fight at this point. This incident took place on Sept 18th.

The next day customer got a call from AMY (customer relations at dealer) stated that Jarris stated that he spoke to his dad and the customer would get a extra 2000 toward her trade in. Customer is too upset to deal with the dealership at this point + she does not trust the car. The customer states that dealership worked on the car and the car is supposedly fixed and the customer has picked up the car but she is out of sorts because she does not trust the car at this point. Customer currently had not experienced any other issues with her brakes so far. Customer is looking for some direction with this issue. Customer asked me to give her a call back

*** CASE MODIFY 9/21/2007 9:14:16 AM, dmoore
into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/21/2007 9:58:52 AM, dmoore
VSC-CUC CHECK 09/21/2007 09:58:52 AM dmoore
No data found for VIN.

*** NOTES 9/21/2007 10:15:38 AM, dmoore, Action Type : Call from Customer

Case History

Case ID : N012007-09-1700230

Case Title : 3J BILLY NAVARRE* [REDACTED] - BRAKES COMPLAINT (BUYBACK)

Customer picked up the car on Thursday. Customer states that the brake light switch that was replaced. The ABS modulator was changed the 2nd during the second repair. Customer is concerned with the repair because she avoided 5 accident before her abs modulator was repaired. Customer has been treated unfairly by the sales department and because of those reasons customer does not feel that her car is repaired properly. Customer feels like the dealership is guessing and their guess could mean her life. Customer has an extended warranty for 7 yrs or 100000 on her car. I told the customer that a failure cannot be avoided but when there is a failure on a part it can only be warranted for at time because it is a moving working part and wear and tear occurs. Customers stated that she is possibly looking to get out of the car. I told the customer that there is no guarantee that a new car will not have a failure and at this point we know what has failed in her car and that issue has been repaired at this time so there would really be no difference. Customer states that she does not trust her car and she could only feel safe if she had a guarantee. I told the customer that I would look into her issue and give her a call back.

*** CASE MODIFY 9/21/2007 10:16:56 AM, dmoore
into WIP default and Status of Solving.

*** COMMIT 9/21/2007 10:22:08 AM, dmoore, Action Type : N/A

Made to [REDACTED] due 09/25/2007 12:00:00 AM.
call billy navvare/ cust

*** CASE MODIFY 9/21/2007 10:22:45 AM, dmoore
into WIP default and Status of Solving.

*** CASE MODIFY 9/21/2007 10:22:51 AM, dmoore
into WIP default and Status of Solving.

*** NOTES 9/21/2007 3:19:15 PM, dmoore, Action Type : Call to Dealer

Heath (SA) states that the dealership called techline and found that the ABS Modulator needed replacing and the customer's issue was solved. Heath did not have a T/L # because the Tech was gone for the day but he will try to get the number for me. Customer seemed happy with the repair but before the repair the customer was really scared in regards to the car.

*** CASE MODIFY 9/21/2007 3:20:03 PM, dmoore
into WIP 3J Garth Francis and Status of Solving.

*** NOTES 9/25/2007 2:57:36 PM, dmoore, Action Type : Field/DSM

Ran situation by DPSM Garth and he states to find out how long was it before the customer came back into the dealership. The time had been 3 months 6-7-07 for first repair then again on 9-17-07 for the last repair. DPSM stated that there was not too much that can be done. Thanked Garth for his time.

*** NOTES 9/25/2007 3:10:53 PM, dmoore, Action Type : Call to Customer
Called customer and left VM for a call back.

*** CASE MODIFY 9/25/2007 3:11:01 PM, dmoore
into WIP 3J Garth Francis and Status of Solving.

*** CASE MODIFY COMMITMENT 9/25/2007 3:11:09 PM, dmoore
with [REDACTED] due 09/27/2007 12:00:00 AM.

*** CASE MODIFY 9/25/2007 3:11:12 PM, dmoore
into WIP 3J Garth Francis and Status of Solving.

*** NOTES 9/25/2007 4:47:22 PM, dmoore, Action Type : Call to Customer

I explained to the customer that techline has been contacted in regards to this issue and they are the dealership's technical department. The technical department has looked at the issue with her car and I told the customer that 99% of the time they are correct in their repair recommendations.

Case History

Case ID : N012007-09-1700230

Case Title : 3J [REDACTED] * [REDACTED] - BRAKES COMPLAINT (BUYBACK)

I told the customer that if she just has a problem with the dealership doing the work then AH will refer you to mike smith honda for a check on your vehicle. Customer understood and stated that she would like to have that done .I told the customer to give me a call when she can bring the vehicle into the dealership and I will call them and set it up.

Customer asked about options and I told the customer that AH feels comfortable with the car being fixed at this time so her option would be to trade the vehicle in if she wanted out of the vehicle. Customer understood and felt that she did not want to trade in the vehicle and lose on the trade in. Customer thanked me for my time and stated that she will call me when she goes to mike smith.

*** CASE MODIFY 9/25/2007 4:51:27 PM, dmoore
into WIP 3J Garth Francis and Status of Solving.

*** SUBCASE N012007-09-1700230-1 CLOSE 9/25/2007 4:51:30 PM, dmoore
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/25/2007 4:51:30 PM, dmoore
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 9/28/2007 10:28:32 AM, dmoore
with Condition of Open and Status of Solving.

*** NOTES 9/28/2007 10:29:31 AM, dmoore, Action Type : Call from Customer

Customer asked to add a note to her case stating that the dealership called and apologized for their behavior and that is really what the customer wanted.

*** CASE CLOSE 9/28/2007 10:29:34 AM, dmoore
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-06-1700833	Division : Honda - Auto	Condition : Closed	Open Date : 6/17/2010 10:46:18 AM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/17/2010 1:35:18 PM
Case Owner : NaKya Jai (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - INDICATOR LIGHT ON VSA		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████ 5 OA
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : TEXARKANA, TX ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5 OA
 VIN Type / No. : US VIN / 5FNYF18575E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 65,505
 In Service Date : 09/10/2005
 Months In Use : 57
 Engine Number : J35A61464457
 Originating Dealer No. / Name : 207484 / ORR HONDA
 Selling Dealer No. / Name : 207484 / ORR 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 : 207484 / ORR HONDA
 Phone No. : 903-794-6632
 Address : 4602 ST. MICHAEL DRIV
 City / State / Zip : TEXARKANA, TX 75503
 Svc District / Sls District : 03F / D03
 Warranty Labor Rate / Date : \$85.00 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-1700833-1 ██████████ - P	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-06-1700833-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 6/17/2010 10:54:11 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 6/17/2010 10:54:46 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 Manual, Documented Concern, 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 : N012010-06-1700833

Case Title : 03F- [REDACTED] - INDICATOR LIGHT ON VSA

*** CASE CREATE 6/17/2010 10:46:18 AM, jnakya

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

*** NOTES 6/17/2010 10:53:20 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is [REDACTED]

The customer called regarding indicator light on

The customer indicated that she is on a road trip and there is an indicator like is on it looks like a triangle.

ACS informed the customer that the information is in the owner's manual page 171 VSA Activation Indicator which the customer stated that her son may have bumped the button which made the indicator light come on.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 6/17/2010 10:53:27 AM, jnakya

into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 6/17/2010 10:53:29 AM, jnakya

CLAIM HISTORY CHECK 06/17/2010 10:53:29 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/17/2010 10:53:32 AM, jnakya

CAMPAIGN CHECK 06/17/2010 10:53:32 AM jnakya

The following Campaign information was found

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

*** CASE VSC LOOKUP 6/17/2010 10:53:34 AM, jnakya

VSC-CUC CHECK 06/17/2010 10:53:34 AM jnakya

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/17/2010 10:53:36 AM, jnakya

WARRANTY CHECK 06/17/2010 10:53:36 AM jnakya

No data found for VIN.

*** CASE MODIFY 6/17/2010 10:53:48 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012010-06-1700833-1 CREATE 6/17/2010 10:54:11 AM, jnakya

Created in WIP Default with Due Date 6/17/2010 10:54:11 AM.

*** SUBCASE N012010-06-1700833-1 CLOSE 6/17/2010 10:54:46 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 6/17/2010 10:54:48 AM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 6/17/2010 1:35:17 PM, jnakya

into WIP default and Status of Solving.

Case History

Case ID : N012010-06-1700833

Case Title : 03F- [REDACTED] - INDICATOR LIGHT ON VSA

*** CASE CLOSE 6/17/2010 1:35:18 PM, jnakya

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

Case Details

Case ID : N012009-08-1000894 Division : Honda - Auto Condition : Closed Open Date : 8/10/2009 9:44:08 AM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 8/18/2009 4:24:18 PM
 Case Owner : Brian Magana (Team HH) Method : Phone Queue : Days Open : 8
 Last Closed By : Brian Magana (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 10G - (JOE MARINA HONDA) (ABS BRAK No. of Attachments : 0)

Site / Contact Info :

Site Name : [REDACTED] 2105
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. :
 Address : [REDACTED]
 City / State / Zip : BROKEN ARROW, OK [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 8903
 VIN Type / No. : US VIN / 5FN9YF18585B [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 [REDACTED] [REDACTED]
 In Service Date : 10/15/2005
 Months In Use : 46
 Engine Number : J35A61464553
 Originating Dealer No. / Name : 206663 / ESKRIDGE HONDA
 Selling Dealer No. / Name : 206596 / JOE MARINA 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 : 206596 / JOE MARINA HONDA
 Phone No. : 918-496-7833
 Address : 9124 SOUTH MEMORIAL
 City / State / Zip : TULSA, OK 74133
 Svc District / Sls District : 10B / B10
 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
N012009-08-1000894-1 / [REDACTED]	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N012009-08-1000894-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Brian Magana	Type 1 : Product	Status : Subcase Close	Open Date : 8/18/2009 2:50:48 PM
Issue Owner : Brian Magana	Type 2 : Operation	Queue :	Close Date : 8/18/2009 4:24:17 PM
Issue Title : [REDACTED] - 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, Operates as Designed, 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 : N012009-08-1000894

Case Title : 10G - [REDACTED] JOE MARINA HONDA [REDACTED] - LIAISON (ABS BRAKE ISSUE)

*** CASE CREATE 8/10/2009 9:44:08 AM, rrichard

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

*** NOTES 8/10/2009 9:44:09 AM, rrichard, Action Type :

updated and verified contact 9188101954

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2009 9:53:26 AM, rrichard

WARRANTY CHECK 08/10/2009 09:53:26 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2009 9:53:31 AM, rrichard

CLAIM CHECK 08/10/2009 09:53:31 AM rrichard

The following Claim History information was found

0; 2006-12-18; 206596; 367135; 510; 821099 ; BASE FOR STRAIGHT TIME (DOOR, LEFT REAR)

*** CASE CAMPAIGN LOOKUP 8/10/2009 9:53:35 AM, rrichard

CAMPAIGN CHECK 08/10/2009 09:53:34 AM rrichard

The following Campaign information was found

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

*** CASE VSC LOOKUP 8/10/2009 9:53:36 AM, rrichard

VSC-CUC CHECK 08/10/2009 09:53:36 AM rrichard

No data found for VIN.

*** CASE MODIFY 8/10/2009 9:53:49 AM, rrichard

into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 8/10/2009 9:57:44 AM, rrichard

WARRANTY CHECK 08/10/2009 09:57:44 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 8/10/2009 9:57:49 AM, rrichard

CLAIM CHECK 08/10/2009 09:57:49 AM rrichard

The following Claim History information was found

0; 2006-12-18; 206596; 367135; 510; 821099 ; BASE FOR STRAIGHT TIME (DOOR, LEFT REAR)

*** CASE CAMPAIGN LOOKUP 8/10/2009 9:57:52 AM, rrichard

CAMPAIGN CHECK 08/10/2009 09:57:52 AM rrichard

The following Campaign information was found

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

*** CASE VSC LOOKUP 8/10/2009 9:57:53 AM, rrichard

VSC-CUC CHECK 08/10/2009 09:57:53 AM rrichard

No data found for VIN.

*** NOTES 8/10/2009 9:59:16 AM, rrichard, Action Type : Call from Customer

The customer is calling because JOE MARINA HONDA can not find the problem with his vehicle. The customer states that while his wife was driving at 45 mph the vehicle just applied the ABS brakes several times without his wife actually in gauging her foot on the pedal. The customer states that they were dealing with Jim Martinez (SA). The customer states that Mr Martinez actually drove the vehicle 150 miles and the brakes only partially engaged once the

Case History

Case ID : N012009-08-1000894

Case Title : 10G - (JOE MARINA HONDA) [REDACTED] - LIAISON (ABS BRAKE ISSUE)

whole time. The customer states that the tow ridge fuse was pulled and after that the problem did not persist after that. The customer states that there was no clue as to what caused the problem. The customer states that AHM was not aware of this problem, and the dealer contacted the techline dept and still no fix. The customer states that the vehicle is unsafe and his wife is scared to drive the vehicle. The customer states that he contacted the dealer to find out whats going on with the vehicle, and he was informed that they cant get the codes to come up and they are going to check a few more things and then he can pick up the car. I informed the customer that he is outside the warranty parameters at this time and any fix found he would have to pay for the repairs. The customer understood and stated that he just wants the car fixed. The customer also states that this information is all over the net. I informed the customer that in the interest of customer satisfaction I would forward the case to a CM to act as a liaison between you and the dealer to see if we can find a resolution to this problem. I asked the customer to keep in mind that each case is reviewed on a case by case basis and there are no guarantees. The customer understood and I provided the customer with the case number and no further assistance was needed.

*** CASE MODIFY 8/10/2009 9:59:52 AM, rrichard
into WIP default and Status of Solving.

*** CASE DISPATCH 8/10/2009 10:00:20 AM, rrichard
from WIP default to Queue Honda Team G.

*** CASE FORWARD 8/10/2009 1:43:00 PM, aharlan
from Queue Honda Team G to Queue Honda Team C.

*** CASE ACCEPT 8/11/2009 8:34:48 AM, bmagana
from Queue Honda Team C to WIP 10G - Robert Doyle.

*** CASE MODIFY 8/11/2009 10:00:27 AM, bmagana
into WIP DEFAULT and Status of Solving.

*** NOTES 8/11/2009 10:13:35 AM, bmagana, Action Type : Call to Customer
Initial Contact-

Introduced myself as RCM.

Verified concern.

Customer indicated he spoke with Cliff SM yesterday 08/10/09 and was informed there not able to duplicate the concern.

Customer indicated he needs AHM to fix the vehicle to his satisfactory and if he needs to pay for the repair he understands however he wants this concern not to happen again.

Customer indicated if the concern isn't duplicated and repaired he won't be going away and will have this further pursued.

ACS understood and explained any concern a customer may have with a vehicle needs to have the concern duplicated prior to ACS being able to further review/pursue the case. Customer was informed ACS has no issue with further looking into this concern however if needed the vehicle can be taken to another Honda dealer for a second opinion.

Customer indicated his wife won't drive this car because the brakes lock up and needs it fixed.

ACS informed his concern is understood however the concern needs to be duplicated first.

ACS informed once further information has been gathered he'll receive a return call by Monday 08/17/09.

Customer understood and thanked ACS for the contact.

Call ended.

*** COMMIT 8/11/2009 10:13:53 AM, bmagana, Action Type : N/A

Call cust - Go over info 08/17

*** CASE MODIFY 8/11/2009 10:14:20 AM, bmagana
into WIP DEFAULT and Status of Solving.

Case History

Case ID : N012009-08-1000894

Case Title : 10G - (JOE MARINA HONDA) [REDACTED] - LIAISON (ABS BRAKE ISSUE)

*** NOTES 8/17/2009 3:11:18 PM, bmagana, Action Type : Call to Dealer
Spoke with Cliff SM on August 17 regarding the vehicle.

The dealer indicated the customer brought the vehicle in with a braking concern. It had been indicated the first time the vehicle was taken in Jim SA drove the vehicle and was able to duplicate the concern and noticed a brake sensor code.

The dealer indicated the technician then noticed there is an after market trailer brake system on the vehicle. It had been indicated the technician un hooked this system and test the vehicle for 100+ miles and the concern never duplicated.

The dealer indicated the DPSM was contacted and indicated there isn't any documents showing this type of concern or that this is a known issue. DPSM also indicated the concern will need to be duplicated and a component will need to be located which is causing the concern.

ACS understood and informed at this time the customer will be contacted and advised the concern will need to be duplicated per the technician and DPSM prior to further reviewing/pursuing the case.

*** CASE MODIFY COMMITMENT 8/17/2009 3:12:00 PM, bmagana
with [REDACTED] due 08/17/2009 05:00:00 PM.

*** CASE MODIFY 8/17/2009 3:12:08 PM, bmagana
into WIP 10G - Robert Doyle and Status of Solving.

*** SUBCASE N012009-08-1000894-1 CREATE 8/18/2009 2:50:48 PM, bmagana
Created in WIP Default with Due Date 8/18/2009 2:50:48 PM.

*** CASE MODIFY 8/18/2009 2:50:59 PM, bmagana
into WIP 10G - Robert Doyle and Status of Solving.

*** NOTES 8/18/2009 4:23:41 PM, bmagana, Action Type : Call to Customer

Spoke with customer and advised Cliff SM has been contacted regarding the concern.

Advised customer per information gathered the concern hasn't been duplicated and per the DPSM there isn't anything that can be further performed until duplicated.

Customer then states AHM doesn't care about this concern and stated what does AHM want to do about buying back this vehicle.

ACS apologized for the concern and explained AHM hasn't provided that information mentioned also customer was informed ACS doesn't have any further information regarding a buy back and if he would like to start anything out side the case he would need to pursue that with the BBB or any other avenue.

Customer then thanked ACS and ended the call.

*** CASE MODIFY 8/18/2009 4:24:15 PM, bmagana
into WIP 10G - Robert Doyle and Status of Solving.

*** SUBCASE N012009-08-1000894-1 CLOSE 8/18/2009 4:24:17 PM, bmagana
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 8/18/2009 4:24:18 PM, bmagana
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N052008-10-2300443	Division : Honda - Auto	Condition : Closed	Open Date : 10/23/2008 9:32:25 AM
Case Originator : Carlos Angon (Team PA)	Sub Division : PCRM	Status : Closed	Close Date : 10/27/2008 4:05:33 PM
Case Owner : Damon Phillips (Team CA)	Method : Pro-Active O/B	Queue :	Days Open : 4
Last Closed By : Damon Phillips (Team CA)	Point of Origin : CSE/ACE	Wipbin :	
Case Title : ██████████ - CSE NOT FIXED, DY		No. of Attachments : 0	

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 185
 VIN Type / No. : US VIN / 2HKYF18695H ██████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 53,000
 In Service Date : 09/30/2004
 Months In Use : 49
 Engine Number : J35A61600720
 Originating Dealer No. / Name : 207916 / HONDA OF KEENE
 Selling Dealer No. / Name : 207916 / HONDA OF KEENE
 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 : 207916 / HONDA OF KEENE
 Phone No. : 603-357-1896
 Address : 567 MONADNOCK HIGHWAY
 City / State / Zip : EAST SWANZEY, NH 03446
 Svc District / Sls District : 09J / 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
N052008-10-2300443-1 / ██████████	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N052008-10-2300443-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Carlos Angon	Type 1 : Product	Status : Subcase Close	Open Date : 10/23/2008 9:32:38 AM
Issue Owner : Damon Phillips	Type 2 : Operation	Queue :	Close Date : 10/27/2008 4:05:33 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 : 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 : N052008-10-2300443

Case Title : [REDACTED] - CSE NOT FIXED, DY

*** CASE CREATE 10/23/2008 9:32:25 AM, cangon
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE MODIFY 10/23/2008 9:32:32 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE N052008-10-2300443-1 CREATE 10/23/2008 9:32:38 AM, cangon
Created in WIP Default with Due Date 10/23/2008 9:32:38 AM.

*** CASE MODIFY 10/23/2008 9:32:39 AM, cangon
into WIP default and Status of Solving.

*** SUBCASE N052008-10-2300443-1 ASSIGN 10/24/2008 7:18:21 AM, cangon
N052008-10-2300443-1 to dphillip, WIP 0yy.F

*** SUBCASE N052008-10-2300443-1 RULE ACTION 10/24/2008 7:18:21 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 10/24/2008 7:18:26 AM, cangon
N052008-10-2300443 to dphillip, WIP _empl ~øP

*** CASE RULE ACTION 10/24/2008 7:18:26 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE VSC LOOKUP 10/24/2008 3:43:13 PM, dphillip
VSC-CUC CHECK 10/24/2008 03:43:13 PM dphillip
No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 10/24/2008 3:43:17 PM, dphillip
WARRANTY CHECK 10/24/2008 03:43:17 PM dphillip
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/24/2008 3:43:20 PM, dphillip
CLAIM HISTORY CHECK 10/24/2008 03:43:19 PM dphillip
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/24/2008 3:43:23 PM, dphillip
CAMPAIGN CHECK 10/24/2008 03:43:23 PM dphillip
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** NOTES 10/24/2008 3:45:42 PM, dphillip, Action Type : Note-General
OBW CLOSED
Created 9/11/2008

The customer expressed the following concern in survey:

THEY DID A DIAGNOSTIC TEST ON MY VEHICLE AND CAME UP WITH NOTHING WRONG. THEY CHARGED ME \$55 TO DO IT. A FEW DAYS AFTER DRIVING OFF THE LOT, IT HAPPENED AGAIN. IT WAS A VEHICLE STABILITY LIGHT THAT KEPT COMING ON. THEY SAID THEY RESET IT. THE COST OF \$55 WAS PRETTY PRICEY TO RESET IT. OTHER DEALERSHIPS

Case History

Case ID : N052008-10-2300443

Case Title : ██████████ - CSE NOT FIXED, DY

DO NOT CHARGE FOR THAT. I HAVE NOT TAKEN IT BACK YET AS I HAVE NOT HAD TIME. THEIR EVENING HOURS ARE ONLY A COUPLE OF NIGHTS A WEEK.

The customer's response to a recent CSE survey indicates their vehicle is Still Not Fixed . I will follow-up with customer to ensure that all issues of concern have been resolved.

*** CASE MODIFY 10/24/2008 3:45:50 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:00:54 PM, dphillip
into WIP default and Status of Solving.

*** NOTES 10/24/2008 4:03:32 PM, dphillip, Action Type : Call to Customer

I reached the customer and introduced myself. I explained that I was calling from American Honda Motor Company regarding their Honda Vehicle. I informed customer that I am calling to follow up on some feedback that was provided on a recent survey. I advised customer that the reason for the call is to address any outstanding issues or concerns that they may have pertaining to the Honda Vehicle or their service experience.

I asked if now would be a convenient time to talk, and the customer agreed.

I advised customer that for quality assurance purposes, this call may be recorded. The customer accepted.

Responses to questions and answers can be located on Quick Base record.

I contacted the customer and spoke with Ms. ██████████. The customer stated that they took the vehicle to Honda of Keene because the VSA light came on and for an oil change. The customer stated that she checked for codes and could not find any codes and reset the light. The customer stated that the VSA light has come on intermittently since the dealer has reset the VSA light. I asked the customer if she would like me to contact Honda of Keene to research her concerns further. The customer declined and stated that she will take the vehicle back again if the light comes back on. The customer thanked me for my follow up call to ensure her satisfaction and she ended the call.

I informed Ms. ██████████ on behalf of American Honda, I would like to thank her for her time and the valuable feedback she has provided. I informed her that her overall ownership experience is very important to American Honda. I apologized for any inconvenience. Call ended.

*** NOTES 10/24/2008 4:03:45 PM, dphillip, Action Type : Note-General

The following information was verified with the customer:

Vehicle Mileage

Current Address

Current Phone Number

*** COMMIT 10/24/2008 4:24:24 PM, dphillip, Action Type : N/A

Close@3pm

*** NOTES 10/24/2008 4:24:49 PM, dphillip, Action Type : Note-Resolution

The customer will take the vehicle back to Honda of Keene when she has time. The customer does not require any further assistance at this time. I will close the case.

Case closed per PCRM procedure

Case History

Case ID : N052008-10-2300443

Case Title : ██████████ - CSE NOT FIXED, DY

*** CASE MODIFY 10/24/2008 4:25:00 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:25:31 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:26:37 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:26:42 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:26:47 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:26:56 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:26:58 PM, dphillip
into WIP default and Status of Solving.

*** CASE MODIFY 10/24/2008 4:32:47 PM, dphillip
into WIP Ready 2 Close 2morrow and Status of Solving.

*** CASE MODIFY 10/24/2008 4:32:50 PM, dphillip
into WIP Ready 2 Close 2morrow and Status of Solving.

*** SUBCASE N052008-10-2300443-1 CLOSE 10/27/2008 4:05:33 PM, dphillip
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/27/2008 4:05:33 PM, dphillip
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012005-02-2400801	Division : Honda - Auto	Condition : Closed	Open Date : 2/24/2005 11:39:42 AM
Case Originator : Jaqueline Gutierrez (Team HI)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/10/2005 9:42:13 AM
Case Owner : Corey Kruisheer (Team MA)	Method : Phone	Queue :	Days Open : 14
Last Closed By : Corey Kruisheer (Team MA)	Point of Origin : DSM	Wipbin :	
Case Title : JEFF WYLER HONDA - 4K [REDACTED] ENGINEER REQUEST			No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 450
 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 : FRANKFORT, KY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 201
 VIN Type / No. : US VIN / 2HKYF18695H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours :
 In Service Date : 06/29/2005
 Months In Use : -4
 Engine Number : J35A61602230
 Originating Dealer No. / Name : 208368 / JEFF WYLER HONDA OF FRANKFO
 Selling Dealer No. / Name : 208368 / JEFF WYLER HONDA OF FRANKFOR
 Trim : EX-LRES
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208368 / JEFF WYLER HONDA OF FRANKFORT
 Phone No. : 502-695-6100
 Address : 1440 VERSAILLES ROAD
 City / State / Zip : FRANKFORT, KY 40601
 Svc District / Sls District : 04L / E04
 Warranty Labor Rate / Date : \$85.00 /
 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
N012005-02-2400801-1 / [REDACTED]	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N012005-02-2400801-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Corey Kruisheer	Type 1 : Product	Status : Subcase Close	Open Date : 2/24/2005 1:49:18 PM
Issue Owner : Corey Kruisheer	Type 2 : Operation	Queue :	Close Date : 3/10/2005 9:42:10 AM
Issue Title : XXXXXXXXXX DEALER - PRODUCT COMPLAINT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
Condition Code Desc Other 422X
Campaign Code / Desc : /
Temperament Code :
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 : N012005-02-2400801

Case Title : [REDACTED] - 4K DEALER, FIELD ENGINEER REQUEST

*** CASE CREATE 2/24/2005 11:39:42 AM, jgutierrez

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

*** NOTES 2/24/2005 11:39:46 AM, jgutierrez, Action Type :

On 2/24/05 ACS recv a call from DPSM John Wiggill requesting a Field Engineer Visit Request. The problem with the vehicle is that when driving at a highway speed the left front anti-lock engages and it trows you to the left.

*** CASE MODIFY 2/24/2005 11:40:25 AM, jgutierrez

into WIP default and Status of Solving.

*** CASE MODIFY 2/24/2005 11:40:45 AM, jgutierrez

into WIP default and Status of Solving.

*** CASE DISPATCH 2/24/2005 11:40:58 AM, jgutierrez

from WIP default to Queue Honda Team C.

*** CASE YANKED 2/24/2005 12:05:19 PM, ckruishe

Yanked by ckruishe into WIPbin DEFAULT.

*** SUBCASE N012005-02-2400801-1 CREATE 2/24/2005 1:49:18 PM, ckruishe

Created in WIP Default with Due Date 2/24/2005 1:49:18 PM.

*** NOTES 2/24/2005 1:50:18 PM, ckruishe, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Doug,

Per John Wiggill's request, I have submitted an FE request for this Pilot. I should have the FE schedule Monday/Tuesday of next week. I will call you with the Field Engineer date.

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

Thank you for your attention to this matter.

Corey Kruisheer

Automobile Customer Service

*** NOTES 2/24/2005 1:50:35 PM, ckruishe, Action Type : Note-General

Sent FE request to supervisor.

*** COMMIT 2/24/2005 1:50:42 PM, ckruishe, Action Type : N/A

fe schedule

*** CASE MODIFY 2/25/2005 5:09:44 PM, ckruishe

into WIP DEFAULT and Status of Solving.

*** NOTES 2/28/2005 9:51:49 AM, ckruishe, Action Type : Note-General

Case History

Case ID : N012005-02-2400801

Case Title : [REDACTED] - 4K DEALER, FIELD ENGINEER REQUEST

FE set for 3/09

*** CASE FULFILL 2/28/2005 9:52:08 AM, ckruishe

Fulfilled for [REDACTED] DEALER due 03/01/2005 12:00:00 AM.

*** COMMIT 2/28/2005 9:52:12 AM, ckruishe, Action Type : N/A

FE

*** CASE MODIFY 2/28/2005 9:52:45 AM, ckruishe

into WIP 4K and Status of Solving.

*** NOTES 2/28/2005 9:52:58 AM, ckruishe, Action Type : Call to Dealer

LM for Doug Doris advising of the FE date.

*** NOTES 3/9/2005 8:20:15 AM, ckruishe, Action Type : Call to Dealer

LM for Doug Doris.

*** CASE FULFILL 3/9/2005 8:20:24 AM, ckruishe

Fulfilled for [REDACTED] DEALER due 03/09/2005 12:00:00 AM.

*** COMMIT 3/9/2005 8:20:28 AM, ckruishe, Action Type : N/A

dealer

*** NOTES 3/10/2005 9:41:54 AM, ckruishe, Action Type : Call to Dealer

Spoke with Doug Doris.

FE found a loose connector on the ABS module that was causing the engagement of the ABS. Doug said he ordered the replacement part but the wrong part arrived. The correct part will be in tomorrow. Doug said he would take care of the repair from this point forward and thanked me for getting the FE to the dealership. Asked that he call back if there are any other problems or questions.

*** SUBCASE N012005-02-2400801-1 CLOSE 3/10/2005 9:42:10 AM, ckruishe

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/10/2005 9:42:13 AM, ckruishe

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

Case Details

Case ID : N042005-04-2900465 Division : Honda - Auto Condition : Closed Open Date : 4/29/2005 9:14:09 AM
 Case Originator : Angela Garcia (Team MA) Sub Division : Mediation Status : Closed Close Date : 7/7/2005 4:04:58 PM
 Case Owner : Rodney Boudreaux (Team MA) Method : Fax Queue : Days Open : 69
 Last Closed By : Rodney Boudreaux (Team MA) Point of Origin : BBB Wipbin :
 Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE- No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1662
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : NEVADA CITY, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 8417
 VIN Type / No. : US VIN / 2HKYF18545H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 9,419
 In Service Date : 10/14/2004
 Months In Use : 6
 Engine Number : J35A61603546
 Originating Dealer No. / Name : 206549 / SAN FRANCISCO HONDA
 Selling Dealer No. / Name : 207442 / WALNUT CREEK 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 : 207336 / AUBURN HONDA
 Phone No. : 530-823-7234
 Address : 1801 GRASS VALLEY HWY
 City / State / Zip : AUBURN, CA 95603
 Svc District / Sls District : 12A / C12
 Warranty Labor Rate / Date : \$117.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208360	MARIN HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042005-04-2900465-1 / ██████████ -	Subcase Close	Product	Operation	422	Anti-Lock Brake

Mediation Details

Case ID	N042005-04-2900465	Final Decision :	Repair	Descision Updated :	7/7/2005 4:00:48 PM
Process :	Mediation	Customer Position :	Buyback-Replace		
Document Ref :	RODNEY BOUDREAUX	AHM Position :	Repair		
Related Case :	N012005-04-1500923				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	7/7/2005 4:00:48 PM	By :	rboudrea

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

*** Event Type / Status :	BBB Case Recd / Completed	Start Date :	4/27/2005 9:17:48	Notes :	HON0570125
Assigned To :	Mediation ()	Due Date :	6/6/2005		
Last Updated / By :	7/7/2005 4:04:54 PM / rboudrea	Actual Date :	7/7/2005 4:04:52		
*** Event Type / Status :	MRF Sent / Completed	Start Date :	4/27/2005 9:23:36	Notes :	
Assigned To :	Third Party (BBB: LINDA)	Due Date :	5/7/2005		
Last Updated / By :	5/7/2005 1:26:21 PM / rboudrea	Actual Date :	5/6/2005 1:25:45		
*** Event Type / Status :	Docs Received / Completed	Start Date :	4/29/2005 9:23:19	Notes :	REPAIR ORDERS RECEIVED
Assigned To :	Other (AUBURN AND MARIN)	Due Date :	5/2/2005		
Last Updated / By :	5/10/2005 9:45:12 AM / rboudrea	Actual Date :	5/10/2005 9:44:14		
*** Event Type / Status :	DPSM Inspection / Completed	Start Date :	5/13/2005 10:11:42	Notes :	AUBURN HONDA
Assigned To :	DPSM (TIM BRUSHER)	Due Date :	5/18/2005 11:00:00		
Last Updated / By :	7/7/2005 4:00:34 PM / rboudrea	Actual Date :	5/18/2005 4:00:25		

Issue Details

Issue ID : N042005-04-2900465-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angela Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 4/29/2005 9:15:28 AM
Issue Owner : Rodney Boudreaux	Type 2 : Operation	Queue :	Close Date : 7/7/2005 4:04:38 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 422 / Anti-Lock Brake
Condition Code Desc Other 422X
Campaign Code / Desc : /
Temperament Code : Medium
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 : N042005-04-2900465

Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

*** CASE CREATE 4/29/2005 9:14:09 AM, agarcia
Contact = ██████████, Priority = N/A, Status = Solving.

*** NOTES 4/29/2005 9:14:09 AM, agarcia, Action Type :
Received CCF from BBB HON0570125
Start Date: 04/27/05
Customer Contention: brake failure
Resolution sought: repair/ replaced

**Lien holder: BANK OF THE WEST

*** SUBCASE N042005-04-2900465-1 CREATE 4/29/2005 9:15:28 AM, agarcia
Created in WIP Default with Due Date 4/29/2005 9:15:28 AM.

*** CASE MEDIATION ADD/MODIFY 4/29/2005 9:17:43 AM, agarcia

*** MEDIATION DECISION 04/29/2005 09:17:43 AM agarcia
Proc: Mediation
Dcsn: Please Specify
Cust: Please Specify
AHM: Please Specify Rsn: Please Specify
Arb Mthd: Please Specify Outcome: Please Specify
Ref: RODNEY BOUDREAUX
Rel: N012005-04-1500923

*** CASE MEDIATION EVENT ADD 4/29/2005 9:23:19 AM, agarcia

*** MEDIATION EVENT - BBB CASE RECD 04/29/2005 09:23:19 AM agarcia
Status: In Progress
S: 04/27/2005 09:17:48 AM
D: 06/06/2005 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: Mediation ()
Notes: HON0570125

*** CASE MEDIATION EVENT ADD 4/29/2005 9:23:36 AM, agarcia

*** MEDIATION EVENT - DOCS RECEIVED 04/29/2005 09:23:36 AM agarcia
Status: In Progress
S: 04/29/2005 09:23:19 AM
D: 05/02/2005 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: Mediation ()
Notes:

*** CASE MEDIATION EVENT ADD 4/29/2005 9:23:46 AM, agarcia

*** MEDIATION EVENT - MRF SENT 04/29/2005 09:23:46 AM agarcia
Status: In Progress
S: 04/27/2005 09:23:36 AM

Case History

Case ID : N042005-04-2900465

Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

D: 05/07/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 4/29/2005 9:23:50 AM, agarcia

*** MEDIATION EVENT - MRF SENT 04/29/2005 09:23:50 AM agarcia

Status: Completed

S: 04/29/2005 09:23:46 AM

D: ?/?/? ??:?

A: 04/29/2005 09:23:49 AM

Assgn to: Mediation ()

Notes:

*** COMMIT 4/29/2005 9:23:53 AM, agarcia, Action Type : N/A

New case opened. Review BBB docs/prev case notes/techline. Look for ROs

*** COMMIT 4/29/2005 9:24:28 AM, agarcia, Action Type :

Made to ██████████ due 05/07/2005 09:24:31 AM.

DCS Follow-Up

*** NOTES 4/29/2005 9:24:56 AM, agarcia, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

RESOLUTION DUE DATE : 5/7/2005 9

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

ABS brake failure

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.

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 4/29/2005 9:28:06 AM, agarcia, Action Type : Note-General

Email sent notifying zone of case being opened. Requested for ROs from dealer. Received techline from Annie.

*** SUBCASE N042005-04-2900465-1 ASSIGN 4/29/2005 9:28:18 AM, agarcia

N042005-04-2900465-1 to rboudrea, WIP

*** SUBCASE N042005-04-2900465-1 RULE ACTION 4/29/2005 9:28:19 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 4/29/2005 9:28:25 AM, agarcia

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

into WIP default and Status of Solving.

*** CASE ASSIGN 4/29/2005 9:28:28 AM, agarcia
N042005-04-2900465 to rboudrea, WIP

*** CASE RULE ACTION 4/29/2005 9:28:29 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 5/5/2005 4:41:36 PM, rboudrea, Action Type : Call to Dealer
Phoned Auburn Honda:

John stated that they have inspected and or tested the entire brake system. We went down the line
No leaks
all cables/lines properly routed
no visible signs of any damage

No codes stored

I asked about the disc/pad condition any signs of brake lock up NO no bluing, overheating /cracking, scuffing etc

I asked if caliper operation was checked and slides checked for freedom of movement yes more than once

John said that they test drove vehicle over 100 miles under all imaginable conditions and symptoms described by customer never noted. ABS function properly when needed and conventional braking was normal.

I advised that customer reported that she demonstrated the problem to an independent and that he suspects sensors. John said he knows the independent referenced and learned that he drove vehicle 2 miles and brakes did not lock. His summation was based on symptoms as described by customer.

John said that he actually drove with customer for over a half hour on every imaginable type road, condition with customer driving and she could not demonstrate what she alleged happened.

I asked if Tech Line was contacted and he said yes. Naturally with no codes they could not make any recommendation, but told them that there is no know problem that could be attributed to the symptoms as described by the customer.

I thanked John for the details and insight. John stated that his job is to report the facts, but something doe not add up. He has been a tech etc and the customer told him that this happens when pulling away from a stop without applying the brakes.

I told John that I either miissed something or assumed that the condition was during brake application, because that is nothing in any of the systems that will apply the brake automatically. John said that this is his point. Something does not add up.

*** CASE MODIFY 5/5/2005 4:41:40 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** NOTES 5/6/2005 4:16:04 PM, mplant, Action Type : Letter/Fax
Received an RO and tech line worksheet from Auburn Honda. Forward to Rodney.

*** NOTES 5/7/2005 1:25:26 PM, rboudrea, Action Type : Note-Third Party

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

MRF SENT TO BBB:

CUSTOMER: [REDACTED]
VIN: 2HKYF18545H [REDACTED]
BBB CASE: HON0570125

AHM POSITION:

American Honda reviewed the customer's contentions with the reported servicing dealership, Auburn Honda and we were advised that the customer did report a brake concern and that they performed an entire inspection of brake systems and all systems operate as designed. The dealer test drove the vehicle in excess of 100 miles under with numerous stops and the brakes operated normally. In addition the dealer test-drove with the customer for over a half an hour, with the customer driving and she could not demonstrate her concern. Based in this information, American Honda would consider replacing the customer car at this time; however, American Honda is very concerned with vehicle and occupant safety. We have contacted our technical staff and while there are no reported problems that can be attributed to the customer's concerns as they were reported, American would be glad to arrange for a Honda field representative to meet with the customer for additional consideration.

*** CASE MEDIATION EVENT REMOVE 5/7/2005 1:25:41 PM, rboudrea

*** MEDIATION EVENT REMOVED - MRF SENT 05/07/2005 01:25:41 PM rboudrea

*** CASE MEDIATION EVENT UPDATE 5/7/2005 1:25:57 PM, rboudrea

*** MEDIATION EVENT - MRF SENT 05/07/2005 01:25:57 PM rboudrea

Status: Completed

S: 04/27/2005 09:23:36 AM

D: 05/07/2005 12:00:00 AM

A: 05/06/2005 01:25:45 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 5/7/2005 1:26:22 PM, rboudrea

*** MEDIATION EVENT - MRF SENT 05/07/2005 01:26:22 PM rboudrea

Status: Completed

S: 04/27/2005 09:23:36 AM

D: 05/07/2005 12:00:00 AM

A: 05/06/2005 01:25:45 PM

Assgn to: Third Party (BBB: LINDA FERNANDEZ)

Notes:

*** CASE MODIFY 5/7/2005 1:26:25 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE FULFILL 5/7/2005 1:26:28 PM, rboudrea

Fulfilled for [REDACTED] due 05/02/2005 12:00:00 AM.

*** CASE FULFILL 5/7/2005 1:26:31 PM, rboudrea

Fulfilled for [REDACTED] due 05/07/2005 09:24:31 AM.

*** COMMIT 5/7/2005 1:26:33 PM, rboudrea, Action Type : N/A

Made to [REDACTED] due 05/09/2005 01:26:34 PM.

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

EMAIL DPSM/ME FOR THOUGHTS / CALL CUSTOMER

*** CASE MODIFY 5/7/2005 1:27:17 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** NOTES 5/9/2005 5:03:33 PM, rboudrea, Action Type : Call from Dealer
Phoned Marin Honda:

Eddie Parnell serv mgr, gone for the day.

Spoke to head advisor - Bill

Brakes making noise like anti lock is on - Drove 113 miles NPF could not duplicate 90% lining @9K miles

Dealer inspected entire brake system and the brakes NPF and brakes operated normally in every aspect.

*** CASE MODIFY 5/9/2005 5:03:39 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** NOTES 5/9/2005 5:08:43 PM, rboudrea, Action Type : Field/DSM
Phoned DPSM and reviewed case:

DPSM is fully aware of customer and both dealer diagnosis:

DPSM states that he did research and there is not problem for this vehicle that could attributed to the cusotmer's symptoms. The DPSM's uderstanding that the customer's complaint was that the brakes locked while braking coming to a stop and not locked at rest.

I told DPSM that I would research further and keep him posted. DPSM willing to meet with customer if needed. He will be at dealer next week.

*** CASE MODIFY 5/9/2005 5:08:46 PM, rboudrea
into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 5/10/2005 8:43:21 AM, rboudrea
into WIP A. New Cases and Status of Solving.

*** NOTES 5/10/2005 9:11:37 AM, mplant, Action Type : Letter/Fax
Received an RO w/ tech notes from Marin Honda. Forward to Rodney.

*** CASE YANKED 5/10/2005 9:14:20 AM, jstradfo
Yanked by jstradfo into WIPbin default.

*** CASE ASSIGN 5/10/2005 9:30:04 AM, jstradfo
N042005-04-2900465 to rboudrea, WIP

*** CASE RULE ACTION 5/10/2005 9:30:05 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT UPDATE 5/10/2005 9:45:13 AM, rboudrea

*** MEDIATION EVENT - DOCS RECEIVED 05/10/2005 09:45:13 AM rboudrea
Status: Completed

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

S: 04/29/2005 09:23:19 AM

D: 05/02/2005 12:00:00 AM

A: 05/10/2005 09:44:14 AM

Assgn to: Other (AUBURN AND MARIN HONDA)

Notes: REPAIR ORDERS RECEIVED

*** CASE MEDIATION ADD/MODIFY 5/10/2005 9:45:43 AM, rboudrea

*** MEDIATION DECISION 05/10/2005 09:45:43 AM rboudrea

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Replace

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: RODNEY BOUDREAUX

Rel: N012005-04-1500923

*** CASE MODIFY 5/10/2005 9:45:47 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE FULFILL 5/10/2005 9:46:15 AM, rboudrea

Fulfilled for [REDACTED] due 05/09/2005 01:26:34 PM.

*** COMMIT 5/10/2005 9:46:17 AM, rboudrea, Action Type : N/A

Made to [REDACTED] due 05/10/2005 03:00:00 PM.

Call customer to review concerns and get details when,where, what etc

*** CASE MODIFY 5/10/2005 9:46:59 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 5/10/2005 9:47:02 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE YANKED 5/10/2005 10:05:25 AM, jstradfo

Yanked by jstradfo into WIPbin default.

*** NOTES 5/10/2005 10:15:54 AM, jstradfo, Action Type : Call to Customer

Left a message for the customer requesting a call.

*** NOTES 5/10/2005 1:05:36 PM, jstradfo, Action Type : Call to Customer

She loves the car. Each time the problem has occurred, the conditions have been the same. The weather has always been good. She is going about 25 mph. She is slowing down. She is applying the brake, when the brakes grab. The brake pedal begins to pulsate, there is a noise (sounds like ABS pump noise), the tires makes a rubbing noise and the car begins to vibrate. She also heard the ABS pump noise, but much louder than her other Honda products. The first time the problem occurred she took the car to Marine Honda. They inspected the car but found no problem. After picking up the car she had the same thing occur. She took the car back to the dealer. They kept the car from 4-3-05 to 4-13-05. The dealer did not duplicate the problem. They delivered the car back to her. She had the same thing happen again. She took the car to Auburn Honda. They did not find a problem. She took the car to a mechanic, Import Auto Service. She spoke with Anthony or Anton. He drove the car. He said the ABS was engaging unnecessarily. He thought there was a problem with a Wheel Sensor and told her to take the car back to the Honda dealer. She took the car back to Auburn Honda, where it has been since 4-14-05. They have been unable to identify a problem with the car and are unwilling to listen to the independent mechanic.

Case History

Case ID : N042005-04-2900465

Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

Usually the situation has been the same. She is going about 25 mph. She is applying the brakes, the brakes grab, the brake pedal pulsates. The entire car vibrates.

She drove the car with the service manager at Auburn Honda on one visit. She drove the car for about a half an hour with the service manager and an hour without the service manager left her but she could not get the problem to occur.

The ind is Import Auto Service. The mechanic is Anton. When he drove the car the pedal pulsated. The phone number for the ind is ██████████

The customer has an 96 Odyssey now and before that she owned an Accord.

I explained to the customer that we were in the preliminary stages and wanted to get more details from her about the problem. I advised her that our Field Representative would be at the dealer next week and we wanted to arrange to have him inspect the car. She said she would like to be present at the time of the inspection. I told her i would call her back with the date and the time.

The customer indicated she was renting a vehicle, making payments and paying insurance on the car and wanted to know if Honda could somehow assist with that. I advised the customer at this point we were trying to get as much information about the situation but at this point we could not make any commitments. I again advised the customer i would call her back with the date for the Field Representative inspection.

*** NOTES 5/10/2005 1:44:54 PM, jstradfo, Action Type : Note-General

Email to Techline

Cust: Shelly Crowe

VIN 2HKYF18545H ██████████

Dlr: Auburn Honda (207336)

Marin Honda (208360)

Tech Line Ref #: 115524 (Auburn Honda)

The vehicle has been to both Honda Dealers. The vehicle is currently at Auburn Honda.

The customer describes a situation that she said occurred to her 3 times.

She states the brakes grab, the brake pulsates as if the ABS is engaged, there is a noise she describes as a ABS pump noise and the car vibrates. She said the situation, when it has occurred has always been the same. She is driving about 20-25 mph. She applies the brake, the car slows the brake grabs, pedal pulsates and the car vibrates. The driving conditions have always been dry sunny days.

Auburn Honda RO # 115524

Marin Honda RO # 208578

*** NOTES 5/10/2005 2:01:18 PM, jstradfo, Action Type : Field/DSM

Email Tim Brusher, Honda Field Representative.

Case History

Case ID : N042005-04-2900465

Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

Cust: ██████████

Dlr: 207336 (Auburn Honda)

VIN: 12HKYF18545H ██████████ (2005 Pilot)

Hi Tim, I hope you are having a good day. I believe Rodney Boudreaux contacted you via email regarding this client. He indicated to me that you were going to be at Auburn Honda next week. We wanted to set up an inspection with the customer and wanted to provide her a date and a time.

If you would be so kind as to let me know what day next week and a time you would like to meet with the customer so i can advise her. Thank you for your help.

The customer has been to Marin Honda (208360) and Auburn Honda (207336). Neither was able to duplicate her concern. Here vehicle is currently at Auburn Honda. It has been at the dealer since 4-14-05. According to the customer she is refusing to pick up the car until it is repaired. The customer currently owns a 96 Odyssey and she has owned an Accord in the past.

She contends that that this issue has ocured on 3 seperate occassions. She said while driving in dry conditions at 20-25 mph she applies the brakes. The brakes grab, the brake pedal pulsates, and the vehicle vibrates. The customer said she took the car to an ind that verified the problem and told her it was a problem with the brake sensor.

If you have any questions you can give me a call at ██████████. Thanks.

*** NOTES 5/10/2005 2:08:54 PM, jstradfo, Action Type : Call from Dealer

Spoke with John, the service advisor. The service manager was not available. John indicated that he spoke with Mr ██████████ on 4-25. He said they advised him at that time that they did not find a problem with the operation of the vehicle. He said Mr ██████████ told him they did not feel comfortable in the car and planned to keep the rental. He explained to Mr. ██████████ that he, Mr. ██████████ would have to assume the cost of the rental from 4-25.

*** CASE MODIFY 5/10/2005 2:11:07 PM, jstradfo

into WIP default and Status of Solving.

*** NOTES 5/10/2005 2:32:25 PM, mplant, Action Type : Letter/Fax

Received an RO from Marin Honda. Forward to Jason.

*** NOTES 5/10/2005 2:38:58 PM, mplant, Action Type : Letter/Fax

Received Terms of Settlement from BBB. Terms are as follows:

"Mr. Rodney Boudreaux of American Honda would like to make arrangements for consumer Mrs. ██████████ to meet with a Honda Field Representative for consideration. Consumer has agreed to the meeting. The manufacturer will make the necessary arrangements and contact the consumer. If after the meeting consumer's issues have not been resolved, consumer may elect to proceed with her claim in Auto Line." Forward to Jason.

*** CASE MODIFY 5/11/2005 7:59:55 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 5/11/2005 8:32:08 AM, jstradfo, Action Type : Field/DSM

Spoke with the dpsm. I advised him of my conversation with the customer. I explained what she described to me and explained to him that we wanted to have him speak with her to get clarity on her exact concern. I advised him the car was at the dealer. He said he would contact the dealer and make arrangements

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

to meet with the customer. He said he would call the customer personally and make the arrangements and call me back to let me know the date and the time.

*** COMMIT 5/11/2005 8:32:21 AM, jstradfo, Action Type : N/A

Made to [REDACTED] due 05/12/2005 12:00:00 AM.

call dpsm

*** CASE MODIFY 5/11/2005 8:32:47 AM, jstradfo

into WIP default and Status of Solving.

*** CASE FULFILL 5/11/2005 9:41:06 AM, jstradfo

Fulfilled for [REDACTED] due 05/10/2005 03:00:00 PM.

*** NOTES 5/12/2005 11:18:20 AM, jstradfo, Action Type : Field/DSM

The dpsm called. He spoke with the customer. He is scheduled to meet with the customer at Auburn Honda on Wednesday the 18th @ 11 a.m.. He plans to spend a significant amount of time with the customer driving the car until the problem has been duplicated.

*** CASE FULFILL 5/12/2005 11:18:36 AM, jstradfo

Fulfilled for [REDACTED] due 05/12/2005 12:00:00 AM.

*** NOTES 5/12/2005 11:21:17 AM, jstradfo, Action Type : Call to Customer

Left a message with the customer confirming the appt. I asked the customer to call if she had any questions.

*** COMMIT 5/12/2005 11:21:50 AM, jstradfo, Action Type : N/A

call dpsm

*** CASE MODIFY 5/12/2005 11:22:07 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 5/12/2005 12:50:35 PM, jstradfo

into WIP default and Status of Solving.

*** CASE MEDIATION EVENT ADD 5/13/2005 10:12:21 AM, jstradfo

*** MEDIATION EVENT - DPSM INSPECTION 05/13/2005 10:12:21 AM jstradfo

Status: In Progress

S: 05/13/2005 10:11:42 AM

D: 05/18/2005 11:00:00 AM

A: ???/? :??:?

Assgn to: DPSM (TIM BRUSHER)

Notes:

*** CASE MEDIATION EVENT UPDATE 5/13/2005 10:13:22 AM, jstradfo

*** MEDIATION EVENT - DPSM INSPECTION 05/13/2005 10:13:22 AM jstradfo

Status: In Progress

S: 05/13/2005 10:11:42 AM

D: 05/18/2005 11:00:00 AM

A: ???/? :??:?

Assgn to: DPSM (TIM BRUSHER)

Notes: AUBURN HONDA

*** CASE MEDIATION ADD/MODIFY 5/13/2005 10:15:57 AM, jstradfo

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

*** MEDIATION DECISION 05/13/2005 10:15:56 AM jstradfo

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Replace

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Ref: JASON STRADFORD

Rel: N012005-04-1500923

*** SUBCASE N042005-04-2900465-1 YANKED 5/13/2005 10:16:44 AM, jstradfo

Yanked by jstradfo into WIPbin default.

*** CASE MODIFY 5/13/2005 10:16:58 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 5/13/2005 10:17:55 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 5/13/2005 10:18:09 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 5/13/2005 3:00:33 PM, jstradfo, Action Type : Field/DSM

Hi Jason:

I will meet with Ms. [REDACTED] on 5/18 (wed) at 11am. I'll let you know the outcome.

Tim

408 813 8533

*** CASE MODIFY 5/16/2005 7:41:12 AM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 5/16/2005 7:50:16 AM, jstradfo

into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/16/2005 7:50:37 AM, jstradfo

into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/16/2005 7:51:05 AM, jstradfo

into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/16/2005 7:51:10 AM, jstradfo

into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/16/2005 8:51:10 AM, jstradfo

into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/18/2005 12:28:41 PM, jstradfo

into WIP Open Cases and Status of Solving.

Case History

Case ID : N042005-04-2900465

Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

*** CASE MODIFY 5/19/2005 7:43:27 AM, jstradfo
into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/19/2005 8:03:02 AM, jstradfo
into WIP Open Cases and Status of Solving.

*** NOTES 5/19/2005 8:03:49 AM, jstradfo, Action Type : Field/DSM
The dpsm called yesterday. He said he would call back today with his findings.

*** CASE FULFILL 5/19/2005 8:03:55 AM, jstradfo
Fulfilled for ██████████ due 05/18/2005 12:00:00 AM.

*** COMMIT 5/19/2005 8:03:58 AM, jstradfo, Action Type : N/A
call dpsm

*** CASE MODIFY 5/19/2005 8:04:11 AM, jstradfo
into WIP Open Cases and Status of Solving.

*** CASE MODIFY 5/19/2005 8:04:18 AM, jstradfo
into WIP Open Cases and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 5/20/2005 8:59:52 AM, agarcia
*** MEDIATION DECISION 05/20/2005 08:59:52 AM agarcia
Proc: Mediation
Dcsn: Please Specify
Cust: Buyback-Replace
AHM: Repair Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: RODNEY BOUDREAUX
Rel: N012005-04-1500923

*** CASE YANKED 5/20/2005 8:59:58 AM, agarcia
Yanked by agarcia into WIPbin default.

*** SUBCASE N042005-04-2900465-1 YANKED 5/20/2005 9:00:15 AM, agarcia
Yanked by agarcia into WIPbin default.

*** SUBCASE N042005-04-2900465-1 ASSIGN 5/20/2005 9:00:29 AM, agarcia
N042005-04-2900465-1 to rboudrea, WIP ☐

*** SUBCASE N042005-04-2900465-1 RULE ACTION 5/20/2005 9:00:31 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 5/20/2005 9:00:37 AM, agarcia
into WIP default and Status of Solving.

*** CASE ASSIGN 5/20/2005 9:00:42 AM, agarcia
N042005-04-2900465 to rboudrea, WIP ☐!☐☐`

*** CASE RULE ACTION 5/20/2005 9:00:44 AM, sa
Action Task Assignee of rule Assign Notification fired

Case History

Case ID : N042005-04-2900465

Case Title : ██████████ - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

*** NOTES 5/20/2005 9:07:46 AM, agarcia, Action Type : Note-General

Case yanked and assigned to Rodney in Jasons absence

*** CASE RULE ACTION 5/27/2005 8:14:09 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 6/2/2005 9:22:27 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 6/7/2005 11:36:49 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 6/10/2005 5:03:33 PM, rboudrea, Action Type : Field/DSM

Phoned DPSM:

He did in-fact inspect the vehicle and test drive with the customer. The parts and service director worked with him and the vehicle did not demonstrate any drivability problems. They reviewed the symptoms as described by the customer and checked codes. Code was for yawl sensor. yawl sensor replaced. No new reported problems.

Requested copy of repair order to review details.

*** CASE MODIFY 6/13/2005 9:31:16 AM, rboudrea

into WIP A. New Cases and Status of Solving.

*** CASE MODIFY 6/13/2005 12:33:33 PM, rboudrea

into WIP A. New Cases and Status of Solving.

*** NOTES 6/14/2005 10:01:18 AM, mplant, Action Type : Letter/Fax

Received ROs from Auburn Honda. Forward to Rodney.

*** NOTES 6/16/2005 10:52:39 AM, mplant, Action Type : Letter/Fax

Received ROs from Auburn Honda. Forward to Rodney.

*** CASE MEDIATION EVENT UPDATE 7/7/2005 4:00:35 PM, rboudrea

*** MEDIATION EVENT - DPSM INSPECTION 07/07/2005 04:00:35 PM rboudrea

Status: Completed

S: 05/13/2005 10:11:42 AM

D: 05/18/2005 11:00:00 AM

A: 05/18/2005 04:00:25 PM

Assgn to: DPSM (TIM BRUSHER)

Notes: AUBURN HONDA

*** CASE MEDIATION ADD/MODIFY 7/7/2005 4:00:48 PM, rboudrea

*** MEDIATION DECISION 07/07/2005 04:00:48 PM rboudrea

Proc: Mediation

Dcsn: Repair

Cust: Buyback-Replace

AHM: Repair Rsn: Repair Available

Arb Mthd: Please Specify Outcome: Please Specify

Case History

Case ID : N042005-04-2900465

Case Title : [REDACTED] - BBB HON0570125 - CALL DPSM 5-18- ABS BRAKE FAILURE-

Ref: RODNEY BOUDREAUX

Rel: N012005-04-1500923

*** NOTES 7/7/2005 4:02:45 PM, rboudrea, Action Type : Note-General

Vehicle repaired 5/18/05 pursuant to DPSM inspection.

Test period of 30 elapsed and no new issues. Closing case.

*** CASE MODIFY 7/7/2005 4:02:49 PM, rboudrea
into WIP A. New Cases and Status of Solving.*** SUBCASE N042005-04-2900465-1 CLOSE 7/7/2005 4:04:38 PM, rboudrea
Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 7/7/2005 4:04:54 PM, rboudrea

*** MEDIATION EVENT - BBB CASE RECD 07/07/2005 04:04:54 PM rboudrea

Status: Completed

S: 04/27/2005 09:17:48 AM

D: 06/06/2005 12:00:00 AM

A: 07/07/2005 04:04:52 PM

Assgn to: Mediation ()

Notes: HON0570125

*** CASE CLOSE 7/7/2005 4:04:58 PM, rboudrea

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

Case Details

Case ID : N012008-09-0200239 Division : Honda - Auto Condition : Closed Open Date : 9/2/2008 7:07:48 AM
 Case Originator : Cynthia Sudario (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 9/30/2008 3:18:12 PM
 Case Owner : Ryan Watkins (Team HB) Method : Dealer Referred Queue : Days Open : 28
 Last Closed By : Ryan Watkins (Team HB) Point of Origin : Customer Wipbin :
 Case Title : 10H-(FLAGSTAFF HONDA) [REDACTED] - VSA SENSOR No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2043
 Dealer No. :
 Site Phone No. : [REDACTED] 7
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : [REDACTED]
 Cell / Pager No. :
 Fax No. : [REDACTED]
 Address : [REDACTED]
 City / State / Zip : FLAGSTAFF, AZ [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2043
 VIN Type / No. : US VIN / 2HKYF18515H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 26,757
 In Service Date : 12/24/2004
 Months In Use : 45
 Engine Number : J35A61604318
 Originating Dealer No. / Name : 208212 / PRESCOTT HONDA
 Selling Dealer No. / Name : 208011 / ARROWHEAD 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 : 208011 / ARROWHEAD HONDA
 Phone No. : 623-974-9700
 Address : 8380 WEST BELL ROAD
 City / State / Zip : PEORIA, AZ 85382
 Svc District / Sls District : 10D / D10
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208269	FLAGSTAFF HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-09-0200239-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012008-09-0200239-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ryan Watkins	Type 1 : Product	Status : Subcase Close	Open Date : 9/3/2008 5:00:54 PM
Issue Owner : Ryan Watkins	Type 2 : Operation	Queue :	Close Date : 9/30/2008 3:18:12 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 : 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 : N012008-09-0200239

Case Title : 10H-(FLAGSTAFF HONDA) [REDACTED] - VSA SENSOR

*** CASE CREATE 9/2/2008 7:07:48 AM, csudario

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

*** CASE MODIFY 9/2/2008 7:07:53 AM, csudario

into WIP default and Status of Solving.

*** CASE VSC LOOKUP 9/2/2008 7:08:05 AM, csudario

VSC-CUC CHECK 09/02/2008 07:08:05 AM csudario

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/2/2008 7:08:39 AM, csudario

CAMPAIGN CHECK 09/02/2008 07:08:39 AM csudario

The following Campaign information was found

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

*** CASE MODIFY 9/2/2008 7:34:47 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 7:54:22 AM, csudario

into WIP default and Status of Solving.

*** NOTES 9/2/2008 8:10:50 AM, csudario, Action Type : Call from Customer

*** CASE MODIFY 9/2/2008 8:30:44 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 8:30:49 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 8:30:51 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 8:34:17 AM, csudario

into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 12:57:38 PM, csudario

into WIP default and Status of Solving.

*** NOTES 9/2/2008 1:23:01 PM, csudario, Action Type : Call from Customer

ACS verified customer information.

Customer states that at 21,000 miles customer noticed that her VSA light was coming on. Customer was advised by Arrowhead Honda to just keep driving the vehicle until the light goes away.

Customer states took the vehicle back in March and was told that she had to replace the VSA-steering sensor.

Customer spoke to Carole, at Flagstaff Honda about the gas cap and also mentioned that customer may have to replace the VSA sensor.

Customer was informed by Carole at Flagstaff that she should contact AHM to Seek assistance.

Case History

Case ID : N012008-09-0200239

Case Title : 10H-(FLAGSTAFF HONDA) [REDACTED] - VSA SENSOR

Customer states that Arrowhead Honda is a 125 miles away and Flagstaff Honda is only 2 miles.

Customer would like to know what is her next recourse. Arrowhead performed the diagnosis but Flagstaff is closer.

ACS advised customer that in order for AHM to review for assistance, Customer has to have the vehicle diagnosed. If customer wants Flagstaff Honda to replace the unit, a diagnostic is still needed.

Customer understands. Customer states will make an appointment. Customer would still like it forwarded for review.

ACS provided case no. and advised that a RCM will contact her within the next 1 to 2 business days.

ACS asked customer why didn't customer contact AHM back in 03/08? Customer states that after the diagnosis, customer was had other obligations and wasn't able to address her concern until now.

*** CASE MODIFY 9/2/2008 1:24:11 PM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 1:24:55 PM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 1:25:25 PM, csudario
into WIP default and Status of Solving.

*** CASE MODIFY 9/2/2008 1:25:36 PM, csudario
into WIP default and Status of Solving.

*** CASE DISPATCH 9/2/2008 1:25:50 PM, csudario
from WIP default to Queue Honda Team C.

*** CASE ASSIGN 9/2/2008 1:31:52 PM, eclogg
N012008-09-0200239 to rwatkins, WIP_empl

*** CASE RULE ACTION 9/2/2008 1:31:53 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE VSC LOOKUP 9/3/2008 4:50:16 PM, rwatkins
VSC-CUC CHECK 09/03/2008 04:50:16 PM rwatkins
No data found for VIN.

*** NOTES 9/3/2008 4:57:26 PM, rwatkins, Action Type ; Call to Customer

I called Customer and introduced myself as the CM. Customer states she noticed the VSA light illuminated in Feb 2008 confirmed by ARROWHEAD HONDA.

I advised that the vehicle was outside of the 3/36 at that time.

Customer understood.

Customer states VSA light is now on. Customer has service performed by Arrowhead Honda.

Customer states she went to FLAGSTAFF HONDA for assistance recently on Saturday 8/30.

FLAGSTAFF HONDA Carol SA did not document concern and asked her to contact ACS for assistance.

Customer states that she purchased the vehicle new and is seeking AHMC to cover the entire repair.

I advised that I will contact the DLR and research further.

Case History

Case ID : N012008-09-0200239

Case Title : 10H-(FLAGSTAFF HONDA) [REDACTED] - VSA SENSOR

I informed customer of no guarantees and of Monday 9/8/08 follow up.

Customer thanked me. Call end.

*** SUBCASE N012008-09-0200239-1 CREATE 9/3/2008 5:00:54 PM, rwatkins

Created in WIP Default with Due Date 9/3/2008 5:00:54 PM.

*** CASE MODIFY 9/3/2008 5:01:09 PM, rwatkins

into WIP default and Status of Solving.

*** COMMIT 9/3/2008 5:01:13 PM, rwatkins, Action Type : N/A

Made to [REDACTED] due 09/04/2008 05:01:18 PM.

DLRs

*** NOTES 9/4/2008 9:23:42 AM, rwatkins, Action Type : Call to Dealer

Arrowhead Honda- BRIAN SA advised of service history:

-VSA light/ cause: needs steering angle sensor on 3/7/08.

-oil change/ rotated tires @ 26k

-22500 service/ oil change

-7500miles service.

I thanked Brian. Call end.

*** NOTES 9/4/2008 9:28:33 AM, rwatkins, Action Type : Call to Dealer

FLAGSTAFF HONDA Carol SA- Advised that Customer came into the drive and did not allow DLR to perform a current diagnostic. SA informed that she advised customer to go back to previous DLR for possible assistance. No further information. I thanked Carol. Call end.

*** CASE FULFILL 9/4/2008 9:28:38 AM, rwatkins

Fulfilled for [REDACTED] due 09/04/2008 05:01:18 PM.

*** COMMIT 9/4/2008 9:28:39 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 09/05/2008 09:28:44 AM.

DLR

*** NOTES 9/5/2008 10:12:09 AM, rwatkins, Action Type : Call to Customer

RCM left voicemail updating customer with information.

*** CASE MODIFY COMMITMENT 9/5/2008 10:12:48 AM, rwatkins

with [REDACTED] due 09/09/2008 09:28:44 AM.

*** CASE MODIFY 9/9/2008 11:15:32 AM, rwatkins

into WIP other and Status of Solving.

*** CASE MODIFY 9/9/2008 11:15:36 AM, rwatkins

into WIP other and Status of Solving.

*** NOTES 9/9/2008 11:20:07 AM, rwatkins, Action Type : Call to Dealer

SM Mike @ Arrowhead advised that case should be assigned to Flagstaff Honda not at Arrowhead. I updated case.

*** NOTES 9/9/2008 4:14:42 PM, rwatkins, Action Type : Call to Customer

Customer advised that she has not spoken to Carol regarding the convene.

Customer informed that she is planning to go to Arrowhead for assistance on 9/26.

I asked what amount of GW assistance she is seeking.

Case History

Case ID : N012008-09-0200239

Case Title : 10H-(FLAGSTAFF HONDA) [REDACTED] - VSA SENSOR

Customer advised that considering that she is only outside the 3/36 by time, and that she went to the DLR right outside of the time parameters, she would be willing to pay \$50 for the repair. Customer informed that she would be very satisfied with this amount. I advised Customer of no guarantees, to set up an appointment, and of 9/12 follow up. Customer thanked me. Call end.

Arrowhead estimate according to Customer \$275

*** CASE MODIFY COMMITMENT 9/9/2008 4:15:31 PM, rwatkins

with [REDACTED] due 09/12/2008 09:28:44 AM.

*** NOTES 9/12/2008 12:21:44 PM, rwatkins, Action Type : Call to Customer

RCM left voicemail requesting call back.

*** CASE MODIFY COMMITMENT 9/12/2008 12:22:43 PM, rwatkins

with [REDACTED] due 09/16/2008 09:28:44 AM.

*** NOTES 9/12/2008 1:34:39 PM, rwatkins, Action Type : Call from Customer

Customer advised that she has an appointment for 9/26 ARROWHEAD HONDA.

I advised that as a GW gesture AHMC will reduce the cost to \$50 CP.

Customer informed that she appreciated this assistance and thanked me for my efforts.

I advised of 9/29 Home phone 928.214.6195. Call end.

*** CASE MODIFY COMMITMENT 9/12/2008 1:34:56 PM, rwatkins

with [REDACTED] due 09/17/2008 09:28:44 AM.

*** CASE MODIFY 9/17/2008 10:43:15 AM, rwatkins

into WIP other and Status of Solving.

*** NOTES 9/17/2008 11:06:14 AM, rwatkins, Action Type : Call to Dealer

I informed Mike the SM that as a GW gesture AHMC will reduce the cost to replace VSA sensor to \$50.

I advised SM that Customer has an appointment scheduled for 9/26. SM thanked me. Call end.

*** CASE MODIFY 9/17/2008 11:06:48 AM, rwatkins

into WIP other and Status of Solving.

*** CASE MODIFY 9/17/2008 11:06:48 AM, rwatkins

into WIP other and Status of Solving.

*** CASE MODIFY 9/17/2008 11:06:59 AM, rwatkins

into WIP other and Status of Solving.

*** CASE MODIFY 9/17/2008 11:06:59 AM, rwatkins

into WIP other and Status of Solving.

*** CASE FULFILL 9/17/2008 11:07:38 AM, rwatkins

Fulfilled for [REDACTED] due 09/17/2008 09:28:44 AM.

*** COMMIT 9/17/2008 11:07:39 AM, rwatkins, Action Type : N/A

Made to [REDACTED] due 09/29/2008 11:08:04 AM.

Confirm repair 9/29

Case History

Case ID : N012008-09-0200239

Case Title : 10H-(FLAGSTAFF HONDA) [REDACTED] - VSA SENSOR

*** CASE MODIFY 9/17/2008 11:23:24 AM, rwatkins
into WIP other and Status of Solving.

*** CASE RULE ACTION 9/30/2008 6:07:48 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 9/30/2008 3:11:13 PM, rwatkins, Action Type : Call to Customer

Customer advised that the vehicle has been repaired and that she is completely satisfied with the assistance of AHM. I encouraged her to call back in the future if necessary. Customer thanked me. Call end.

*** CASE FULFILL 9/30/2008 3:11:58 PM, rwatkins
Fulfilled for [REDACTED] due 09/29/2008 11:08:04 AM.

*** CASE CLAIMS LOOKUP 9/30/2008 3:15:11 PM, rwatkins

CLAIM CHECK 09/30/2008 03:15:11 PM rwatkins
The following Claim History information was found

0; 2007-12-26; 208011; 438669; 510; 417120 ; SHOCK ABSORBERS/STRUTS, BOTH REAR - REPLACE. INCLUDES:
REPLACE MOUNTING PARTS AND ALIGNMENT.

*** CASE CLOSE 9/30/2008 3:18:12 PM, rwatkins

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

*** SUBCASE N012008-09-0200239-1 CLOSE 9/30/2008 3:18:12 PM, rwatkins

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012007-04-0900332 Division : Honda - Auto Condition : Closed Open Date : 4/9/2007 7:35:47 AM
 Case Originator : Elizabeth Diaz (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 4/16/2007 10:25:26 AM
 Case Owner : Dan Garnica (Team PB) Method : Phone Queue : Days Open : 7
 Last Closed By : Dan Garnica (Team PB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VSA SYSTEM CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 223
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BEAR, DE ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 223
 VIN Type / No. : US VIN / 2HKYF18575H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 40,000
 In Service Date : 10/22/2004
 Months In Use : 30
 Engine Number : J35A61604855
 Originating Dealer No. / Name : 206881 / SUPERIOR HONDA
 Selling Dealer No. / Name : 206881 / SUPERIOR 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 : 208064 / MARTIN HONDA
 Phone No. : 302-454-9300
 Address : 298 EAST CLEVELAND AVE
 City / State / Zip : NEWARK, DE 19711
 Svc District / Sls District : 05J / G05
 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
N012007-04-0900332-1 ██████████ - PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012007-04-0900332-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Elizabeth Diaz	Type 1 : Product	Status : Subcase Close	Open Date : 4/9/2007 7:46:19 AM
Issue Owner : Elizabeth Diaz	Type 2 : Operation	Queue :	Close Date : 4/9/2007 10:31:58 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 : 11 - Electrical System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-04-0900332

Case Title : ██████████ - VSA SYSTEM CONCERN

*** CASE CREATE 4/9/2007 7:35:47 AM, ediaz

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

*** CASE CLAIMS LOOKUP 4/9/2007 7:35:58 AM, ediaz

CLAIM HISTORY CHECK 04/09/2007 07:35:58 AM ediaz

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/9/2007 7:36:03 AM, ediaz

CAMPAIGN CHECK 04/09/2007 07:36:03 AM ediaz

The following Campaign information was found

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

*** CASE VSC LOOKUP 4/9/2007 7:36:04 AM, ediaz

VSC-CUC CHECK 04/09/2007 07:36:04 AM ediaz

No data found for VIN.

*** SUBCASE N012007-04-0900332-1 CREATE 4/9/2007 7:46:19 AM, ediaz

Created in WIP Default with Due Date 4/9/2007 7:46:19 AM.

*** CASE MODIFY 4/9/2007 8:04:22 AM, ediaz

into WIP default and Status of Solving.

*** CASE MODIFY 4/9/2007 10:31:00 AM, ediaz

into WIP default and Status of Solving.

*** NOTES 4/9/2007 10:31:15 AM, ediaz, Action Type : Call from Customer

The customer contacted ACS with a concern about his VSA system. The customer stated that last Friday 4/6/07 he was driving when all of a sudden all four of his brakes came on real hard. Shortly afterward the brakes released and he began driving again. After driving for just a bit the brakes came on again. The customer indicated that at this point he pulled off the side of the road and looked in his owner's manual where he found how to reset the system. After resetting the system his vehicle seemed to be ok but after a few miles, the brakes came on again. This time the customer pulled off the road again and removed two fuses which disabled the system since he was 30 miles from home.

The customer stated he has an appointment with Martin Honda tomorrow 4/10 for this issue. I informed the customer I would document his concern and if he needed further assistance after his dealer visit, he was welcome to call us back. The customer thanked me and no further assistance was needed at this time.

*** NOTES 4/9/2007 10:31:33 AM, ediaz, Action Type : Contention

VSA System concern.

*** SUBCASE N012007-04-0900332-1 CLOSE 4/9/2007 10:31:58 AM, ediaz

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 4/9/2007 10:33:05 AM, ediaz

into WIP default and Status of Solving.

*** CASE MODIFY 4/9/2007 10:33:36 AM, ediaz

into WIP default and Status of Solving.

*** CASE CLOSE 4/9/2007 10:33:44 AM, ediaz

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

*** CASE REOPEN 4/16/2007 10:05:56 AM, dgarnica

Case History

Case ID : N012007-04-0900332

Case Title : [REDACTED] - VSA SYSTEM CONCERN

with Condition of Open and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 4/16/2007 10:06:10 AM, dgarnica

WARRANTY CHECK 04/16/2007 10:06:10 AM dgarnica

No data found for VIN.

*** CASE VSC LOOKUP 4/16/2007 10:06:14 AM, dgarnica

VSC-CUC CHECK 04/16/2007 10:06:14 AM dgarnica

No data found for VIN.

*** CASE CLAIMS LOOKUP 4/16/2007 10:06:18 AM, dgarnica

CLAIM HISTORY CHECK 04/16/2007 10:06:18 AM dgarnica

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/16/2007 10:06:24 AM, dgarnica

CAMPAIGN CHECK 04/16/2007 10:06:24 AM dgarnica

The following Campaign information was found

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

*** CASE MODIFY 4/16/2007 10:08:07 AM, dgarnica

into WIP default and Status of Solving.

*** NOTES 4/16/2007 10:21:47 AM, dgarnica, Action Type : Call from Customer

The customer is calling back because of the VSA issue he had and wanted his concern further documented. I verified the customers contact address and phone

He had repairs completed on the vehicle which seems as if it has resolved the issue.

Martin Honda completed the work.

He was calling to make sure we had documented his concern because he felt that if the issue had occurred in traffic, it could have lead to an accident.

He feels a bit uncomfortable driving the vehicle at this point.

I offered additional assistance which she declined. I thanked her for calling AHMC and terminated communication.

*** CASE CLOSE 4/16/2007 10:25:26 AM, dgarnica

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

Case Details

Case ID : N012012-06-1201235 Division : Honda - Auto Condition : Open Open Date : 6/12/2012 12:50:00 PM
 Case Originator : Evelyn Jovel (Team SA) Sub Division : Customer Relations Status : Solving Close Date :
 Case Owner : Fenton Hulse (Team HD) Method : Mail Queue : Days Open : 8
 Last Closed By : Point of Origin : Customer Wipbin : 1F - Tim
 Case Title : 1F - FLADEBOE - [REDACTED] - VSA ISSUES No. of Attachments : 1

Site / Contact Info :

Site Name : [REDACTED] 2173
 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 : LAKE FOREST, CA [REDACTED]
 E Mail :
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 2731
 VIN Type / No. : US VIN / 2HKYF18555H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 89,400
 In Service Date : 11/13/2004
 Months In Use : 91
 Engine Number : J35A61613740
 Originating Dealer No. / Name : 207767 / HONDA WORLD
 Selling Dealer No. / Name : 207767 / HONDA WORLD
 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 : 207237 / FLADEBOE HONDA
 Phone No. : 949-830-7600
 Address : 16 AUTO CENTER DR.
 City / State / Zip : IRVINE, CA 92618
 Svc District / SIs District : 01F / C01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-06-1201235-1 / [REDACTED] - PRODUCT	Solving	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-06-1201235-1	Disposition: Complaint	Condition : Open	Wipbin : Subcases
Issue Originator : Fenton Hulse	Type 1 : Product	Status : Solving	Open Date : 6/14/2012 10:04:56 AM
Issue Owner : Fenton Hulse	Type 2 : Operation	Queue :	Close Date :
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 :
 Component Category : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012012-06-1201235

Case Title : IF - FLADEBOE - [REDACTED] VSA ISSUES

*** NOTES 6/12/2012 12:50:00 PM, ejovel, Action Type :

On 6/11/12 ACS received a 1 page letter with 2 attached documents from the customer regarding VSA issues causing the brakes and steering wheel to lock, customer would like a reimbursement for the repair.

*** CASE CREATE 6/12/2012 12:50:00 PM, ejovel

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

*** CASE MODIFY 6/12/2012 12:50:34 PM, ejovel

into WIP default and Status of Solving.

*** CASE DISPATCH 6/12/2012 12:51:08 PM, ejovel

from WIP default to Queue Honda Team D.

*** CASE ADD ATTACHMENT 6/12/2012 1:00:20 PM, crmsuser

Added attachment ScanDoc 1 with path \\ahmtor10\crms_scandoc\ScanDoc_Final\N012012-06-1201235_1.PDF

*** CASE ACCEPT 6/12/2012 4:56:33 PM, fhulse

from Queue Honda Team D to WIP default.

*** SUBCASE N012012-06-1201235-1 CREATE 6/14/2012 10:04:56 AM, fhulse

Created in WIP Default with Due Date 6/14/2012 10:04:56 AM.

*** CASE MODIFY 6/14/2012 10:04:57 AM, fhulse

into WIP default and Status of Solving.

*** COMMIT 6/14/2012 4:06:08 PM, fhulse, Action Type :

Made to [REDACTED] due 06/17/2012 04:06:12 PM.

DCS Follow-Up

*** NOTES 6/14/2012 4:07:05 PM, fhulse, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 6/17/2012

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

Customer contacted our facility regarding recent vsa 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 provide the following information:

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

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

Fenton Alex Hulse

Case History

Case ID : N012012-06-1201235

Case Title : 1F - FLADEBOE - [REDACTED] - VSA ISSUES

Automobile Customer Service
800-999-1009 x117760

*** NOTES 6/14/2012 4:21:09 PM, fhulse, Action Type : Call to Customer

RCM contacted [REDACTED]. Spoke with Mr. [REDACTED]

Mr. [REDACTED] stated that a few weeks ago he noticed the vsa light come on intermittently. He stated that he would stop the vehicle and turn it back on the and light would clear, but come on again after a few minutes of driving. He stated that he took the vehicle to the dealer and they cleared the code and advised him to return if the light came back on. A couple days later the light did come back on but this time the brakes locked up and he almost lost control of the vehicle. He stated that he returned to the dealer and they advised him the yaw sensor had failed. he stated that he paid over \$1000 for this repair. He stated that he feels this was a safety issue. he stated that he has researched online and noticed that other owners have experienced the same issue. e is seeking full reimbursement.

RCM apologized for the concerns. RCM advised that he has exceeded the manufacturers warranty 3/36 and cost of repairs are the owners responsibility .RCM advised that taking his good service history into consideration, but being over 4 yrs out of warranty, AH M would be able to offer partial assistance at most. Mr. Lee understood and agreed. RCM advised that case will be further reviewed, and if all in order, AH M may offer 40% reimbursement. Mr. Lee agreed to call back 06/18

*** CASE FULFILL 6/14/2012 4:21:16 PM, fhulse

Fulfilled for [REDACTED] due 06/17/2012 04:06:12 PM.

*** COMMIT 6/14/2012 4:21:17 PM, fhulse, Action Type : N/A

1F - dealer call

*** CASE MODIFY 6/14/2012 4:21:26 PM, fhulse

into WIP default and Status of Solving.

*** NOTES 6/19/2012 1:52:34 PM, fhulse, Action Type : Call to Dealer

RCM spoke with ASM Sylvia

ASM Sylvia stated that vehicle did come in with VSA light on. She stated that the dealer determined the yaw sensor had failed and made necessary repair.

Case Details

Case ID : N012010-06-1500965	Division : Honda - Auto	Condition : Closed	Open Date : 6/15/2010 10:51:30 AM
Case Originator : Jessica Smith (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/15/2010 10:57:24 AM
Case Owner : Jessica Smith (Team SA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jessica Smith (Team SA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VSA LIGHT 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 : NEW YORK, NY ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 299
 VIN Type / No. : US VIN / 2HKYF18545H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 63,000
 In Service Date : 12/30/2004
 Months In Use : 66
 Engine Number : J35A61621962
 Originating Dealer No. / Name : 206788 / HILLSIDE HONDA
 Selling Dealer No. / Name : 206788 / HILLSIDE HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-06-1500965-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-06-1500965-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Jessica Smith	Type 1 : Product	Status : Subcase Close	Open Date : 6/15/2010 10:57:13 AM
Issue Owner : Jessica Smith	Type 2 : Operation	Queue :	Close Date : 6/15/2010 10:57:23 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

Case History

Case ID : N012010-06-1500965

Case Title : [REDACTED] - VSA LIGHT CONCERN

*** CASE CREATE 6/15/2010 10:51:30 AM, jsmith02

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

*** CASE VSC LOOKUP 6/15/2010 10:51:36 AM, jsmith02

VSC CHECK 06/15/2010 10:51:36 AM jsmith02

The following VSC information was found

[REDACTED];V003836667;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2010-03-14;2011-12-29;100000;62524;206719;0
.00

*** CASE CUC LOOKUP 6/15/2010 10:51:36 AM, jsmith02

CUC CHECK 06/15/2010 10:51:36 AM jsmith02

The following CUC information was found

[REDACTED];ACTIVE;100000;62524;74524;2010-03-14;2011-12-30;2004-12-30;2010-03-14;2010-03-14;206719;2010-05-24;
63762;2010-03-31;2010-03-16

*** CASE CAMPAIGN LOOKUP 6/15/2010 10:51:39 AM, jsmith02

CAMPAIGN CHECK 06/15/2010 10:51:39 AM jsmith02

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 6/15/2010 10:51:40 AM, jsmith02

CLAIM HISTORY CHECK 06/15/2010 10:51:40 AM jsmith02

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 6/15/2010 10:51:42 AM, jsmith02

WARRANTY CHECK 06/15/2010 10:51:41 AM jsmith02

No data found for VIN.

*** NOTES 6/15/2010 10:56:29 AM, jsmith02, Action Type : Call from Customer

Verified address/phone

The customer stated there's a yellow light that's on that looks like an exclamation point inside of a triangle. He confirmed it wasn't blinking and was just consistently on. He also confirmed the VSA light wasn't on. I advised him that indicates the VSA off switch was activated. I advised him of the location of the switch but he wasn't in the vehicle. I also advised VSA should automatically be on everytime the vehicle is restarted.

*** SUBCASE N012010-06-1500965-1 CREATE 6/15/2010 10:57:13 AM, jsmith02

Created in WIP Default with Due Date 6/15/2010 10:57:13 AM.

*** CASE MODIFY 6/15/2010 10:57:17 AM, jsmith02

into WIP default and Status of Solving.

*** SUBCASE N012010-06-1500965-1 CLOSE 6/15/2010 10:57:23 AM, jsmith02

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/15/2010 10:57:24 AM, jsmith02

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

Spool Report

Run Date : 06/20/2012

Case Details

Case ID : N042005-09-2700526	Division : Honda - Auto	Condition : Closed	Open Date : 9/27/2005 9:41:33 AM
Case Originator : Angela Garcia (Team MA)	Sub Division : Mediation	Status : Closed	Close Date : 8/10/2006 2:39:29 PM
Case Owner : Michael Lyon (Team MA)	Method : Email/Internet	Queue :	Days Open : 317
Last Closed By : Michael Lyon (Team MA)	Point of Origin : DSM	Wipbin :	
Case Title : ██████████ - DPSM REQUEST - VSA LIGHT	No. of Attachments : 0		

Site / Contact Info :

Site Name :	██████████ 8 ME
Dealer No. :	
Site Phone No. :	██████████
Contact Name :	██████████
Day Phone No. :	██████████
Evening Phone No. :	██████████
Cell / Pager No. :	██████████
Fax No. :	
Address :	██████████
City / State / Zip :	LYME, CT ██████████
E Mail :	
Svc District / SIs District :	/

Product Info :

Unit Owner :	██████████ 8 ME
VIN Type / No. :	US VIN / 2HKYF18665H ██████████
Model / Year :	PILOT / 2005
Model ID / Product Line :	YF1865JNW / A
Miles / Hours :	6,064
In Service Date :	07/05/2005
Months In Use :	2
Engine Number :	J35A61621931
Originating Dealer No. / Name :	207444 / WESTBROOK HONDA
Selling Dealer No. / Name :	207444 / WESTBROOK 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 :	207444 / WESTBROOK HONDA
Phone No. :	860-399-7961
Address :	1 FLAT ROCK PLACE
City / State / Zip :	WESTBROOK, CT 06498
Svc District / SIs District :	09E / B09
Warranty Labor Rate / Date :	\$100.00 /
Agent Name :	Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

Party 1 : 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
N042005-09-2700526-1 / ██████████ - PRODU	Subcase Close	Product	Operation	413	Master Cylinder
N042005-09-2700526-2 / ██████████ - PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Mediation Details

Case ID	N042005-09-2700526	Final Decision :	Buyback-Replace	Descision Updated :	11/22/2005 7:19:41 AM
Process :	Voluntary	Customer Position :	Buyback-Replace		
Document Ref :	JASON STRADFORD	AHM Position :	Buyback-Replace		
Related Case :	N032005-09-0701082				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	11/22/2005 7:19:41 AM	By :	jstradfo

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Replacement Cost	(\$34,087.00)	(\$34,087.00)	11/22/2005 7:26:14 AM	11/22/2005 7:26:27 AM	jstradfo
Transportation Fees	(\$1,325.00)	(\$1,325.00)	3/7/2006 9:15:33 AM	3/7/2006 9:15:35 AM	mlyon
Auction Proceeds	\$21,800.00	\$24,145.00	6/13/2006 9:38:27 AM	6/14/2006 9:38:32 AM	akenney
Total Amount	(\$13,612.00)	(\$11,267.00)			

Mediation Activity :

*** Event Type / Status :	Docs Received / Completed	Start Date :	9/27/2005 9:49:44	Notes :	
Assigned To :	DPSM (BARRY ZOLL)	Due Date :	9/28/2005		
Last Updated / By :	9/28/2005 3:37:10 PM / jstradfo	Actual Date :	9/28/2005 3:37:09		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	9/27/2005 9:50:10	Notes :	
Assigned To :	Mediation ()	Due Date :	9/28/2005		
Last Updated / By :	9/28/2005 3:37:16 PM / jstradfo	Actual Date :	9/28/2005 3:37:14		
*** Event Type / Status :	Offer Made / Completed	Start Date :	11/10/2005 8:17:07	Notes :	
Assigned To :	Mediation ()	Due Date :	11/17/2005		
Last Updated / By :	11/22/2005 7:41:08 AM / jstradfo	Actual Date :	11/22/2005 7:41:07		
*** Event Type / Status :	FE Inspection / Completed	Start Date :	11/10/2005 8:17:32	Notes :	
Assigned To :	Mediation ()	Due Date :	11/29/2005		
Last Updated / By :	12/20/2005 7:22:28 AM / jstradfo	Actual Date :	11/29/2005 7:22:12		
*** Event Type / Status :	Send Check / Completed	Start Date :	11/22/2005 7:43:19	Notes :	
Assigned To :	ISG ()	Due Date :	12/5/2005		
Last Updated / By :	11/28/2005 11:16:48 AM / jstradfo	Actual Date :	11/28/2005 11:16:42		
*** Event Type / Status :	Send Check / Completed	Start Date :	3/7/2006 9:15:26	Notes :	PASHA
Assigned To :	Mediation ()	Due Date :	3/13/2006		
Last Updated / By :	3/7/2006 9:15:52 AM / mlyon	Actual Date :	3/7/2006 9:15:51		
*** Event Type / Status :	Auction Unit / Completed	Start Date :	5/12/2006 7:23:34	Notes :	
Assigned To :	ISG (GREATER AUTO)	Due Date :	6/23/2006		
Last Updated / By :	6/14/2006 9:38:01 AM / akenney	Actual Date :	6/13/2006 9:37:58		
*** Event Type / Status :	Disclosure Requested / Completed	Start Date :	6/13/2006 9:38:03	Notes :	
Assigned To :	ISG ()	Due Date :	8/13/2006		
Last Updated / By :	8/10/2006 2:38:15 PM / mlyon	Actual Date :	8/10/2006 2:38:14		

Issue Details

Issue ID : N042005-09-2700526-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Angela Garcia	Type 1 : Product	Status : Subcase Close	Open Date : 9/27/2005 9:43:08 AM
Issue Owner : Jason Stradford	Type 2 : Operation	Queue :	Close Date : 12/20/2005 7:21:53 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 : 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-A61	MODULATOR ASSY., VSA	Not Applicable

Check Req Info :

Check Requisition No. : 15023	Payee Name : WESTBROOK HONDA
Primary Amount : \$34,087.11	Address : 80 FLAT ROCK PLACE
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : WESTBROOK, CT 06498
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$34,087.11	Contention Code : 03205
Approved By : fswartwo	Defect Code : 03217
Approval Date : 11/22/2005	Category : BuyBack
Status : PROCESSED	Failed Part # : 57110-S9V-A61
Check No. : 1535280	
Check Date : 11/23/2005	

Issue Details

Issue ID : N042005-09-2700526-2 Disposition: Duplicate Check Req Condition : Closed Wipbin :
 Issue Originator : Michael Lyon Type 1 : Product Status : Subcase Close Open Date : 3/7/2006 9:13:27 AM
 Issue Owner : Michael Lyon Type 2 : Operation Queue : Close Date : 4/4/2006 9:32:59 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, 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-A61	MODULATOR ASSY., VSA	Not Applicable

Check Req Info :

Check Requisition No. : 2235 Payee Name : [REDACTED]
 Primary Amount : \$0.00 Address : [REDACTED]
 Incidental Type 1 / Amount : Towing / \$1,325.31 City / State / Zip : CORTE MADERA, CA [REDACTED]
 Incidental Type 2 / Amount : Not Applicable / \$0.00 Campaign Template # :
 Total Amount : \$1,325.31 Contention Code : 03205
 Approved By : rboudrea Defect Code : 03217
 Approval Date : 3/9/2006 Category : BuyBack
 Status : PROCESSED Failed Part # : 57110-S9V-A61
 Check No. : 1555799
 Check Date : 3/10/2006

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** CASE CREATE 9/27/2005 9:41:33 AM, agarcia

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

*** NOTES 9/27/2005 9:41:34 AM, agarcia, Action Type :

Received DPSM request for assistance from Barry Zoll. Request submitted on 09/27/05 @ 8:49am, printed on 09/27/05 @ 9:40am.

Customer Contention: VSA light on

Resolution Sought: trade

**No additional documents attached to the request.

*** SUBCASE N042005-09-2700526-1 CREATE 9/27/2005 9:43:08 AM, agarcia

Created in WIP Default with Due Date 9/27/2005 9:43:08 AM.

*** CASE MEDIATION ADD/MODIFY 9/27/2005 9:49:59 AM, agarcia

*** MEDIATION DECISION 09/27/2005 09:49:59 AM 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: N032005-09-0701082

*** CASE MEDIATION EVENT ADD 9/27/2005 9:50:10 AM, agarcia

*** MEDIATION EVENT - DOCS RECEIVED 09/27/2005 09:50:10 AM agarcia

Status: In Progress

S: 09/27/2005 09:49:44 AM

D: 09/28/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: DPSM (BARRY ZOLL)

Notes:

*** CASE MEDIATION EVENT ADD 9/27/2005 9:50:15 AM, agarcia

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/27/2005 09:50:15 AM agarcia

Status: In Progress

S: 09/27/2005 09:50:10 AM

D: 09/28/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** COMMIT 9/27/2005 9:50:21 AM, agarcia, Action Type : N/A

New case opened. Review request, look for ROs.

*** COMMIT 9/27/2005 9:51:06 AM, agarcia, Action Type :

Made to CRYSTAL SIDES due 09/28/2005 09:51:48 AM.

DCS Follow-Up

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** NOTES 9/27/2005 9:51:52 AM, agarcia, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 9/28/2005

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

VSA light on

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 9/27/2005 9:54:01 AM, agarcia, Action Type : Note-General
Email sent notifying zone of case being opened. Requested for ROs from the dealer. One techline report printed and forward to file.

*** SUBCASE N042005-09-2700526-1 ASSIGN 9/27/2005 9:54:21 AM, agarcia
N042005-09-2700526-1 to jstradfo, WIP

*** SUBCASE N042005-09-2700526-1 RULE ACTION 9/27/2005 9:54:22 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 9/27/2005 9:54:30 AM, agarcia
into WIP default and Status of Solving.

*** CASE ASSIGN 9/27/2005 9:54:35 AM, agarcia
N042005-09-2700526 to jstradfo, WIP d

*** CASE RULE ACTION 9/27/2005 9:54:36 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 9/28/2005 11:29:29 AM, jstradfo, Action Type : Inbound DCS
FACTORY REP FAXED ALL PAPERWORK

*** COMMIT 9/28/2005 11:29:29 AM, jstradfo, Action Type : External Commitment
Inbound DCS received from Dealer # 207444

*** NOTES 9/28/2005 3:36:07 PM, jstradfo, Action Type : Call to Dealer
Spoke with the dpsm. He advised that he was sending the repair orders and buyers order in a fedex package.

*** CASE MEDIATION EVENT UPDATE 9/28/2005 3:37:10 PM, jstradfo
*** MEDIATION EVENT - DOCS RECEIVED 09/28/2005 03:37:10 PM jstradfo
Status: Completed
S: 09/27/2005 09:49:44 AM

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

D: 09/28/2005 12:00:00 AM

A: 09/28/2005 03:37:09 PM

Assgn to: DPSM (BARRY ZOLL)

Notes:

*** CASE MEDIATION EVENT UPDATE 9/28/2005 3:37:16 PM, jstradfo

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 09/28/2005 03:37:16 PM jstradfo

Status: Completed

S: 09/27/2005 09:50:10 AM

D: 09/28/2005 12:00:00 AM

A: 09/28/2005 03:37:14 PM

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 9/28/2005 3:37:20 PM, jstradfo

into WIP default and Status of Solving.

*** CASE FULFILL 9/28/2005 3:37:33 PM, jstradfo

Fulfilled for [REDACTED] due 09/28/2005 12:00:00 AM.

*** CASE FULFILL 9/28/2005 3:37:45 PM, jstradfo

Fulfilled for [REDACTED] due 09/28/2005 09:51:48 AM.

*** COMMIT 9/28/2005 3:37:51 PM, jstradfo, Action Type : N/A

call dpsm - check on Repair orders

*** CASE MODIFY 9/28/2005 3:54:18 PM, jstradfo

into WIP default and Status of Solving.

*** CASE MODIFY 9/28/2005 3:54:35 PM, jstradfo

into WIP default and Status of Solving.

*** CASE FULFILL 9/29/2005 11:03:05 AM, jstradfo

Fulfilled for [REDACTED] due ?/?/? ?/?/?.

*** CASE MODIFY 9/29/2005 11:03:21 AM, jstradfo

into WIP default and Status of Solving.

*** NOTES 9/29/2005 12:47:37 PM, agarcia, Action Type : Note-General

Received ROs / buyers order from Barry Zoll. Forward to Jason.

*** NOTES 9/30/2005 12:00:34 PM, jstradfo, Action Type : Field/DSM

Reviewed the repair orders.

It appears the last time the car was at the dealer was 9-9-05. Called the dpsm to see if the vehicle had been back since that date or if that was the last time the car was at the dealer. Asked him to call.

*** CASE MODIFY 9/30/2005 12:13:02 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/3/2005 10:53:23 AM, jstradfo, Action Type : Note-General

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

The car has been to the dealer 4 times. The car is not repaired. The dpsm has requested an FE.

The customer meets presumption. The manufacturer does not get a final repair attempt. The customer could pursue through the BBB at this time.

*** NOTES 10/3/2005 11:01:38 AM, jstradfo, Action Type : Field/DSM

Spoke with the dpsm. He has not spoken with the customer. The dealer has the car. I advised the dpsm i would call the customer and ask him if he would provide us one more attempt to repair the car and if we were unable to repair the car we would replace the vehicle.

*** NOTES 10/3/2005 3:26:22 PM, jstradfo, Action Type : Call to Customer

called the customer. Clay was not available. I was provided another number which i called. That number went to an answering machine. I left a message.

*** CASE MODIFY 10/3/2005 3:42:30 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/4/2005 12:01:02 PM, jstradfo, Action Type : Call to Customer

I advised the customer we have requested for a Field Engineer to repair the car. I asked the customer if he would be willing to let the FE do a final repair of the car. I advised him we would replace the car in the event the FE could not repair the car. I advised him we would offer compensation, for his inconvenience, if the FE did repair the car. I told him we could reimburse him for a couple monthly payments. The customer said his wife no longer drives the car because she has lost confidence in the car. He said the reason it has so many miles is because he now drives the car. He said he would speak with his wife and call me back. He said he knew the vehicle qualified as a lemon but did not want to pursue through that process.

*** CASE FULFILL 10/4/2005 12:01:24 PM, jstradfo

Fulfilled for [REDACTED] due 10/04/2005 12:00:00 AM.

*** COMMIT 10/4/2005 12:01:27 PM, jstradfo, Action Type : N/A

call customer/ flw up on replacment order

*** CASE MODIFY 10/4/2005 12:02:40 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/5/2005 9:23:39 AM, jstradfo, Action Type : Call from Customer

Mr. Sides conference his wife. They are not willing to allow for a 30 day test drive. They feel they have already been inconvenienced. I advised them we could replace the vehicle now, but we would charge them for usage. I advised them we would charge them \$1709 for usage. They did not think they should have to pay the \$1700 because of the inconvenience they have experienced and indicated they would pursue through the lemon law. They do not feel they would be charged for usage if they went through the process. I advised them that was available to them. I explained this process is a voluntary process. I explained AHM considers this process to be goodwill. I explained that this did not take away any of their rights and they could pursue through that process. I advised we were trying to mediate so they did not feel the need to go through the process. The customer asked if i was willing to meet them half way on the usage charge and i told them i would.

I told them we would charge them \$854.52 for usage. I advised them that AHM would pay for the sales tax, license/registration, and doc fees and installing the accessories from their old car. The customer requested a Honda Care Contract. I reiterated this was considered goodwill, the fact AHM met them half way on the usage charge, installing their accessories, and paying the taxes and fees. I explained we would not pay for a Honda Care Contract. They asked they could purchase the contract at wholesale. I told them they would be responsible for the cost of the contract at the price the dealer was selling it.

They said they understood. I explained the ISG process and told them we would have to order a vehicle if the dealer did not have one in their inventory.

They want a black vehicle with grey interior.

*** NOTES 10/5/2005 9:25:46 AM, jstradfo, Action Type : Field/DSM

Spoke with the dpsm. He said the contact in sales is James Dart, the GM.

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** NOTES 10/5/2005 9:29:51 AM, jstradfo, Action Type : Call to Dealer

James Dart was not available. I spoke with the Sales Manager Tim Emrich. He was familiar with the customer. I advised him i wanted to fax some information to him. They do not have a black vehicle in stock. I advised him AHM would have to order a vehicle.

*** CASE CAMPAIGN LOOKUP 10/5/2005 9:31:29 AM, jstradfo

CAMPAIGN CHECK 10/05/2005 09:31:29 AM jstradfo

No data found For VIN

*** NOTES 10/5/2005 9:39:45 AM, jstradfo, Action Type : Note-General

Faxed the replacement worksheet to Tim Emrich.

*** COMMIT 10/5/2005 9:44:07 AM, jstradfo, Action Type : N/A

ck on replacement worksheet - call zone about replacment order

*** CASE MODIFY 10/5/2005 9:44:25 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/5/2005 11:57:26 AM, jstradfo, Action Type : Note-General

Emailed the replacement order request to zone 9 (Lynn Katulka)

*** CASE MODIFY 10/5/2005 11:58:19 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/6/2005 8:22:38 AM, jstradfo, Action Type : Note-General

Lynn Kalka, the Traffic Assistant, is out of the office until 10-11.

I called the Administrative Assistant, Anne Herlihy, to see if there is anyone else we could email the replacement form request to.

*** CASE MODIFY COMMITMENT 10/6/2005 8:23:22 AM, jstradfo

with [REDACTED] due 10/07/2005 12:00:00 AM.

*** CASE MODIFY 10/6/2005 8:24:04 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 10/6/2005 9:18:08 AM, jstradfo, Action Type : Note-General

Anne called. She said Lynn would have to process the order. She said she was in a Nat Mtg but may be able to get her emails.

*** CASE MODIFY 10/6/2005 9:18:33 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY COMMITMENT 10/7/2005 9:16:33 AM, jstradfo

with [REDACTED] due 10/11/2005 12:00:00 AM.

*** NOTES 10/11/2005 8:32:23 AM, jstradfo, Action Type : Note-General

The scheduled production date of the car is 11-1-05, Per Lynn Katulka.

Buyback Replacement Request Form

Date: This Request is:To: Honda Auto Sales Zone Manager Pending Final Decisioncc: Traffic Assistant Please locate a replacement vehicle

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

pending final outcome by the mediation group.

From: Jason Stradford

Confirmed

Dept: Mediation As of date 10-5-05

Phone: [REDACTED]

Did the dealership supply a vehicle out of their inventory and this replacement is intended to refurbish their inventory? Or, is this zone replacement directly intended for the customer?

Customer Information

Customer Name [REDACTED]

Buyback VIN 2HKYF18665H [REDACTED]

Brief explanation for buyback VSA Light on Multiple Times

Replacement Model Description

Replacement Model Name Model Code YF1866JNW Door

Trim Leather Trans Cylinders

Rear Entertainment Navigation

Color Name: 1st Choice BK Color Code: GR (Exterior/Interior)

2nd Choice BK Color Code: GR (Exterior/Interior)

Dealer Information

Dealer # 207444

Dealer Name WESTBROOK HONDA

Dealer Contact Person Tim Emrich

FOR ZONE USE ONLY

Zone Manager Approval Date

Unit ID 200511 011624 Est. Produciton Date November OR#

VIN VIN Receive Date VIN ETA

Notification Confirmations

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

Order Entry

Mediation Representative District Sales Manager Dealership General Mgr.
Zone Sales Manager District Service Manager Dealership Sales Mgr.

VIN Estimated Time of Arrival (after VIN assignment)

Mediation Representative District Sales Manager Dealership General Mgr.
Zone

*** CASE FULFILL 10/11/2005 8:32:34 AM, jstradfo

Fulfilled for [REDACTED] due 10/11/2005 12:00:00 AM.

*** COMMIT 10/11/2005 8:32:36 AM, jstradfo, Action Type : N/A

Call Lynn (traffic assistat) to see if there is a vin

*** NOTES 10/11/2005 8:42:52 AM, jstradfo, Action Type : Call to Customer

Spoke with Mr [REDACTED]. I advised him the vehicle should be in around the first or second week of November.

*** CASE MODIFY COMMITMENT 10/11/2005 8:43:55 AM, jstradfo

with [REDACTED] due 11/01/2005 12:00:00 AM.

*** CASE MODIFY 10/11/2005 8:44:01 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 10/11/2005 8:44:15 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE RULE ACTION 10/25/2005 8:41:33 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 10/25/2005 12:57:22 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 10/31/2005 11:56:59 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/1/2005 9:00:36 AM, jstradfo, Action Type : Note-General

faxed replacement worksheet to the Tim Emrich.

*** CASE MODIFY COMMITMENT 11/1/2005 9:04:10 AM, jstradfo

with [REDACTED] due 11/02/2005 12:00:00 AM.

*** CASE MODIFY 11/1/2005 9:04:14 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/3/2005 12:52:26 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** COMMIT 11/3/2005 12:52:37 PM, jstradfo, Action Type : N/A

ck on replacement worksheet

*** CASE FULFILL 11/3/2005 12:52:59 PM, jstradfo

Fulfilled for [REDACTED] due 11/02/2005 12:00:00 AM.

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** CASE FULFILL 11/3/2005 12:53:02 PM, jstradfo
Fulfilled for [REDACTED] due 11/02/2005 12:00:00 AM.

*** CASE MODIFY COMMITMENT 11/4/2005 8:23:56 AM, jstradfo
with [REDACTED] due 11/08/2005 12:00:00 AM.

*** CASE MODIFY 11/4/2005 8:24:03 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/7/2005 8:40:27 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/8/2005 7:47:30 AM, jstradfo, Action Type : Note-General
emailed Lynn Katuka to see if there was a vin for the order.

*** NOTES 11/8/2005 7:49:56 AM, jstradfo, Action Type : Call to Dealer
Left a message for James Dart to call.

*** CASE FULFILL 11/8/2005 7:50:01 AM, jstradfo
Fulfilled for [REDACTED] due 11/08/2005 12:00:00 AM.

*** COMMIT 11/8/2005 7:50:03 AM, jstradfo, Action Type : N/A
call the dealer - ck on replacement worksheet

*** CASE MODIFY 11/8/2005 7:50:29 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/9/2005 9:39:18 AM, jstradfo, Action Type : Note-General
emial from Lynn Katuka, traffic assistant

Not yet. It has a target production of December so it will be awhile.
I check each day and will let you know....of course feel free to remind me too.

Lynn Katulka
Zone 9 Traffic Assistant

*** NOTES 11/9/2005 9:40:46 AM, jstradfo, Action Type : Call to Dealer
left a message for James Dart to call.

*** CASE MODIFY 11/9/2005 9:45:49 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/9/2005 9:46:18 AM, jstradfo, Action Type : Note-General
left James Dart a message to call.

*** CASE MODIFY 11/9/2005 9:46:22 AM, jstradfo
into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/9/2005 2:04:56 PM, wzitter, Action Type : Call from Customer
Customer called to speak with mediation, cm was not available, customer wanted voice mail.

*** NOTES 11/10/2005 7:56:01 AM, jstradfo, Action Type : Call to Customer

Case History

Case ID : N042005-09-2700526

Case Title : ██████████ - DPSM REQUEST - VSA LIGHT

I advised the customer we are waiting on the vehicle. I told him we are looking at an eta of mid December. I advised the customer the vehicle has to be built. I suggested to them that they consider another color. The customer said he did not think his wife would want another color. He mentioned they were still in a rental and the rental company wanted to get that car back for maintenance. I again suggested to him that they consider another color. He said he would check with his wife but he did not think she would want another color. I suggested to him that they would not have to wait as long if they choose another color. He asked about the dealer looking for a car at another dealer. I told him the dealer had checked but there were none. However i told him i would check again.

*** NOTES 11/10/2005 8:06:43 AM, jstradfo, Action Type : Field/DSM

Spoke with the dpsm to advise of the status. I asked him if had requested the FE. He said he thought he did. I checked but did not see anything under this customer's name.

*** NOTES 11/10/2005 8:17:01 AM, jstradfo, Action Type : Note-General

Requested FE inspection.

Suszann,

Can we set up an FE request for this case. The car is at the dealer. We have already agreed to replace the car.

*** CASE MEDIATION EVENT ADD 11/10/2005 8:17:32 AM, jstradfo

*** MEDIATION EVENT - OFFER MADE 11/10/2005 08:17:31 AM jstradfo

Status: In Progress

S: 11/10/2005 08:17:07 AM

D: 11/17/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 11/10/2005 8:17:49 AM, jstradfo

*** MEDIATION EVENT - FE INSPECTION 11/10/2005 08:17:49 AM jstradfo

Status: In Progress

S: 11/10/2005 08:17:32 AM

D: ?/?/? ??:?

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 11/10/2005 8:17:54 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** COMMIT 11/10/2005 8:18:02 AM, jstradfo, Action Type : N/A

Made to ██████████ due 11/17/2005 12:00:00 AM.

ck on fe request

*** CASE MODIFY 11/10/2005 8:19:02 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/11/2005 1:21:59 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** CASE MODIFY COMMITMENT 11/11/2005 2:59:26 PM, jstradfo

with [REDACTED] due 11/14/2005 12:00:00 AM.

*** CASE MODIFY 11/11/2005 2:59:41 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/14/2005 2:12:49 PM, jstradfo, Action Type : Note-General

Lynn Katulka emailed with a VIN. The ETA is 11-26

*** NOTES 11/14/2005 2:28:13 PM, jstradfo, Action Type : Call to Dealer

Spoke with James Dart. I advised him the ETA on the car is 11-26. I advised him AHM would pay for filling the take and detailing the car.

*** CASE FULFILL 11/14/2005 2:28:27 PM, jstradfo

Fulfilled for [REDACTED] due 11/14/2005 12:00:00 AM.

*** COMMIT 11/14/2005 2:28:30 PM, jstradfo, Action Type : N/A

do ck req

*** CASE MODIFY 11/14/2005 2:28:44 PM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/16/2005 8:49:10 AM, jstradfo, Action Type : Call to Dealer

Called the dealer. James Dart is off today. I left a message asking him to fax the worksheet back.

*** CASE MODIFY COMMITMENT 11/16/2005 8:49:28 AM, jstradfo

with [REDACTED] due 11/18/2005 12:00:00 AM.

*** CASE MODIFY COMMITMENT 11/16/2005 8:49:44 AM, jstradfo

with [REDACTED] due 11/18/2005 12:00:00 AM.

*** CASE MODIFY 11/16/2005 8:49:49 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE FULFILL 11/18/2005 12:17:04 PM, jstradfo

Fulfilled for [REDACTED] due 11/18/2005 12:00:00 AM.

*** CASE MEDIATION EVENT UPDATE 11/18/2005 12:17:27 PM, jstradfo

*** MEDIATION EVENT - FE INSPECTION 11/18/2005 12:17:27 PM jstradfo

Status: In Progress

S: 11/10/2005 08:17:32 AM

D: 11/29/2005 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY COMMITMENT 11/18/2005 12:17:42 PM, jstradfo

with [REDACTED] due 11/21/2005 12:00:00 AM.

*** COMMIT 11/18/2005 12:17:49 PM, jstradfo, Action Type : N/A

call dealer about FE request

*** CASE MODIFY 11/18/2005 12:18:12 PM, jstradfo

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/21/2005 10:02:03 AM, jstradfo, Action Type : Call to Dealer

Spoke with James Dart. He said he would fax the worksheet back to me.

*** CASE MODIFY 11/21/2005 10:02:09 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** NOTES 11/21/2005 4:46:12 PM, mplant, Action Type : Letter/Fax

Received replacement worksheet from Westbrook Honda. Forward to Jason.

*** CASE MEDIATION ADD/MODIFY 11/22/2005 7:19:41 AM, jstradfo

*** MEDIATION DECISION 11/22/2005 07:19:41 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: N032005-09-0701

*** SUBCASE N042005-09-2700526-1 DISPATCH 11/22/2005 7:40:50 AM, jstradfo

from WIP sub cases to Queue CK Req - Mediation Mgr.

*** CASE MEDIATION EVENT UPDATE 11/22/2005 7:41:09 AM, jstradfo

*** MEDIATION EVENT - OFFER MADE 11/22/2005 07:41:08 AM jstradfo

Status: Completed

S: 11/10/2005 08:17:07 AM

D: 11/17/2005 12:00:00 AM

A: 11/22/2005 07:41:07 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 11/22/2005 7:43:41 AM, jstradfo

*** MEDIATION EVENT - SEND CHECK 11/22/2005 07:43:40 AM jstradfo

Status: In Progress

S: 11/22/2005 07:43:19 AM

D: 12/05/2005 12:00:00 AM

A: ?/?/? ??:?

Assgn to: Mediation ()

Notes:

*** CASE FULFILL 11/22/2005 7:43:49 AM, jstradfo

Fulfilled for [REDACTED] due 11/21/2005 12:00:00 AM.

*** CASE MODIFY 11/22/2005 7:43:54 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/22/2005 7:43:59 AM, jstradfo

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/22/2005 7:44:07 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** SUBCASE N042005-09-2700526-1 11/22/2005 7:44:28 AM, fswartwo, Action Type :

Check Requisition for 34,087.11 \$ submitted

Check Requisition for 34,087.11 \$ submitted by fswartwo

*** SUBCASE N042005-09-2700526-1 RETURN 11/22/2005 7:44:43 AM, fswartwo

from Queue CK Req - Mediation Mgr to WIP sub cases.

*** CASE MODIFY 11/22/2005 7:55:51 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** CASE MODIFY 11/22/2005 7:56:15 AM, jstradfo

into WIP DPSM REQUEST and Status of Solving.

*** COMMIT 11/22/2005 8:53:21 AM, jstradfo, Action Type : N/A

send check and packet to isg - isg packe is in with the case.

*** CASE MODIFY 11/22/2005 8:57:44 AM, jstradfo

into WIP Checks Pending and Status of Solving.

*** CASE MODIFY 11/22/2005 12:00:02 PM, jstradfo

into WIP Checks Pending and Status of Solving.

*** CASE MODIFY 11/23/2005 10:22:59 AM, jstradfo

into WIP Checks Pending and Status of Solving.

*** NOTES 11/23/2005 10:24:18 AM, jstradfo, Action Type : Call to Dealer

Spoke with John the service manager. He said the 05 Pilot is at the dealer. I told him the field engineer is coming on 11-29. I was advising him the FE would need access to the car. He said he would have acces to the car and the VSA light is still on.

*** NOTES 11/23/2005 10:26:56 AM, jstradfo, Action Type : Field/DSM

email dpsm barry zoll

*** CASE FULFILL 11/23/2005 10:27:10 AM, jstradfo

Fulfilled for [REDACTED] due 11/23/2005 12:00:00 AM.

*** CASE MODIFY 11/23/2005 10:27:14 AM, jstradfo

into WIP Checks Pending and Status of Solving.

*** SUBCASE N042005-09-2700526-1 COMMIT 11/28/2005 8:03:51 AM, jstradfo, Action Type : External Commitment

Check processed for check_req_no = 15023 on 2005-11-23-00.00.00.000000

*** CASE MEDIATION EVENT UPDATE 11/28/2005 11:16:48 AM, jstradfo

*** MEDIATION EVENT - SEND CHECK 11/28/2005 11:16:48 AM jstradfo

Status: Completed

S: 11/22/2005 07:43:19 AM

D: 12/05/2005 12:00:00 AM

A: 11/28/2005 11:16:42 AM

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

Assign to: ISG ()

Notes:

*** NOTES 11/28/2005 11:31:42 AM, jstradfo, Action Type : Note-General

Fedexed the packet and the check to Rudy Lara, ISG. shipper number 7907 2534 5872.

*** CASE FULFILL 11/28/2005 11:35:42 AM, jstradfo

Fulfilled for [REDACTED] due 12/05/2005 12:00:00 AM.

*** COMMIT 11/28/2005 11:38:44 AM, jstradfo, Action Type : N/A

ck on FE report - call customer to get the credit union acct number

*** CASE MODIFY 11/28/2005 11:39:44 AM, jstradfo

into WIP Checks Pending and Status of Solving.

*** CASE MODIFY 11/30/2005 3:20:51 PM, jstradfo

into WIP ISG and Status of Solving.

*** CASE MODIFY 11/30/2005 3:28:46 PM, jstradfo

into WIP ISG and Status of Solving.

*** NOTES 11/30/2005 3:30:17 PM, tlesley, Action Type : Call from Customer

The customer called to speak with his case manager said the case manager just called him.

I called and left a message on his case manager's voice mail.

I advised the customer that I left a message on his case manager's voice mail on his behalf.

The customer thanked me and call ended.

*** CASE MODIFY 11/30/2005 4:41:33 PM, jstradfo

into WIP ISG and Status of Solving.

*** NOTES 12/6/2005 11:01:50 AM, jstradfo, Action Type : Note-General

FE recommended that more miles be placed on the car prior to the car going to auction. As a result we will bring the car back to ahm.

*** CASE FULFILL 12/6/2005 11:02:31 AM, jstradfo

Fulfilled for [REDACTED] due 12/06/2005 12:00:00 AM.

*** COMMIT 12/6/2005 11:02:34 AM, jstradfo, Action Type : N/A

did customer meet with transfer agent?

*** CASE MODIFY 12/6/2005 11:03:07 AM, jstradfo

into WIP ISG and Status of Solving.

*** NOTES 12/12/2005 3:03:07 PM, jstradfo, Action Type : Note-General

Sent email to Rudy Lara checking to see if the customer met with the transfer agent and to advise him we would bring the car back to AHM to put more miles on the car.

*** CASE FULFILL 12/12/2005 3:03:17 PM, jstradfo

Fulfilled for [REDACTED] due 12/13/2005 12:00:00 AM.

*** COMMIT 12/12/2005 3:03:20 PM, jstradfo, Action Type : N/A

did customer meet with transfer agent?

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** CASE MODIFY 12/12/2005 3:03:41 PM, jstradfo
into WIP ISG and Status of Solving.

*** CASE MODIFY COMMITMENT 12/13/2005 8:50:58 AM, jstradfo
with [REDACTED] due 12/20/2005 12:00:00 AM.

*** CASE MODIFY 12/13/2005 8:51:18 AM, jstradfo
into WIP ISG and Status of Solving.

*** CASE MODIFY 12/19/2005 1:22:31 PM, jstradfo
into WIP ISG and Status of Solving.

*** CASE MODIFY 12/19/2005 1:30:34 PM, jstradfo
into WIP ISG and Status of Solving.

*** NOTES 12/20/2005 7:20:29 AM, jstradfo, Action Type : Note-General
Spoke with Rudy at ISG. The customer is meeting with the Transfer agent today at 5pm.

*** CASE FULFILL 12/20/2005 7:20:41 AM, jstradfo
Fulfilled for [REDACTED] due 12/20/2005 12:00:00 AM.

*** CASE MODIFY 12/20/2005 7:21:28 AM, jstradfo
into WIP ISG and Status of Solving.

*** SUBCASE N042005-09-2700526-1 CLOSE 12/20/2005 7:21:53 AM, jstradfo
Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 12/20/2005 7:22:29 AM, jstradfo
*** MEDIATION EVENT - FE INSPECTION 12/20/2005 07:22:29 AM jstradfo
Status: Completed
S: 11/10/2005 08:17:32 AM
D: 11/29/2005 12:00:00 AM
A: 11/29/2005 07:22:12 AM
Assgn to: Mediation ()
Notes:

*** CASE CLOSE 12/20/2005 7:22:54 AM, jstradfo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 12/20/2005 7:23:05 AM, jstradfo
with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 12/20/2005 7:23:48 AM, jstradfo
*** MEDIATION EVENT - AUCTION UNIT 12/20/2005 07:23:48 AM jstradfo
Status: In Progress
S: 12/20/2005 07:23:34 AM
D: 01/27/2006 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: Mediation ()
Notes:

Case History

Case ID : N042005-09-2700526

Case Title : ██████████ - DPSM REQUEST - VSA LIGHT

*** CASE ASSIGN 12/20/2005 7:24:04 AM, jstradfo
N042005-09-2700526 to mlyon, WIP □ »Ü8 »ÜD »Ün

*** CASE RULE ACTION 12/20/2005 7:24:05 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MEDIATION EVENT UPDATE 12/20/2005 7:24:19 AM, jstradfo
*** MEDIATION EVENT - AUCTION UNIT 12/20/2005 07:24:18 AM jstradfo
Status: In Progress
S: 12/20/2005 07:23:34 AM
D: 01/27/2006 12:00:00 AM
A: ???/??:?
Assgn to: ISG ()
Notes:

*** CASE CHG STATUS 12/20/2005 9:01:22 AM, mlyon
from status Solving to status Disposing Unit

*** CASE ASSIGN 12/20/2005 9:01:56 AM, mlyon
N042005-09-2700526 to akenney, WIP

*** CASE RULE ACTION 12/20/2005 9:01:57 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 2/1/2006 1:10:13 PM, mlyon, Action Type : Note-General
Transport request to AHM completed

*** NOTES 2/13/2006 2:48:57 PM, mlyon, Action Type : Note-General
Vehicle arrived AHM today
8,204 miles 1/2 tank gas
2 keys 2 remotes Check tire pressure indicator is on

*** CASE YANKED 3/7/2006 9:12:09 AM, mlyon
Yanked by mlyon into WIPbin default.

*** SUBCASE N042005-09-2700526-2 CREATE 3/7/2006 9:13:27 AM, mlyon
Created in WIP Default with Due Date 3/7/2006 9:13:27 AM.

*** CASE MEDIATION EVENT ADD 3/7/2006 9:15:53 AM, mlyon
*** MEDIATION EVENT - SEND CHECK 03/07/2006 09:15:53 AM mlyon
Status: Completed
S: 03/07/2006 09:15:26 AM
D: 03/13/2006 12:00:00 AM
A: 03/07/2006 09:15:51 AM
Assgn to: Mediation ()
Notes: PASHA

*** SUBCASE N042005-09-2700526-2 DISPATCH 3/7/2006 9:18:58 AM, mlyon
from WIP default to Queue CK Req - Mediation Mgr.

Case History

Case ID : N042005-09-2700526

Case Title : ██████████ - DPSM REQUEST - VSA LIGHT

*** CASE MODIFY 3/7/2006 9:19:09 AM, mlyon
into WIP default and Status of Disposing Unit.

*** SUBCASE N042005-09-2700526-2 RULE ACTION 3/8/2006 9:18:58 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired

*** SUBCASE N042005-09-2700526-2 RULE ACTION 3/9/2006 9:18:58 AM, sa
Action Task - owners supvsr - 48 hrs of rule Queue Escalation fired

*** SUBCASE N042005-09-2700526-2 3/9/2006 12:49:54 PM, rboudrea, Action Type :
Check Requisition for 1,325.31 \$ submitted
Check Requisition for 1,325.31 \$ submitted by rboudrea

*** SUBCASE N042005-09-2700526-2 RETURN 3/9/2006 12:50:00 PM, rboudrea
from Queue CK Req - Mediation Mgr to WIP Check Req.

*** SUBCASE N042005-09-2700526-2 COMMIT 3/13/2006 8:03:51 AM, mlyon, Action Type : External Commitment
Check processed for check_req_no = 2235 on 2006-03-10-00.00.000000

*** NOTES 3/30/2006 11:34:27 AM, mlyon, Action Type : Note-General
Email from Howard Mazei date sent was 03/08/06

Michael,
I still plan on looking at the vehicle, I'm just waiting for the c/m information from HRA-O at this point.

We did not get as much information as I was hoping for in our meeting last month. We have another meeting on the 28th. I will push a little harder this time for some better information. Please check back with myself and Rick Kubota on the 29th, as I will be on vacation from the 29th to the 8th.

Thank you for your patience.

*** SUBCASE N042005-09-2700526-2 CLOSE 4/4/2006 9:32:59 AM, mlyon
Status = Solving, Resolution Code = Instruction Given

*** CASE CAMPAIGN LOOKUP 5/10/2006 10:08:17 AM, mlyon
CAMPAIGN CHECK 05/10/2006 10:08:17 AM mlyon
No data found For VIN

*** CASE MEDIATION EVENT UPDATE 5/16/2006 10:57:30 AM, mlyon
*** MEDIATION EVENT - AUCTION UNIT 05/16/2006 10:57:30 AM mlyon
Status: In Progress
S: 05/12/2006 07:23:34 AM
D: 06/23/2006 12:00:00 AM
A: ??? ??:?
Assign to: ISG ()
Notes:

*** CASE ASSIGN 5/16/2006 10:58:18 AM, mlyon
N042005-09-2700526 to akenney, WIP ☐!;☐☐

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

*** CASE RULE ACTION 5/16/2006 10:58:19 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CHG STATUS 6/14/2006 9:37:37 AM, akenney
from status Disposing Unit to status Awaiting Disclosure

*** CASE MEDIATION EVENT UPDATE 6/14/2006 9:38:02 AM, akenney
*** MEDIATION EVENT - AUCTION UNIT 06/14/2006 09:38:02 AM akenney
Status: Completed
S: 05/12/2006 07:23:34 AM
D: 06/23/2006 12:00:00 AM
A: 06/13/2006 09:37:58 AM
Assgn to: ISG (GREATER AUTO AUCTION OF PHOENIX)
Notes:

*** CASE MEDIATION EVENT ADD 6/14/2006 9:38:19 AM, akenney
*** MEDIATION EVENT - DISCLOSURE REQUESTED 06/14/2006 09:38:19 AM akenney
Status: In Progress
S: 06/13/2006 09:38:03 AM
D: 08/13/2006 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: ISG ()
Notes:

*** CASE ASSIGN 6/14/2006 9:38:45 AM, akenney
N042005-09-2700526 to mlyon, WIP A

*** CASE RULE ACTION 6/14/2006 9:38:46 AM, sa
Action Task Assignee of rule Assign Notification fired

*** NOTES 6/15/2006 9:17:00 AM, mlyon, Action Type : Note-General
Buying dealer and dealer disclosure signed off by:
B&D Classic Cars 1530 No. Hobson St. Gilbert. AZ 85233 CJ Sicard
06/08/06

*** CASE MEDIATION EVENT UPDATE 8/10/2006 2:38:16 PM, mlyon
*** MEDIATION EVENT - DISCLOSURE REQUESTED 08/10/2006 02:38:16 PM mlyon
Status: Completed
S: 06/13/2006 09:38:03 AM
D: 08/13/2006 12:00:00 AM
A: 08/10/2006 02:38:14 PM
Assgn to: ISG ()
Notes:

*** NOTES 8/10/2006 2:39:23 PM, mlyon, Action Type : Note-General
Retailed to and retail disclosure signed off by;
Four Season Performance Inc
71033 Blue Water Hwy

Case History

Case ID : N042005-09-2700526

Case Title : [REDACTED] - DPSM REQUEST - VSA LIGHT

Grand Bend, Ontario Canada
07/14/06

*** CASE CLOSE 8/10/2006 2:39:29 PM, mlyon

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

Case Details

Case ID : N012012-03-3001695 Division : Honda - Auto Condition : Closed Open Date : 3/30/2012 2:46:47 PM
 Case Originator : Jennifer Pacheco (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/9/2012 9:59:28 AM
 Case Owner : Todd Yamatsuka (Team HC) Method : Phone Queue : Days Open : 10
 Last Closed By : Todd Yamatsuka (Team HC) Point of Origin : Customer Wipbin :
 Case Title : WEST HILLS HONDA [REDACTED] BRAKE MASTER CYLINDER CONCER 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 : BREMERTON, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18695H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 113,000
 In Service Date : 12/28/2004
 Months In Use : 87
 Engine Number : J35A61624529
 Originating Dealer No. / Name : 206526 / HINSHAW'S HONDA
 Selling Dealer No. / Name : 206864 / WEST HILLS 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 : 206864 / WEST HILLS HONDA
 Phone No. : 360-377-1100
 Address : 520 WEST HILLS BLVD.
 City / State / Zip : BREMERTON, WA 98312
 Svc District / Sls District : 02B / A02
 Warranty Labor Rate / Date : \$100.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-03-3001695-1 / [REDACTED] PROD	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N012012-03-3001695-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Todd Yamatsuka	Type 1 : Product	Status : Subcase Close	Open Date : 4/2/2012 9:39:08 AM
Issue Owner : Todd Yamatsuka	Type 2 : Operation	Queue :	Close Date : 4/9/2012 9:59:28 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 - 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 : N012012-03-3001695

Case Title : WEST HILLS [REDACTED] NNIFER - BRAKE MASTER CYLINDER CONCERN/ASST

*** CASE CREATE 3/30/2012 2:46:47 PM, jpacheco

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

*** CASE MODIFY 3/30/2012 2:47:10 PM, jpacheco

into WIP default and Status of Solving.

*** NOTES 3/30/2012 3:10:57 PM, jpacheco, Action Type : Call from Customer

Updated customer's info.

Best contact number is [REDACTED]

Customer said that she is having a problem with the VSA. She said that she found forums online with other owners having the same problem and thinks it should be a recall since it's definitely a safety concern.

She said that when she drives the brakes activate in second intervals until the car eventually comes to a stop. She said that this is the 4th time this happens to her and the 3rd time she takes it into the dlrship WEST HILLS HONDA, where the vehicle is currently located. She said that she was working with SA Randy but no SM. She said that on this last visit they were able to finally duplicate her concern.

She said that previously they replaced the brake switch and are currently replacing the VSA master cylinder for about \$1,800 to \$2,000. She said that sometimes this can lead to an AT change and would like AHM to assist with the repair.

She said that she loves her Honda. She said that she purchased it from an independent dlr in 6/2006. This is her first Honda.

ACS advised that I would forward her case to a CM who will call her within 1 to 2 business days. I explained that as she was outside of warranty I could not guarantee assistance. ACS thanked her for giving us the opportunity to address her concern as well as being able to document it. I advised that the NHTSA can also be contacted to document her concern.

Customer asked me at the end of the call to document that she is not considering keeping the car. She said that she might buy another Pilot but isn't sure as her confidence in Honda is very low. I advised that I will and no further assistance is needed.

*** CASE MODIFY 3/30/2012 3:12:02 PM, jpacheco

into WIP default and Status of Solving.

*** CASE MODIFY 3/30/2012 3:12:06 PM, jpacheco

into WIP default and Status of Solving.

*** CASE DISPATCH 3/30/2012 3:12:14 PM, jpacheco

from WIP default to Queue Honda Team C.

*** NOTES 3/30/2012 3:13:57 PM, jpacheco, Action Type : Note-General

Customer also said that she no longer felt safe putting her family in this car.

*** CASE ASSIGN 3/30/2012 3:49:18 PM, ksulliva

N012012-03-3001695 to tyamatsu, WIP ð

*** CASE RULE ACTION 3/30/2012 3:49:18 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012012-03-3001695-1 CREATE 4/2/2012 9:39:08 AM, tyamatsu

Case History

Case ID : N012012-03-3001695

Case Title : WEST HILLS HONDA- [REDACTED] BRAKE MASTER CYLINDER CONCERN/ASST

Created in WIP Default with Due Date 4/2/2012 9:39:08 AM.

*** CASE MODIFY 4/2/2012 9:39:16 AM, tyamatsu
into WIP Default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:41:05 AM, tyamatsu
into WIP Default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:41:55 AM, tyamatsu
into WIP Default and Status of Solving.

*** CASE MODIFY 4/2/2012 9:41:58 AM, tyamatsu
into WIP Default and Status of Solving.

*** NOTES 4/2/2012 9:44:17 AM, tyamatsu, Action Type : Note-General
Per Airbase-

TRXNUM	PID	FNAME	LNAME	VIN	TRXDATE	SERVAMT
73031882		818269243	.NULL.	.NULL.	2HKYF18695H [REDACTED]	11/26/2004 12:00:00
AM 46	1	206526	HOND PILOT			
150259289		987366390	.NULL.	.NULL.	2HKYF18695H [REDACTED]	07/20/2006 12:00:00
AM 60.86	24184	206864	HOND PILOT			
218542229		A21750741	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	04/28/2005 12:00:00
AM 224	6132	207343	HOND PILOT			
255416436		A36796459	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	11/20/2008 12:00:00
AM 32.95	53487	206864	HOND PILOT			
255416439		A36796459	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	04/30/2009 12:00:00
AM 32.95	58683	206864	HOND PILOT			
255416441		A36796459	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	09/17/2009 12:00:00
AM 32.95	65665	206864	HOND PILOT			
255416444		A36796459	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	12/08/2009 12:00:00
AM 32.95	70956	206864	HOND PILOT			
255416446		A36796459	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	03/02/2010 12:00:00
AM 39.95	75225	206864	HOND PILOT			
302511759		A59625958	[REDACTED]	[REDACTED]	2HKYF18695H [REDACTED]	12/13/2011 12:00:00
AM 159.38	110011	206864	HOND PILOT			
302329606		A59625958	[REDACTED]	[REDACTED]E	2HKYF18695H [REDACTED]	12/06/2011 12:00:00
AM 7.75	109825	206864	HOND PILOT			

Purchase date listed- 11-20-2008

*** CASE MODIFY 4/2/2012 9:44:24 AM, tyamatsu
into WIP Default and Status of Solving.

*** NOTES 4/2/2012 9:49:22 AM, tyamatsu, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

Case History

Case ID : N012012-03-3001695

Case Title : WEST HILLS HONDA [REDACTED] BRAKE MASTER CYLINDER CONCERN/ASST

FYI- Ms [REDACTED] contacted Honda ACS to request assistance with the pending repairs to her 2005 Pilot. I will contact you to discuss her case.
Thank you.

Todd Yamatsuka
Automobile Customer Service

*** NOTES 4/2/2012 10:17:36 AM, tyamatsu, Action Type : Call to Dealer

I reviewed case with Mike Brodersen (S.M.) @ West Hills Honda. Mike was very familiar with the vehicle. I informed Mike of Ms. [REDACTED]'s call to Honda ACS to request assistance with the pending repair. Mike agreed to call Ms. [REDACTED] to discuss her concerns regarding the pending VSA repair. I thanked Mike for his assistance and will anticipate his update.

*** COMMIT 4/2/2012 10:17:42 AM, tyamatsu, Action Type : N/A

West Hills Honda- call cust to discuss case / did S.M. review with cust?

*** CASE MODIFY 4/2/2012 10:18:56 AM, tyamatsu

into WIP Default and Status of Solving.

*** NOTES 4/2/2012 3:15:02 PM, tyamatsu, Action Type : Call from Dealer

Mike Brodersen (S.M.) at West Hills Honda provided an update. He stated that after review of Ms. [REDACTED] case with his DPSM, the preliminary plan is to charge the customer for the labor and Honda will cover the parts for customer satisfaction. Mike did not have the final repair estimate yet. I thanked Mike for the update and closed the call.

*** CASE MODIFY 4/2/2012 3:15:27 PM, tyamatsu

into WIP District 2B and Status of Solving.

*** NOTES 4/2/2012 4:48:09 PM, tyamatsu, Action Type : Call to Customer

I followed up with Ms. [REDACTED]. She stated her husband was contacted earlier today and informed that Honda would assist them by covering the cost of the part and they will be responsible for the labor. Ms. [REDACTED] was very pleased with the preliminary plans in place and did not have any questions/concerns at this time. I gave her my # to call if needed and stated that I would follow up with her next week to check on the status of her case. She thanked me for my follow up and we closed our call.

*** CASE FULFILL 4/2/2012 4:48:22 PM, tyamatsu

Fulfilled for [REDACTED] due 04/02/2012 05:00:00 PM.

*** COMMIT 4/2/2012 4:48:23 PM, tyamatsu, Action Type : N/A

West Hills Honda- repairs completed? customer satisfied?

*** CASE MODIFY 4/2/2012 4:49:02 PM, tyamatsu

into WIP District 2B and Status of Solving.

*** CASE MODIFY 4/2/2012 4:49:48 PM, tyamatsu

into WIP District 2B and Status of Solving.

*** NOTES 4/9/2012 9:59:06 AM, tyamatsu, Action Type : Call to Customer

I verified Ms. [REDACTED] was very pleased with the outcome of her case. She stated her vehicle is running fine and they are happy with the service provided. I thanked her for her feedback and closed case with her consent.

*** CASE MODIFY 4/9/2012 9:59:09 AM, tyamatsu

into WIP District 2B and Status of Solving.

Case History

Case ID : N012012-03-3001695

Case Title : WEST HILLS HONDA- [REDACTED] BRAKE MASTER CYLINDER CONCERN/ASST

*** SUBCASE N012012-03-3001695-1 CLOSE 4/9/2012 9:59:28 AM, tyamatsu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/9/2012 9:59:28 AM, tyamatsu

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

Case Details

Case ID : N012012-05-1401853 Division : Honda - Auto Condition : Closed Open Date : 5/14/2012 2:41:10 PM
 Case Originator : John Starling (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 5/14/2012 2:57:10 PM
 Case Owner : John Starling (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : John Starling (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - COMPLAINT/LOSS OF VEHICLE CONTROL No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ UNKN
 VIN Type / No. : US VIN / 2HKYF18515H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 75,000
 In Service Date : 01/08/2005
 Months In Use : 88
 Engine Number : J35A61626418
 Originating Dealer No. / Name : 208287 / CARSON HONDA
 Selling Dealer No. / Name : 208287 / CARSON HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012012-05-1401853-1 / ██████████ - PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012012-05-1401853-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : John Starling	Type 1 : Product	Status : Subcase Close	Open Date : 5/14/2012 2:52:30 PM
Issue Owner : John Starling	Type 2 : Operation	Queue :	Close Date : 5/14/2012 2:57:10 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, Documented Concern, Referred to 3rdParty
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 : N012012-05-1401853

Case Title : [REDACTED] - COMPLAINT/LOSS OF VEHICLE CONTROL

*** CASE CREATE 5/14/2012 2:41:10 PM, jstarlin
Contact = [REDACTED], Priority = N/A, Status = Solving.
*** CASE MODIFY 5/14/2012 2:43:00 PM, jstarlin
into WIP default and Status of Solving.
*** CASE MODIFY 5/14/2012 2:43:50 PM, jstarlin
into WIP default and Status of Solving.
*** CASE MODIFY 5/14/2012 2:47:38 PM, jstarlin
into WIP default and Status of Solving.
*** SUBCASE N012012-05-1401853-1 CREATE 5/14/2012 2:52:30 PM, jstarlin
Created in WIP Default with Due Date 5/14/2012 2:52:30 PM.
*** CASE MODIFY 5/14/2012 2:52:55 PM, jstarlin
into WIP default and Status of Solving.
*** CASE MODIFY 5/14/2012 2:54:28 PM, jstarlin
into WIP default and Status of Solving.
*** CASE MODIFY 5/14/2012 2:54:36 PM, jstarlin
into WIP default and Status of Solving.
*** NOTES 5/14/2012 2:57:03 PM, jstarlin, Action Type : Call from Customer
Updated Information

Best Contact: [REDACTED]

The customer states that while driving in good weather conditions the vehicle's instrument panel lights will flash and the vehicle loses controls. The customer states that the vehicle will come to an abrupt stop almost like he slammed on the brakes. The customer purchased the vehicle used 2-3 years ago. The customer feels that this is a safety complaint. ACS referred the customer to the NHTSA.gov to document what he feels is a safety complaint. ACS also recommended the customer have the vehicle diagnosed at a Honda DLR, but the customer declined because he does not want to pay for a diagnosis fee. ACS informed the customer that his complaint will be filed. case closed

*** CASE MODIFY 5/14/2012 2:57:05 PM, jstarlin
into WIP default and Status of Solving.
*** CASE CLOSE 5/14/2012 2:57:10 PM, jstarlin
Status = Closed, Resolution Code = Instruction Given, State = Open
*** SUBCASE N012012-05-1401853-1 CLOSE 5/14/2012 2:57:10 PM, jstarlin
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N032007-02-1200741 Division : Honda - Auto Condition : Closed Open Date : 2/12/2007 9:01:21 AM
 Case Originator : Daniela Alberto (Team CD) Sub Division : Satellite Center Status : Closed Close Date : 2/12/2007 11:43:18 AM
 Case Owner : Daniela Alberto (Team CD) Method : Phone Queue : Days Open : 0
 Last Closed By : Daniela Alberto (Team CD) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - JERKING CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 ██████████
 ██████████
 City / State / Zip : OLD GREENWICH, CT ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 34 L
 VIN Type / No. : US VIN / 2HKYF18665E ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 28,000
 In Service Date : 01/03/2005
 Months In Use : 25
 Engine Number : J35A61627325
 Originating Dealer No. / Name : 208060 / GREENWICH HONDA
 Selling Dealer No. / Name : 208060 / GREENWICH HONDA
 Trim : EX-LRES
 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 : 208060 / GREENWICH HONDA
 Phone No. : 203-622-0600
 Address : 289 MASON STREET
 City / State / Zip : GREENWICH, CT 06830
 Svc District / Sls District : 05F / F05
 Warranty Labor Rate / Date : \$115.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032007-02-1200741-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N032007-02-1200741-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Daniela Alberto	Type 1 : Product	Status : Subcase Close	Open Date : 2/12/2007 9:09:51 AM
Issue Owner : Daniela Alberto	Type 2 : Operation	Queue :	Close Date : 2/12/2007 11:43:17 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 : 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 : N032007-02-1200741

Case Title : [REDACTED] - JERKING CONCERN

*** CASE CREATE 2/12/2007 9:01:21 AM, dalberto

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

*** CASE CAMPAIGN LOOKUP 2/12/2007 9:04:23 AM, dalberto

CAMPAIGN CHECK 02/12/2007 09:04:23 AM dalberto

No data found for VIN

*** NOTES 2/12/2007 9:08:07 AM, dalberto, Action Type : Call from Customer

Customer is calling for AHM to document his concerns. Customer states he was driving and made a left turn and his vehicle jerked. Customer states it felt as if he has hit his brakes. Customer pulled over turn his vehicle off and on. The jerking did not occur after that. Customer has called a GREENWICH HONDA and they advised him to bring in vehicle. Customer states that it is a waste of time and he is not sure if he will take vehicle in to dealership.

I advised the customer to take vehicle in to dealership since that what the tech at Greenwich Honda advised him to do. I advised customer that I have documented his concerns. Customer needed no further assistance, I thanked customer for calling and the call ended.

*** CASE MODIFY 2/12/2007 9:08:29 AM, dalberto

into WIP default and Status of Solving.

*** SUBCASE N032007-02-1200741-1 CREATE 2/12/2007 9:09:51 AM, dalberto

Created in WIP Default with Due Date 2/12/2007 9:09:51 AM.

*** CASE MODIFY 2/12/2007 9:10:04 AM, dalberto

into WIP default and Status of Solving.

*** CASE ASSIGN 2/12/2007 9:15:48 AM, dalberto

N032007-02-1200741 to bwalker, WIP

*** CASE RULE ACTION 2/12/2007 9:15:49 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 2/12/2007 11:01:47 AM, bwalker

into WIP default and Status of Solving.

*** CASE ASSIGN 2/12/2007 11:01:49 AM, bwalker

N032007-02-1200741 to dalberto, WIP -12 11:01:49.741438

*** CASE RULE ACTION 2/12/2007 11:01:50 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 2/12/2007 11:43:05 AM, dalberto, Action Type : Dealer Communication

ATTN: SERVICE MANAGER

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

Customer will be in contact regarding JERKING CONCERN.

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

Thank you for your attention to this matter.

Case History

Case ID : N032007-02-1200741

Case Title : [REDACTED] - JERKING CONCERN

Daniela Alberto
Automobile Customer Service

*** SUBCASE N032007-02-1200741-1 CLOSE 2/12/2007 11:43:17 AM, dalberto

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/12/2007 11:43:18 AM, dalberto

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

Case Details

Case ID : N012006-03-1001256	Division : Honda - Auto	Condition : Closed	Open Date : 3/10/2006 3:55:33 PM
Case Originator : Shana Sicherman (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/10/2006 4:03:33 PM
Case Owner : Shana Sicherman (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Shana Sicherman (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - VSA INDICATOR ON		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 : NORTH BERGEN, NJ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 8200
 VIN Type / No. : US VIN / 2HKYF185X5H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours :
 In Service Date : 04/20/2005
 Months In Use : 11
 Engine Number : J35A61628697
 Originating Dealer No. / Name : 206688 / YONKERS HONDA
 Selling Dealer No. / Name : 208316 / HONDA OF NEW ROCHELLE
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : SI
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-03-1001256-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder
N012006-03-1001256-2 / ██████████ PRODUCT	Subcase Close	Product	Operation	110	Upper Engine

Issue Details

Issue ID : N012006-03-1001256-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shana Sicherman	Type 1 : Product	Status : Subcase Close	Open Date : 3/10/2006 4:02:51 PM
Issue Owner : Shana Sicherman	Type 2 : Operation	Queue :	Close Date : 3/10/2006 4:03:30 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 Dealer
 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

Issue Details

Issue ID : N012006-03-1001256-2	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shana Sicherman	Type 1 : Product	Status : Subcase Close	Open Date : 3/10/2006 4:03:18 PM
Issue Owner : Shana Sicherman	Type 2 : Operation	Queue :	Close Date : 3/10/2006 4:03:33 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 110 / Upper Engine
 Condition Code Desc Scheduled Maint 1109
 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 : N012006-03-1001256

Case Title : [REDACTED] - VSA INDICATOR ON

*** CASE CREATE 3/10/2006 3:55:33 PM, ssicherm

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

*** NOTES 3/10/2006 4:01:25 PM, ssicherm, Action Type : Call from Customer

Client's daughter contacted ACS to report that a light came on in her vehicle that has an exclamation point inside a triangle. Per research in Honda google informed the client per the weblink directing me to the 2005 Pilot owner's manual that this is the VSA indicator. Client asked what the VSA is. Informed the client that the vehicle is equipped with Vehicle Stability Assist where if she was to oversteer or understeer the vehicle will stay on the same course & not stray. Client understood. Informed the client that if this indicator comes on that it means either it has been deactivated, that it is active, or there may be a problem with the VSA system. Asked the client how long it has been on. Client reports that it has been on for the last 15 miles. Per page 171 in the owner's manual informed the client to pull to the side of the road when it is safe to turn off her vehicle & restart it to allow the VSA system to reset itself. Informed the client if the indicator stays on she will need to take the vehicle to her local Honda dealer to have them inspect the VSA system. Client understood.

Client asked if there is an indicator on the instrument panel advising her when the brakes need to be checked on the vehicle. Informed the client that the vehicle may have a maintenance light advising her when the vehicle needs service, but not specifically for the brakes. Client understood & needed no further assistance.

*** SUBCASE N012006-03-1001256-1 CREATE 3/10/2006 4:02:51 PM, ssicherm

Created in WIP Default with Due Date 3/10/2006 4:02:51 PM.

*** SUBCASE N012006-03-1001256-2 CREATE 3/10/2006 4:03:18 PM, ssicherm

Created in WIP Default with Due Date 3/10/2006 4:03:18 PM.

*** CASE MODIFY 3/10/2006 4:03:25 PM, ssicherm

into WIP default and Status of Solving.

*** SUBCASE N012006-03-1001256-1 CLOSE 3/10/2006 4:03:30 PM, ssicherm

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/10/2006 4:03:33 PM, ssicherm

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

*** SUBCASE N012006-03-1001256-2 CLOSE 3/10/2006 4:03:33 PM, ssicherm

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012011-12-2200721 Division : Honda - Auto Condition : Closed Open Date : 12/22/2011 10:59:45
 Case Originator : Justice Najee (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 12/22/2011 11:17:00
 Case Owner : Justice Najee (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Justice Najee (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VSA LIGHT 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 : SAN CARLOS, CA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5049
 VIN Type / No. : US VIN / 2HKYF18775H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 104,000
 In Service Date : 12/19/2004
 Months In Use : 84
 Engine Number : J35A61630772
 Originating Dealer No. / Name : 207237 / FLADEBOE HONDA
 Selling Dealer No. / Name : 207237 / FLADEBOE HONDA
 Trim : EX-LNAV
 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 : 206890 / AUTOWEST HONDA FREMONT
 Phone No. : 510-445-5300
 Address : 5780 CUSHING PARKWAY
 City / State / Zip : FREMONT, CA 94538
 Svc District / Sls District : 12F / B12
 Warranty Labor Rate / Date : \$138.00 /
 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
N012011-12-2200721-1 / ██████████ - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012011-12-2200721-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Justice Najee	Type 1 : Product	Status : Subcase Close	Open Date : 12/22/2011 11:06:44
Issue Owner : Justice Najee	Type 2 : Operation	Queue :	Close Date : 12/22/2011 11:17:00
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 : Updated Information, Referred to Dealer, Provided Information
Component Category : 06 - Engine & Cooling Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012011-12-2200721

Case Title : [REDACTED] - VSA LIGHT CONCERN

*** CASE CREATE 12/22/2011 10:59:45 AM, jnajee

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

*** CASE MODIFY 12/22/2011 11:05:11 AM, jnajee

into WIP default and Status of Solving.

*** SUBCASE N012011-12-2200721-1 CREATE 12/22/2011 11:06:44 AM, jnajee

Created in WIP Default with Due Date 12/22/2011 11:06:44 AM.

*** NOTES 12/22/2011 11:16:51 AM, jnajee, Action Type : Call from Customer

Updated customers contact information

Best contact number [REDACTED]

Customer called in stating that the VSA light comes on. Customer stated that when the light comes on, the vehicle will automatically move to the left or right by itself. Customer stated that this happened three times while he was on the highway. Customer stated that the dlr informed him to replace the battery and once the battery was replaced the light came on again. Customer stated that the dlr informed him that a certain part needs to be replaced and the dlr provided him a quote of \$1,300. Customer stated that he purchased the vehicle a month ago from a non Honda dlr. Customer stated that he's seeking assistance with the cost of repair.

ACS informed customer that AHM would not be able to assist him with the cost of repair. ACS informed customer that he should speak with the dlr that he purchased the vehicle from. ACS informed customer that it's possible the non Honda dl sold him the vehicle with the problem already existing. Customer stated that he will drive the vehicle until he gets in a accident. ACS informed customer that a case was created on his behalf. No further information required.

*** SUBCASE N012011-12-2200721-1 CLOSE 12/22/2011 11:17:00 AM, jnajee

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 12/22/2011 11:17:00 AM, jnajee

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

Case Details

Case ID : N012006-02-1700063	Division : Honda - Auto	Condition : Closed	Open Date : 2/17/2006 6:37:55 AM
Case Originator : Mawana Thomas (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 3/6/2006 9:14:07 AM
Case Owner : Mawana Thomas (Team HF)	Method : Phone	Queue :	Days Open : 17
Last Closed By : Mawana Thomas (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - FE REQUEST		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████ 5845
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : STEVENS POINT, W ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 5845
 VIN Type / No. : US VIN / 2HKYF18515H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 2,417
 In Service Date : 12/14/2005
 Months In Use : 2
 Engine Number : J35A61636164
 Originating Dealer No. / Name : 207940 / RIVERSIDE HONDA
 Selling Dealer No. / Name : 207123 / COURTESY 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 : 208221 / HONDA OF FT. MYERS
 Phone No. : 239-433-8383
 Address : 14020 S. TAMIAMI TRAIL
 City / State / Zip : FORT MYERS, FL 33912
 Svc District / Sls District : 07J / F07
 Warranty Labor Rate / Date : \$100.98 /
 Agent Name : ██████████ Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-02-1700063-1 / ██████████ - PRODUCT	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012006-02-1700063-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Mawana Thomas	Type 1 : Product	Status : Subcase Close	Open Date : 2/17/2006 6:38:49 AM
Issue Owner : Mawana Thomas	Type 2 : Operation	Queue :	Close Date : 3/6/2006 9:14:05 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 : 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 : N012006-02-1700063

Case Title : ██████████ - FE REQUEST

*** CASE CREATE 2/17/2006 6:37:55 AM, mthomas

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

*** NOTES 2/17/2006 6:37:56 AM, mthomas, Action Type :

ACS received a call from the DPSM Bob Richert requesting the assistance of a FE for this cust at Honda or Fort Myers. Bob stated that this new Pilot at Fort Myers is having a front brake lock up issue while driving. The dealer has been working with tech line on this with no results reference # 1727712 contact per son Jose Garcia. Dlr point of contact SM Kim Brown.

*** CASE MODIFY 2/17/2006 6:38:03 AM, mthomas

into WIP default and Status of Solving.

*** CASE MODIFY 2/17/2006 6:38:39 AM, mthomas

into WIP default and Status of Solving.

*** SUBCASE N012006-02-1700063-1 CREATE 2/17/2006 6:38:49 AM, mthomas

Created in WIP Default with Due Date 2/17/2006 6:38:49 AM.

*** NOTES 2/17/2006 6:47:50 AM, mthomas, Action Type : Dealer Communication

ATTN: Kim Brown

I have requested the assistance of an FE per the DPSM Bob Richert request. I will be in contact with you with an actual date early next week.

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

Thank you for your attention to this matter.

Mawana Thomas

Automobile Customer Service

(800) 999-1009 Ext. 118059

*** COMMIT 2/17/2006 6:47:53 AM, mthomas, Action Type : N/A

Made to ██████████ due 02/22/2006 06:48:03 AM.

waiting for FE date

*** NOTES 2/17/2006 9:17:30 AM, mthomas, Action Type : Call to Dealer

I called the dlr and spoke with the SM Kim, I advised her that the FE date is scheduled for 03/01/06. Kim stated that this date is fine, the car is currently down at the dlr. I questioned Kim about the cust's address. Kim advised that the cust is traveling, he has a motor home that he's staying in an hour away from the dlr temporarily. His primary address is in WI. I thanked Kim for her time. The cust is currently in a loaner vehicle.

*** CASE FULFILL 2/17/2006 9:17:43 AM, mthomas

Fulfilled for ██████████ due 02/22/2006 06:48:03 AM.

*** COMMIT 2/17/2006 9:17:47 AM, mthomas, Action Type : N/A

Made to ██████████ due 02/24/2006 09:18:13 AM.

f/u w SM Kim on FE date 03/01/06

*** NOTES 2/22/2006 10:24:02 AM, mthomas, Action Type : Call to Dealer

FE date has been confirmed, the car is down at the dlr.

Case History

Case ID : N012006-02-1700063

Case Title : 7K- [REDACTED] - FE REQUEST

*** CASE MODIFY COMMITMENT 2/22/2006 10:24:23 AM, mthomas
with [REDACTED] due 02/28/2006 09:18:13 AM.

*** NOTES 2/28/2006 10:19:45 AM, mthomas, Action Type : Call to Customer
I called the SM Kim just as a reminder that an FE is scheduled for 03/01/06.

*** CASE FULFILL 2/28/2006 10:20:03 AM, mthomas
Fulfilled for [REDACTED] due 02/28/2006 09:18:13 AM.

*** COMMIT 2/28/2006 10:20:05 AM, mthomas, Action Type : N/A

Made to JOHN BLANKE due 03/03/2006 10:20:21 AM.

f/u w SM on FE visit

*** NOTES 3/2/2006 8:37:45 AM, mthomas, Action Type : Field/DSM

FE INSPECTION SHOWED VEHICLE WOULD APPLY VSA,ABS AND BRAKES FOR NO APPARENT REASON WHILE TURNING . CONDITION IS INTERMITTENT. FE WOULD MONITOR THE STEERING ANGLE AND NOTICED VALUES WERE ERRATIC AND WOULD JUMP FROM 0 TO 85 % ON LIGHT TURNS. FE ORDERED A STEERING ANGLE SENSOR, ABS MODULATOR AND YAW RATE SENSOR. FE AND TECH TO INSTALL PARTS ON 3/2/06. REPAIRS STILL IN PROCESS.

*** CASE MODIFY COMMITMENT 3/3/2006 10:05:48 AM, mthomas
with [REDACTED] due 03/06/2006 10:20:21 AM.

*** NOTES 3/6/2006 9:13:46 AM, mthomas, Action Type : Note-Resolution
Closing case FE was able to repair the vehicle by doing the following:

FE RETURNED TO INSTALL ABS/VSA MODULATOR. FINAL ROAD TEST SHOWED VEHICLE BRAKING AND VSA SYSTEM WORKING AS DESIGNED. VEHICLE TO BE RETURNED TO CUSTOMER NOTE: DEALER AND FE HAD NOTICED THAT CUSTOMER TOWS THIS VEHICLE BEHIND A MOTOR HOME AND HAD THE VEHICLES TAIL LAMPS WIRED TO AN AFTERMARKET WIRE HOOKUP WITH IN LINE DIODES AND CONTROL BOXES. FE AND TECH REMOVED ALL AFTERMARKET WIRING AND SUGGESTED TO CUSTOMER NOT TO REINSTALL DUE TO PROBLEMS THAT CAN OCCUR WITH THE MULTIPLEX SYSTEM.

*** SUBCASE N012006-02-1700063-1 CLOSE 3/6/2006 9:14:05 AM, mthomas
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 3/6/2006 9:14:07 AM, mthomas

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

Case Details

Case ID : N012010-11-0200784	Division : Honda - Auto	Condition : Closed	Open Date : 11/2/2010 10:20:57 AM
Case Originator : NaKya Jai (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/2/2010 1:41:22 PM
Case Owner : NaKya Jai (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : NaKya Jai (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ VSA		No. of Attachments : 0	

Site / Contact Info :

Site Name :	██████████ 739
Dealer No. :	
Site Phone No. :	██████████
Contact Name :	██████████
Day Phone No. :	██████████
Evening Phone No. :	██████████
Cell / Pager No. :	
Fax No. :	
Address :	████████████████████
City / State / Zip :	TRACY, CA ██████████
E Mail :	
Svc District / Sls District :	/

Product Info :

Unit Owner :	██████████ 739
VIN Type / No. :	US VIN / 2HKYF18535H ██████████
Model / Year :	PILOT / 2005
Model ID / Product Line :	YF1855JNW / A
Miles / Hours :	76,000
In Service Date :	01/30/2005
Months In Use :	70
Engine Number :	J35A61640298
Originating Dealer No. / Name :	208049 / LIVERMORE HONDA
Selling Dealer No. / Name :	208049 / LIVERMORE HONDA
Trim :	EX-L
No. Of Doors :	5
Transmission Code :	5AT
Exterior Color :	SI
Factory Warranty Start / End Date :	
Factory Warranty Cancellation Date :	
HPP/VSC Coverage Start / End Date :	
HPP/VSC Cancellation Date :	
Extended Warranty Start / End Date :	
Extended Warranty Cancellation Date :	

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-11-0200784-1 / ██████████ - PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-11-0200784-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : NaKya Jai	Type 1 : Product	Status : Subcase Close	Open Date : 11/2/2010 10:34:12 AM
Issue Owner : NaKya Jai	Type 2 : Operation	Queue :	Close Date : 11/2/2010 10:34:31 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, 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 : N012010-11-0200784

Case Title : ██████████ - VSA

*** CASE CREATE 11/2/2010 10:20:57 AM, jnakya

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

*** CASE EXTENDED WARRANTY LOOKUP 11/2/2010 10:21:02 AM, jnakya

WARRANTY CHECK 11/02/2010 10:21:02 AM jnakya

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 11/2/2010 10:21:06 AM, jnakya

CAMPAIGN CHECK 11/02/2010 10:21:06 AM jnakya

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 11/2/2010 10:21:08 AM, jnakya

CLAIM HISTORY CHECK 11/02/2010 10:21:07 AM jnakya

No data found for VIN.

*** CASE VSC LOOKUP 11/2/2010 10:21:10 AM, jnakya

VSC-CUC CHECK 11/02/2010 10:21:10 AM jnakya

No data found for VIN.

*** CASE VSC LOOKUP 11/2/2010 10:21:53 AM, jnakya

VSC-CUC CHECK 11/02/2010 10:21:53 AM jnakya

No data found for VIN.

*** NOTES 11/2/2010 10:30:56 AM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is ██████████

The customer called regarding VSA

The customer indicated that he just purchased this vehicle used and his mechanic informed him to call Honda to check the recalls because the VSA light is on.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the failed component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired which all repairs or diagnostic service at the dealer would be the consumers responsibility.

I informed the customer that their concerns are documented.

I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 11/2/2010 10:31:00 AM, jnakya

into WIP default and Status of Solving.

*** SUBCASE N012010-11-0200784-1 CREATE 11/2/2010 10:34:12 AM, jnakya

Created in WIP Default with Due Date 11/2/2010 10:34:12 AM.

*** SUBCASE N012010-11-0200784-1 CLOSE 11/2/2010 10:34:31 AM, jnakya

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/2/2010 10:34:33 AM, jnakya

Case History

Case ID : N012010-11-0200784

Case Title : [REDACTED] - VSA

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2010 1:41:20 PM, jnakya

into WIP default and Status of Solving.

*** CASE CLOSE 11/2/2010 1:41:22 PM, jnakya

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

Case Details

Case ID : N012006-01-0301175 Division : Honda - Auto Condition : Closed Open Date : 1/3/2006 12:21:59 PM
 Case Originator : Michael Fenner (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 1/23/2006 10:01:36 AM
 Case Owner : Barry Meikle (Team HG) Method : Phone Queue : Days Open : 20
 Last Closed By : Barry Meikle (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 5A - [REDACTED] - ABS/VEHICLE TRADE?/bbb No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 34-5
 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 : JACKSON HTS, NY [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 34-5
 VIN Type / No. : US VIN / 2HKYF18745H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 3,300
 In Service Date : 03/07/2005
 Months In Use : 10
 Engine Number : J35A61649323
 Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206719 / PARAGON HONDA
 Phone No. : 718-507-5000
 Address : 57-02 NORTHERN BLVD.
 City / State / Zip : WOODSIDE, NY 11377
 Svc District / Sls District : 05A / A05
 Warranty Labor Rate / Date : \$103.00 /
 Agent Name : Comp Ind. :

3rd Party Info :

Party 1 : C.R. Party 3 : Not Applicable
 Party 2 : BBB 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
N012006-01-0301175-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation - "Safety"	413	Master Cylinder

Issue Details

Issue ID : N012006-01-0301175-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Barry Meikle	Type 1 : Product	Status : Subcase Close	Open Date : 1/3/2006 2:23:58 PM
Issue Owner : Barry Meikle	Type 2 : Operation - "Safety"	Queue :	Close Date : 1/23/2006 10:01:35 AM
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

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 : N012006-01-0301175

Case Title : 5A - [REDACTED] - ABS/VEHICLE TRADE?/bbb

*** CASE CREATE 1/3/2006 12:21:59 PM, mfenner

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

*** CASE MODIFY 1/3/2006 12:22:05 PM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 1/3/2006 12:26:01 PM, mfenner

into WIP Default and Status of Solving.

*** NOTES 1/3/2006 12:29:24 PM, mfenner, Action Type : Call from Customer

PARAGON THE HOUSE OF HONDA - Manuel Rosalas, SA

A friend of the customer contacted ACS on the customer's behalf.

The customer states the ABS light has illuminated 4 times, and the vehicle has been taken to the dealer each time. The customer states the first two times at the dealer, the problems could not be duplicated. He stated the third time the dealer made repairs, and the vehicle is currently at the dealer for this issue and repairs are being performed.

The customer indicated with so many repair attempts, he would like the vehicle to be replaced.

The customer was advised a CM would review the case and contact with regards to the vehicle. He was advised that ACS is not currently in a position to trade or repurchase the vehicle, but a CM would consider available options. The customer understood ACS would speak directly with the customer and would make for the language barrier.

*** CASE MODIFY 1/3/2006 12:29:40 PM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 1/3/2006 12:29:56 PM, mfenner

into WIP Default and Status of Solving.

*** CASE MODIFY 1/3/2006 12:29:56 PM, mfenner

into WIP Default and Status of Solving.

*** CASE DISPATCH 1/3/2006 12:30:02 PM, mfenner

from WIP Default to Queue Honda Team C.

*** CASE ASSIGN 1/3/2006 12:43:40 PM, dhamilto

N012006-01-0301175 to bmeikle, WIP -01 00:00

*** CASE RULE ACTION 1/3/2006 12:43:41 PM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N012006-01-0301175-1 CREATE 1/3/2006 2:23:58 PM, bmeikle

Created in WIP Default with Due Date 1/3/2006 2:23:58 PM.

*** COMMIT 1/3/2006 2:24:27 PM, bmeikle, Action Type : N/A

Made to [REDACTED] due 01/04/2006 06:24:29 PM.

call dealer/ cust- SRS X 4???

*** NOTES 1/3/2006 2:25:25 PM, bmeikle, Action Type : Dealer Communication

Case History

Case ID : N012006-01-0301175

Case Title : 5A - [REDACTED] - ABS/VEHICLE TRADE?/bbb

ATTN: SERVICE MANAGER

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

PULL OUT THE HARD COPIES ANTHONY. I'll be calling

*** NOTES 01/03/2006 12:29:24 mfenner Action Type: Call from Customer

PARAGON THE HOUSE OF HONDA - Manuel Rosalas, SA

A friend of the customer contacted ACS on the customer's behalf.

The customer states the ABS light has illuminated 4 times, and the vehicle has been taken to the dealer each time. The customer states the first two times at the dealer, the problems could not be duplicated. He stated the third time the dealer made repairs, and the vehicle is currently at the dealer for this issue and repairs are being performed.

The customer indicated with so many repair attempts, he would like the vehicle to be replaced.

The customer was advised a CM would review the case and contact with regards to the vehicle. He was advised that ACS is not currently in a position to trade or repurchase the vehicle, but a CM would consider available options. The customer understood ACS would speak directly with the customer and would make for the language barrier.

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

Thank you for your attention to this matter.

Barry Meikle
Automobile Customer Service

*** NOTES 1/4/2006 1:12:37 PM, bmeikle, Action Type : Call to Dealer

ASM Anthony advised they are dealing with tech line in an attempt to repair this vehicle. It has sudden acceleration with the VSC light on. Tech line has been involved. Ref # 1650730. We will check with tech line and advise what the next step is.

*** NOTES 1/4/2006 1:29:29 PM, bmeikle, Action Type : Call to Dealer

Tech line report does not state sudden acceleration. I called the ASM and advised this is not on the report. I asked for a call back.

*** NOTES 1/4/2006 1:42:57 PM, bmeikle, Action Type : Call to Customer

I called the customer at work, she is not in today. I called the home number and left a message to call me. I left my number and hours.

*** CASE FULFILL 1/4/2006 1:43:03 PM, bmeikle

Fulfilled for [REDACTED] due 01/04/2006 06:24:29 PM.

*** COMMIT 1/4/2006 1:43:05 PM, bmeikle, Action Type : N/A

Made to [REDACTED] due 01/10/2006 05:43:07 PM.

cust to call back- vsa light

*** NOTES 1/6/2006 7:37:05 AM, bmeikle, Action Type : Call to Dealer

Case History

Case ID : N012006-01-0301175

Case Title : 5A - [REDACTED] - ABS/VEHICLE TRADE?/bbb

I called ASM Anthony and advised to have the tech call tech line when he has done the diagnosis they requested. Anthony said the customer said the vehicle will jerk and accelerate by itself.

*** NOTES 1/10/2006 7:37:25 AM, bmeikle, Action Type : Field/DSM

I called the DPSM John who is at the dealer today and asked he look into this and advise me.

*** NOTES 1/10/2006 7:44:13 AM, bmeikle, Action Type : Field/DSM

The DPSM John advised he has talked to the tech and they are convinced they repaired the vehicle. The tech test drove for 30 miles after he found a loose pin connector at the VSA. The customer has the vehicle.

*** NOTES 1/10/2006 8:16:26 AM, bmeikle, Action Type : Call to Customer

The customer has not called.

*** CASE FULFILL 1/10/2006 8:16:33 AM, bmeikle

Fulfilled for [REDACTED] due 01/10/2006 05:43:07 PM.

*** COMMIT 1/10/2006 8:16:45 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 01/16/2006 12:16:47 PM.

close if no contact- vsa light was on

*** NOTES 1/10/2006 11:04:27 AM, rزابالا, Action Type : Call from Customer

The customer is calling on behalf of her sister to check the status of her case.

I informed the customer that I called the C/M and left a message for him to call her back. I provided the customer with the C/M's extension and I informed her the proper prompts in order to get in contact with the C/M.

The customer understood and thanked me.

I asked if I can further assist. No further assistance is required. I am closing the case.

*** CASE CLAIMS LOOKUP 1/10/2006 12:20:00 PM, bmeikle

CLAIM CHECK 01/10/2006 12:20:00 PM bmeikle

The following Claim History information was found

0; 2005-06-16; 206719; 581642; 510; 823505 ; CODES/OPERATING DATA/INITIALIZATION - RETRIEVE OR CLEAR CODES WITH THE PGM TESTER OR HONDA DIAGNOSTIC SY

*** CASE CLAIMS LOOKUP 1/10/2006 12:20:28 PM, bmeikle

CLAIM CHECK 01/10/2006 12:20:28 PM bmeikle

The following Claim History information was found

0; 2005-06-16; 206719; 581642; 510; 823505 ; CODES/OPERATING DATA/INITIALIZATION - RETRIEVE OR CLEAR CODES WITH THE PGM TESTER OR HONDA DIAGNOSTIC SY

*** NOTES 1/10/2006 12:21:34 PM, bmeikle, Action Type : Call to Customer

I called the customer and asked if she received my last message. She said yes. I asked if she has her vehicle? She said the dealer said it was ready and she is on her way to pick it up.

*** CASE YANKED 1/12/2006 11:30:44 AM, pbongco

Yanked by pbongco into WIPbin default.

*** NOTES 1/12/2006 11:32:02 AM, pbongco, Action Type : Letter/Fax

Case History

Case ID : N012006-01-0301175

Case Title : 5A - [REDACTED] - ABS/VEHICLE TRADE?/bbb

On 1/11/06 ACS received a BBB call record# HON0635262 stating the following:

"The customer would like the manufacturer to replace the vehicle with one that functions properly"

*** CASE ASSIGN 1/12/2006 11:32:14 AM, pbrongco

N012006-01-0301175 to bmeikle, WIP □"FC 0

*** CASE RULE ACTION 1/12/2006 11:32:15 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE CLAIMS LOOKUP 1/12/2006 12:34:01 PM, bmeikle

CLAIM CHECK 01/12/2006 12:34:01 PM bmeikle

The following Claim History information was found

0; 2005-06-16; 206719; 581642; 510; 823505 ; CODES/OPERATING DATA/INITIALIZATION - RETRIEVE OR CLEAR
CODES WITH THE PGM TESTER OR HONDA DIAGNOSTIC SY

*** COMMIT 1/13/2006 8:48:03 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 01/13/2006 06:48:04 PM.

call dealer-need all ro's

*** NOTES 1/13/2006 8:59:56 AM, bmeikle, Action Type : Call to Dealer

Called ASM Anthony and advised the customer has filed a BBB case. I see at least four repairs on the VSA. I requested he fax me the RO's ASAP.

*** NOTES 1/13/2006 9:27:36 AM, bmeikle, Action Type : Call to Customer

Waiting for dealer to fax RO's

*** NOTES 1/13/2006 11:15:15 AM, bmeikle, Action Type : Call from Dealer

ASM Anthony advised the customer has been called for the last three days to return the rental. She said she does not want the vehicle and will return the rental today but will not pick up her vehicle from the dealer, I asked Anthony to advise the customer we are working on her case but it will be a month before we even call her.

*** NOTES 1/13/2006 11:17:27 AM, bmeikle, Action Type : Call to Customer

I called the customer at work and was advised she is not in today. No answer at home.

*** CASE FULFILL 1/13/2006 11:17:42 AM, bmeikle

Fulfilled for [REDACTED] due 01/16/2006 12:16:47 PM.

*** NOTES 1/13/2006 2:30:25 PM, bmeikle, Action Type : Call to Customer

I called the customer again and no answer. I show four visits for the VSA system and the vehicle IS REPAIRED.
A young person answered and I left a message to call me next week.

*** NOTES 1/18/2006 8:50:39 AM, bmeikle, Action Type : Call from Customer

The customers sister [REDACTED] called and advised her sister has been too busy to call me. She said they now have the second paperwork from the BBB and have sent it back. I asked if they picked up the vehicle? Yes they have. I have put together the paperwork and will present it to the department that handles this.
I invited her to call me as needed.

*** NOTES 1/18/2006 9:33:54 AM, bmeikle, Action Type : Note-General

Spoke with Frank in Mediation regarding the case. He will be looking for it.

*** NOTES 1/19/2006 7:31:47 AM, bmeikle, Action Type : Call to Dealer

Called SM Jay and asked for the customer copies of all invoices. He will fax today.

*** NOTES 1/19/2006 8:41:31 AM, rscott, Action Type : Letter/Fax

Case History

Case ID : N012006-01-0301175

Case Title : 5A [REDACTED] - ABS/VEHICLE TRADE?/bbb

On 01-19-06 ACS received a fax from this customer, regarding previous issue.

*** NOTES 1/23/2006 7:23:42 AM, acaswell, Action Type : Note-General

ESCALATION REVIEW:

Reviewed documents provided. The vehicle has been in 3 times for a VSA concern along with being out of service 45 days. Even if you only count the 1st repair with being down for 1 days since most of the days out were for a customer pay, the vehicle would still be out of service for 34 days. Per Barry-ASC CM, the car is repaired and the customer is back into it.

Customer had some paint scratches that they had repaired, but no accident that would have caused any of the current concerns above. Because the vehicle has been down over 30 days, the Mediation Dept will take this case over to see if we can offer some assistance.

*** NOTES 1/23/2006 8:08:22 AM, bmeikle, Action Type : Call to Customer

Customer may call. Mediation will take the case. They will contact the customer.

*** CASE FULFILL 1/23/2006 8:08:35 AM, bmeikle

Fulfilled for [REDACTED] due 01/13/2006 06:48:04 PM.

*** COMMIT 1/23/2006 8:08:37 AM, bmeikle, Action Type : N/A

Made to [REDACTED] due 01/27/2006 12:08:39 PM.

Med case

*** NOTES 1/23/2006 9:59:16 AM, bmeikle, Action Type : Note-General

Barry,

Customer: [REDACTED]

Case#: N012006-01-0301175

We have reviewed and accepted the Mediation Case Review for this customer and have opened a case in Mediation. Therefore, please close your case.

Thank you,
Miki

Miki Plant
Mediation Department
American Honda Motor Co, Inc.
(310) 781-5097

*** SUBCASE N012006-01-0301175-1 CLOSE 1/23/2006 10:01:35 AM, bmeikle

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 1/23/2006 10:01:36 AM, bmeikle

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

Case Details

Case ID : N042006-01-2300809 Division : Honda - Auto Condition : Closed Open Date : 1/23/2006 9:24:56 AM
 Case Originator : Miki Plant (Team MA) Sub Division : Mediation Status : Closed Close Date : 8/15/2006 9:17:12 AM
 Case Owner : Michael Lyon (Team MA) Method : In Person Queue : Days Open : 204
 Last Closed By : Michael Lyon (Team MA) Point of Origin : Internal Information Wipbin :
 Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA L No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 34-5
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address :
 City / State / Zip : JACKSON HTS, NY [REDACTED]
 E Mail : [REDACTED]@[REDACTED].COM
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 34-5
 VIN Type / No. : US VIN / 2HKYF187451 [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 3,213
 In Service Date : 03/07/2005
 Months In Use : 10
 Engine Number : J35A61649323
 Originating Dealer No. / Name : 207871 / ROUTE 22 HONDA
 Selling Dealer No. / Name : 206719 / PARAGON HONDA
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BK
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206719 / PARAGON HONDA
 Phone No. : 718-507-5000
 Address : 57-02 NORTHERN BLVD.
 City / State / Zip : WOODSIDE, NY 11377
 Svc District / Sls District : 05A / A05
 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 : 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
N042006-01-2300809-1 / [REDACTED] - PRODU	Subcase Close	Product	Operation	413	Master Cylinder
N042006-01-2300809-2 / [REDACTED] PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Mediation Details

Case ID	N042006-01-2300809	Final Decision :	Buyback-Repurchase	Descision Updated :	5/10/2006 8:45:58 AM
Process :	Mediation	Customer Position :	Buyback-Repurchase		
Document Ref :	FRANK SWARTWOUT	AHM Position :	Buyback-Repurchase		
Related Case :	N012006-01-0301175				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	5/10/2006 8:45:58 AM	By :	fswartwo

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Repurchase Cost	(\$55,501.00)	(\$55,501.00)	5/10/2006 8:46:42 AM	5/10/2006 8:46:43 AM	fswartwo
Auction Proceeds	\$22,000.00	\$23,622.00	8/8/2006 1:57:24 PM	8/8/2006 1:57:24 PM	akenney
Total Amount	(\$33,501.00)	(\$31,879.00)			

Mediation Activity :

*** Event Type / Status :	Docs Received / Completed	Start Date :	1/13/2006 7:30:16	Notes :	
Assigned To :	Mediation ()	Due Date :	1/16/2006		
Last Updated / By :	1/31/2006 7:31:41 AM / fswartwo	Actual Date :	1/13/2006 7:31:35		
*** Event Type / Status :	Notify Zone of Open / Completed	Start Date :	1/23/2006 9:28:52	Notes :	
Assigned To :	Mediation ()	Due Date :			
Last Updated / By :	1/23/2006 9:31:44 AM / mplant	Actual Date :	1/23/2006 9:31:42		
*** Event Type / Status :	MRF Sent / Completed	Start Date :	1/30/2006 11:32:33	Notes :	
Assigned To :	Mediation (FRANK	Due Date :	2/9/2006		
Last Updated / By :	1/31/2006 7:30:13 AM / fswartwo	Actual Date :	1/31/2006 7:30:12		
*** Event Type / Status :	BBB Case Recd / Completed	Start Date :	3/29/2006 11:32:06	Notes :	HON0635262-R1
Assigned To :	Mediation ()	Due Date :	6/8/2006		
Last Updated / By :	5/5/2006 1:34:39 PM / fswartwo	Actual Date :	5/1/2006 1:34:32		
*** Event Type / Status :	MRF Sent / Completed	Start Date :	3/29/2006 2:20:46	Notes :	
Assigned To :	Mediation ()	Due Date :	4/7/2006		
Last Updated / By :	5/5/2006 1:34:25 PM / fswartwo	Actual Date :	4/7/2006 1:34:20		
*** Event Type / Status :	Offer Made / Completed	Start Date :	5/5/2006 7:31:41	Notes :	OFFERED TO REPLACE THE VEHICLE.
Assigned To :	Mediation (FRANK	Due Date :	5/12/2006		
Last Updated / By :	5/23/2006 3:10:37 PM / fswartwo	Actual Date :	5/23/2006 3:10:36		
*** Event Type / Status :	Send Check / Completed	Start Date :	5/10/2006 8:44:26	Notes :	FED EX'ED CHECK #S 1571533 AND 1571549 TO ISG
Assigned To :	Mediation (FRANK	Due Date :	5/15/2006		
Last Updated / By :	5/16/2006 3:02:34 PM / fswartwo	Actual Date :	5/16/2006 3:02:33		
*** Event Type / Status :	Transfer Agent Mtg / Completed	Start Date :	5/15/2006 10:32:41	Notes :	CRAIG SANDERS, TRANSFER AGENT
Assigned To :	ISG (RUDY LARA)	Due Date :	5/23/2006		
Last Updated / By :	5/23/2006 3:10:46 PM / fswartwo	Actual Date :	5/23/2006 3:10:45		
*** Event Type / Status :	Notify Zone of Close / Completed	Start Date :	5/23/2006 3:10:50	Notes :	E-MAIL TO THE ZM, AZM, ZMPI AND DPSM
Assigned To :	Mediation (FRANK	Due Date :			
Last Updated / By :	5/23/2006 3:11:27 PM / fswartwo	Actual Date :	5/23/2006 3:11:26		

Mediation Activity :

***	Event Type / Status : Repair scheduled / Completed	Start Date : 5/24/2006 11:15:01	Notes :
	Assigned To : Mediation ()	Due Date : 6/5/2006	
	Last Updated / By : 6/6/2006 10:34:48 AM / mlyon	Actual Date : 6/6/2006 10:34:47	
***	Event Type / Status : Auction Unit / Completed	Start Date : 6/6/2006 10:34:50	Notes :
	Assigned To : ISG (NATIONAL AUTO	Due Date : 7/21/2006	
	Last Updated / By : 8/8/2006 1:57:04 PM / akenney	Actual Date : 8/8/2006 1:57:02	
***	Event Type / Status : Disclosure Requested / Completed	Start Date : 8/8/2006 1:57:09	Notes :
	Assigned To : ISG ()	Due Date : 10/8/2006	
	Last Updated / By : 8/15/2006 9:16:06 AM / mlyon	Actual Date : 8/15/2006 9:16:05	

Issue Details

Issue ID : N042006-01-2300809-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Miki Plant	Type 1 : Product	Status : Subcase Close	Open Date : 1/23/2006 9:28:46 AM
Issue Owner : Frank Swartwout	Type 2 : Operation	Queue :	Close Date : 5/23/2006 3:10:02 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Medium
 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-A61	MODULATOR ASSY., VSA	Not Applicable

Check Req Info :

Check Requisition No. : 6934	Payee Name : AMERICAN HONDA FINANCE ORP
Primary Amount : \$38,395.22	Address : 3625 W ROYAL LANE, SUITE 200
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : IRVING, TX 75063
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$38,395.22	Contention Code : 03205
Approved By : dmontgom	Defect Code : 06601
Approval Date : 5/11/2006	Category : BuyBack
Status : PROCESSED	Failed Part # : 57110-S9V-A61
Check No. : 1571533	
Check Date : 5/12/2006	

Issue Details

Issue ID : N042006-01-2300809-2	Disposition: Duplicate Check Req	Condition : Closed	Wipbin :
Issue Originator : Frank Swartwout	Type 1 : Product	Status : Subcase Close	Open Date : 5/10/2006 8:40:48 AM
Issue Owner : Frank Swartwout	Type 2 : Operation	Queue :	Close Date : 5/23/2006 3:10:14 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Medium
 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-A61	MODULATOR ASSY., VSA	Not Applicable

Check Req Info :

Check Requisition No. : 7003
 Primary Amount : \$17,106.03
 Incidental Type 1 / Amount : Not Applicable / \$0.00
 Incidental Type 2 / Amount : Not Applicable / \$0.00
 Total Amount : \$17,106.03
 Approved By : dmontgom
 Approval Date : 5/11/2006
 Status : PROCESSED
 Check No. : 1571549
 Check Date : 5/12/2006

Payee Name : ██████████
 Address : ██████████
 City / State / Zip : JACKSON HTS, NY ██████████
 Campaign Template # :
 Contention Code : 03205
 Defect Code : 06601
 Category : BuyBack
 Failed Part # : 57110-S9V-A61

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** CASE CREATE 1/23/2006 9:24:56 AM, mplant

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

*** NOTES 1/23/2006 9:24:57 AM, mplant, Action Type :

Received Mediation Case Review Request Form from Barry Meikle/Doug Copeland.

After review, Athena requested to have a Mediation Case opened.

Issue: VSA light on, vehicle brakes and accelerates on its own.

Number of days down: 45

Number of repair attempts: 4

Involved Parties: SM-Jay Weiss, Techline, DPSM

Notes: The vehicle is repaired and the customer is refusing to pick it up. She wants the vehicle replaced. Her perception is the vehicle accelerates on its own.

Customer is requesting a replacement.

*** SUBCASE N042006-01-2300809-1 CREATE 1/23/2006 9:28:46 AM, mplant

Created in WIP Default with Due Date 1/23/2006 9:28:46 AM.

*** CASE MEDIATION ADD/MODIFY 1/23/2006 9:30:22 AM, mplant

*** MEDIATION DECISION 01/23/2006 09:30:22 AM mplant

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: N012006-01-0301175

*** CASE MEDIATION EVENT ADD 1/23/2006 9:31:44 AM, mplant

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 01/23/2006 09:31:44 AM mplant

Status: Completed

S: 01/23/2006 09:28:52 AM

D: ?/?/? ?/?/?

A: 01/23/2006 09:31:42 AM

Assgn to: Mediation ()

Notes:

*** COMMIT 1/23/2006 9:31:54 AM, mplant, Action Type : N/A

Made to [REDACTED] due 01/24/2006 06:00:11 AM.

New case opened. Review forwarded docs/prev case notes.

*** NOTES 1/23/2006 9:33:38 AM, mplant, Action Type : Note-General

Email sent notifying zone of case being opened. Email sent to Barry Meikle to close current case.

*** SUBCASE N042006-01-2300809-1 ASSIGN 1/23/2006 9:34:16 AM, mplant

N042006-01-2300809-1 to fswartwo, WIP R

*** SUBCASE N042006-01-2300809-1 RULE ACTION 1/23/2006 9:34:17 AM, sa

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/23/2006 9:34:27 AM, mplant
into WIP default and Status of Solving.*** CASE ASSIGN 1/23/2006 9:34:29 AM, mplant
N042006-01-2300809 to fswartwo, WIP*** CASE RULE ACTION 1/23/2006 9:34:30 AM, sa
Action Task Assignee of rule Assign Notification fired*** CASE YANKED 1/30/2006 11:26:47 AM, mlyon
Yanked by mlyon into WIPbin default.

*** NOTES 1/30/2006 11:30:45 AM, mlyon, Action Type : Letter/Fax

Received CCF from BBB HON0635262

Start Date: 01/30/06

Customer Contention: Vehicle acerbates and brakes by itself

Resolution Sought: Replacement

No lien holder/lessee provided

Attached to the CCF: copy of vehicle registration, RO's from Paragon Honda, Retail installment contract, buyers' orders

One Tech Line report found for this customer/Vin.

*** CASE MODIFY 1/30/2006 11:30:52 AM, mlyon
into WIP default and Status of Solving.*** CASE MODIFY 1/30/2006 11:31:42 AM, mlyon
into WIP default and Status of Solving.*** CASE MODIFY 1/30/2006 11:32:00 AM, mlyon
into WIP default and Status of Solving.

*** CASE MEDIATION EVENT ADD 1/30/2006 11:32:33 AM, mlyon

*** MEDIATION EVENT - BBB CASE RECD 01/30/2006 11:32:33 AM mlyon

Status: In Progress

S: 01/30/2006 11:32:06 AM

D: 03/10/2006 12:00:00 AM

A: ???/???:??

Assign to: Mediation ()

Notes: HON0635262

*** CASE MEDIATION EVENT ADD 1/30/2006 11:32:42 AM, mlyon

*** MEDIATION EVENT - MRF SENT 01/30/2006 11:32:42 AM mlyon

Status: In Progress

S: 01/30/2006 11:32:33 AM

D: 02/09/2006 12:00:00 AM

A: ???/???:??

Assign to: Mediation ()

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

Notes:

*** COMMIT 1/30/2006 11:34:11 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 01/31/2006 06:00:00 AM.

New BBB case, customer was an escalated case. Review Ro's

*** CASE ASSIGN 1/30/2006 11:35:48 AM, mlyon

N042006-01-2300809 to fswartwo, WIP_employee WHERE emplo! □b□

*** CASE RULE ACTION 1/30/2006 11:35:49 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 1/30/2006 2:17:13 PM, fswartwo

into WIP default and Status of Solving.

*** CASE MODIFY 1/31/2006 6:47:55 AM, fswartwo

into WIP default and Status of Solving.

*** NOTES 1/31/2006 6:56:37 AM, fswartwo, Action Type : Note-General

Montes Repair History

6/16/05 2,292 miles 6 days

VSC light comes on and ABS light comes on. Checked for codes, none saved. Could not duplicate complaints.

When pressing gas pedal and switching over to the brake pedal she hears a grinding noise. Could not duplicate the noise.

Wet sand, polish and paint right side front door, left quarter panel and rear door as agreed with the customer. Customer pay, \$1,029.56.

9/21/05 2,970 2 days

VSA light comes on after 1 hour of driving. Found code 25-1 and 26-1. Called Techline and ordered a yaw sensor.

10/13/05 3,006 miles 1 day

VSC and ABS lights come on. Replaced yaw sensor.

While driving and not pressing brake pedal she hears a grinding noise. It feels like it is braking by itself. Could not duplicate.

Oil Change.

Replaced rear differential fluid.

11/7/05 3,084 miles 4 days

While driving the car feels like it accelerates on its own and at times it holds back like it is braking and the VSA and TCS lights come on. Found codes 26-1 and 27-1. Called Techline and replaced the VSC modulator unit. Rental provided.

12/29/05 3,213 miles 21 days

Vehicle accelerates and brakes on its own. Road tested for 3 days and it happened once. Called Techline. Found PIN 32 loose. Test-drove for 4 more days and the vehicle seems OK. Rental car provided.

5 ROs and 34 to 45 days out of service depending on how many days are for the paint repairs. The invoice dates are not completely accurate.

*** CASE FULFILL 1/31/2006 6:56:49 AM, fswartwo

Fulfilled for [REDACTED] due 01/24/2006 06:00:11 AM.

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** CASE FULFILL 1/31/2006 6:56:54 AM, fswartwo

Fulfilled for [REDACTED] due 01/31/2006 06:00:00 AM.

*** NOTES 1/31/2006 7:29:39 AM, fswartwo, Action Type : Note-Third Party

E-mail to CBBB:

Tammy,

We have reviewed this case and we agree to replace her vehicle. On the CCF she requests a smaller car. That is a very difficult request to complete. Our offer is to put her into a like Pilot, either a 2005 or 2006 depending on availability.

Frank Swartwout
Senior Case Manager
310-781-4612

*** CASE MEDIATION EVENT UPDATE 1/31/2006 7:30:13 AM, fswartwo

*** MEDIATION EVENT - MRF SENT 01/31/2006 07:30:13 AM fswartwo

Status: Completed

S: 01/30/2006 11:32:33 AM

D: 02/09/2006 12:00:00 AM

A: 01/31/2006 07:30:12 AM

Assgn to: Mediation (FRANK SWARTWOUT)

Notes:

*** CASE MEDIATION EVENT ADD 1/31/2006 7:31:41 AM, fswartwo

*** MEDIATION EVENT - DOCS RECEIVED 01/31/2006 07:31:41 AM fswartwo

Status: Completed

S: 01/13/2006 07:30:16 AM

D: 01/16/2006 12:00:00 AM

A: 01/13/2006 07:31:35 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 1/31/2006 7:32:27 AM, fswartwo

*** MEDIATION EVENT - OFFER MADE 01/31/2006 07:32:27 AM fswartwo

Status: In Progress

S: 01/31/2006 07:31:41 AM

D: 03/02/2006 12:00:00 AM

A: ?/?/? ?/?/?

Assgn to: Mediation (FRANK SWARTWOUT)

Notes: OFFERED TO REPLACE THE VEHICLE.

*** CASE MEDIATION ADD/MODIFY 1/31/2006 7:32:40 AM, fswartwo

*** MEDIATION DECISION 01/31/2006 07:32:40 AM fswartwo

Proc: Mediation

Dcsn: Please Specify

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

Cust: Buyback-Replace

AHM: Buyback-Replace Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: N012006-01-0301

*** CASE MODIFY 1/31/2006 7:32:45 AM, fswartwo
into WIP default and Status of Solving.

*** COMMIT 1/31/2006 7:32:48 AM, fswartwo, Action Type : N/A

Look for answer to repurchase offer.

*** CASE MODIFY 1/31/2006 7:33:06 AM, fswartwo
into WIP default and Status of Solving.

*** NOTES 2/8/2006 10:20:07 AM, fswartwo, Action Type : Call to Dealer

Called the dlr and spoke to JY, ser mgr. He confirmed the days down on the last repair and he said that on the first RO they probably had it in the mechanical shop for one day and the rest would have been at the body shop, but there is no documentation available to show how the days were accounted for.

*** CASE MODIFY 2/8/2006 10:20:14 AM, fswartwo
into WIP default and Status of Solving.

*** NOTES 2/8/2006 10:20:47 AM, fswartwo, Action Type : Note-Third Party

E-mail from teh CBBB:

The customer was requesting to go into a ?best model? vehicle with all the options that is close or equivalent to the MSRP of her vehicle. She mentioned she does not feel safe or comfortable with this vehicle and is too much vehicle for her.

The New York lemon law stated a ?comparable vehicle? so I would imagine if you were to replace the vehicle with a lesser priced vehicle that this would not be a comparable vehicle and would not be under the lemon law remedies for a replacement. She is declining the request for the replacement. Is Honda willing to offer a repurchase?

We will contact the customer to explain that a replacement vehicle through our program would be a comparable vehicle and a smaller vehicle would not be comparable if she was to be awarded a replacement in an arbitration. In addition the manufacturer cannot do the replacement under the lemon law to a smaller vehicle.

*** CASE MODIFY 2/8/2006 10:20:51 AM, fswartwo
into WIP default and Status of Solving.

*** NOTES 2/8/2006 10:28:41 AM, fswartwo, Action Type : Note-Third Party

E-mail to the CBBB:

A smaller vehicle would not be comparable. There is huge difference in value and content. We will agree to a repurchase per New York LL.

Frank Swartwout
Senior Case Manager
310-781-4612

*** CASE MODIFY COMMITMENT 2/8/2006 10:28:55 AM, fswartwo
with [REDACTED] due 02/10/2006 12:00:00 AM.

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** CASE MODIFY 2/8/2006 10:29:10 AM, fswartwo
into WIP default and Status of Solving.

*** CASE RULE ACTION 2/20/2006 9:24:56 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 2/24/2006 11:11:57 AM, mplant, Action Type : Letter/Fax
Received Terms of Settlement from BBB. Terms are as follows:

"The customer, [REDACTED], representing American Honda Motors, agree to repurchase the customer's 2005 Pilot under the New York Lemon Law remedies no later than 3/26/06. The manufacturer will supply the final figures to the customer. Rebates, incentives, or past debts will be deducted from the repurchase amount. The BBB Auto Line will verify performance no later than 3/26/06."

Forward to Frank.

*** CASE FULFILL 3/24/2006 2:43:06 PM, fswartwo
Fulfilled for [REDACTED] due 02/10/2006 12:00:00 AM.

*** COMMIT 3/24/2006 2:43:50 PM, fswartwo, Action Type : N/A
Complete letter for repurchase of vehicle.

*** CASE MODIFY 3/24/2006 2:44:12 PM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** CASE MODIFY 3/24/2006 2:46:01 PM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** CASE MODIFY 3/27/2006 8:40:56 AM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** NOTES 3/27/2006 8:43:45 AM, fswartwo, Action Type : Call from Customer
Called AHFC and ht epayoff is 39,573.76 withe a per diem on \$8.70. She has made 12 payments

*** CASE MODIFY 3/27/2006 9:02:46 AM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** NOTES 3/29/2006 12:55:07 PM, agarcia, Action Type : Note-General
Received call from Tammy and she is requesting an update as to the excess \$10,000.

*** NOTES 3/29/2006 1:29:17 PM, mlyon, Action Type : Letter/Fax
Received CCF from BBB HON0635262-R1

Start Date: 03/29/06

Customer Contention: Vehicle accelerates by itself

Resolution sought: Replacement

No lien holder/lessee provided

Attached to the CCF: copy of vehicle registration & title, ROs from Paragon Honda

One Tech Line report found for this customer/Vin.

*** CASE MEDIATION EVENT UPDATE 3/29/2006 2:20:42 PM, mlyon

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** MEDIATION EVENT - BBB CASE RECD 03/29/2006 02:20:42 PM mlyon

Status: In Progress

S: 03/29/2006 11:32:06 AM

D: 06/08/2006 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: Mediation ()

Notes: HON0635262-R1

*** CASE MEDIATION EVENT ADD 3/29/2006 2:20:52 PM, mlyon

*** MEDIATION EVENT - MRF SENT 03/29/2006 02:20:52 PM mlyon

Status: In Progress

S: 03/29/2006 02:20:46 PM

D: 04/07/2006 12:00:00 AM

A: ?/?/? ?:?:?

Assgn to: Mediation ()

Notes:

*** CASE MODIFY 3/29/2006 2:21:41 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 4/6/2006 2:11:46 PM, jwheeler, Action Type : Call from Customer

Manny, sales associate @ Paragon Honda called to find out what needed to be done with this customer. I explained that he would need to talk to Frank in AHM mediation department. I provided the customer with Frank's extension, and soft transferred the call.

*** NOTES 4/7/2006 10:09:11 AM, dgonzale, Action Type : Call to Customer

I called the customer @ 718-478-.4154. I talked to Isabel (mother). She states that the customer is not in. I tried to get a contact number. She said to call her back later. I advised her that I will attempt calling her again this afternoon. I thanked her for her time.

*** CASE MODIFY COMMITMENT 4/7/2006 10:19:54 AM, fswartwo

with [REDACTED] due 04/10/2006 12:00:00 AM.

*** CASE MODIFY 4/7/2006 10:20:01 AM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** CASE MODIFY 4/10/2006 12:38:56 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 4/10/2006 3:10:23 PM, dgonzale, Action Type : Call to Customer

led the customer @ [REDACTED]. I left a vmx requesting a call back. I left my name and xt.

*** NOTES 4/10/2006 3:53:27 PM, rboudrea, Action Type : Call from Dealer

Manny called to confirm AHM repurchasing vehicle.

Customer is without a vehilce at this point and the dealer is working with her to put her in a new Honda.

Dealer would like to get an idea of how long transaction will take.

Manny requests call @ [REDACTED] or cell phone @ [REDACTED]

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** NOTES 4/11/2006 8:53:05 AM, shermosi, Action Type : Call from Dealer

Manny from dealer 206719 called requesting information on this case.
Explained he would need to speak to the CM and transferred to VM as CM in unavailable.

*** NOTES 4/11/2006 12:59:20 PM, fswartwo, Action Type : Call from Customer

Left a voice mail for Manny at the dealership that we are trying to talk to her and to please have her call Durwing. Gave him Durwing's phone number.
Told him that any replacement must be arranged by Mediation.

*** CASE MODIFY COMMITMENT 4/11/2006 12:59:36 PM, fswartwo

with [REDACTED] due 04/12/2006 12:00:00 AM.

*** CASE MODIFY 4/11/2006 12:59:41 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 4/11/2006 1:30:43 PM, dgonzale, Action Type : Call from Customer

Received call from Mrs. [REDACTED]. She is returning my call. She states that she wants a replacement vehicle. I advised her that in the arbitration, she was awarded a repurchase. I advised her that AHM is willing to work with her and give her a replacement. I advised her that we would like to keep her in the Honda product. She states that she does not want a Pilot. I advised her that if we do a replacement, AHM will give her a 2006 Pilot. I advised her that downgrading to a lesser vehicle will probably cost her more money (upside down). I advised her that if she does not want a Pilot, we would need to do the repurchase according to the arbitrator's decision. She states that she would to know the repurchase refund amount. I advised her that I will call her back in a couple of days. She understood.

*** CASE MODIFY 4/12/2006 12:24:58 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 4/12/2006 1:09:54 PM, fswartwo, Action Type : Call to Dealer

Returned call to Nelson Munoz. Left a voice mail for Nelson Munoz, Sales Manager at Paragon Honda, to call me. The voice mail informed him that we are repurchasing this vehicle and after the repurchase is completed they will be free to negotiate with her on their own. I also told him that we have two buy's orders and a typed invoice. They all have different numbers on them and none of them match the finance contract. It appears there is a lot of negative equity involved in this vehicle. I asked him to call me and find any documentation that he has for the negative equity.

*** CASE MODIFY COMMITMENT 4/12/2006 1:10:49 PM, fswartwo

with [REDACTED] due 04/17/2006 12:00:00 AM.

*** CASE MODIFY 4/12/2006 1:12:28 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 4/13/2006 2:14:14 PM, mlyon, Action Type : Note-General

Received buyer's order's from Paragon Honda. Forward to Frank

*** NOTES 5/2/2006 4:31:13 PM, mlyon, Action Type : Letter/Fax

The customer, [REDACTED] representing American Honda Motors, agree to repurchase the customer's 2005 Pilot at Paragon House of Honda in Queens NY no later then 05/30/06. The manufacturer will supply the final figures to the customer. The BBB Auto Line will verify performance no later then 05/30/06.

Forward to Frank

*** CASE MODIFY COMMITMENT 5/4/2006 2:42:35 PM, fswartwo

with [REDACTED] due 05/05/2006 12:00:00 AM.

*** CASE MODIFY 5/4/2006 2:42:41 PM, fswartwo

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

into WIP Buyback Cases and Status of Solving.

*** NOTES 5/5/2006 12:06:44 PM, fswartwo, Action Type : Note-General

Called AHFC and the payoff is \$38,310.52 with a \$8.47 per diem. the account # [REDACTED]

*** CASE FULFILL 5/5/2006 12:09:11 PM, fswartwo

Fulfilled for [REDACTED] due 05/05/2006 12:00:00 AM.

*** CASE MODIFY 5/5/2006 12:49:51 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 5/5/2006 1:02:55 PM, fswartwo, Action Type : Letter/Fax

Fed Ex'ed to the customer:

May 5, 2006

[REDACTED]
[REDACTED]
Jackson Heights, NY [REDACTED]

Dear Ms. [REDACTED]

Please accept this letter as confirmation that American Honda agrees to repurchase your 2005 Honda Pilot, vehicle identification number 2HKYF18745H545377, per the guidelines established by the State of New York.

\$55,416.55 purchase price

\$-38,310.52 payoff to American Honda Finance Corp.

\$17,106.03 refund to Ms. Montez

If this offer is acceptable, please sign the attached release. Our vendor, Impartial Services Group, will be in contact with you to complete the repurchase agreement.

Sincerely,

AMERICAN HONDA MOTOR CO., INC.

Durwing Gonzalez

Automobile Customer Services

Case Manager

310-781-5044

*** CASE MODIFY 5/5/2006 1:32:51 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** COMMIT 5/5/2006 1:33:14 PM, fswartwo, Action Type : N/A

Look for acceptance by customer of repurchase offer

*** CASE MODIFY 5/5/2006 1:33:49 PM, fswartwo

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

into WIP Buyback Cases and Status of Solving.

*** CASE MEDIATION EVENT UPDATE 5/5/2006 1:34:16 PM, fswartwo

*** MEDIATION EVENT - OFFER MADE 05/05/2006 01:34:16 PM fswartwo

Status: In Progress

S: 05/05/2006 07:31:41 AM

D: 05/12/2006 12:00:00 AM

A: ??? ??:?

Assgn to: Mediation (FRANK SWARTWOUT)

Notes: OFFERED TO REPLACE THE VEHICLE.

*** CASE MEDIATION EVENT UPDATE 5/5/2006 1:34:25 PM, fswartwo

*** MEDIATION EVENT - MRF SENT 05/05/2006 01:34:25 PM fswartwo

Status: Completed

S: 03/29/2006 02:20:46 PM

D: 04/07/2006 12:00:00 AM

A: 04/07/2006 01:34:20 PM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT UPDATE 5/5/2006 1:34:39 PM, fswartwo

*** MEDIATION EVENT - BBB CASE RECD 05/05/2006 01:34:39 PM fswartwo

Status: Completed

S: 03/29/2006 11:32:06 AM

D: 06/08/2006 12:00:00 AM

A: 05/01/2006 01:34:32 PM

Assgn to: Mediation ()

Notes: HON0635262-R1

*** CASE MEDIATION ADD/MODIFY 5/5/2006 1:34:52 PM, fswartwo

*** MEDIATION DECISION 05/05/2006 01:34:51 PM fswartwo

Proc: Mediation

Dcsn: Please Specify

Cust: Buyback-Repurchase

AHM: Buyback-Repurchase Rsn: Excessive Repairs

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FRANK SWARTWOUT

Rel: N012006-0

*** CASE MODIFY 5/5/2006 1:39:18 PM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** NOTES 5/8/2006 4:34:36 PM, mlyon, Action Type : Letter/Fax

Received signed Settlement release agreement. Forward to Frank

*** CASE FULFILL 5/9/2006 3:05:38 PM, fswartwo

Fulfilled for [REDACTED] due 05/12/2006 12:00:00 AM.

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** COMMIT 5/9/2006 3:05:42 PM, fswartwo, Action Type : N/A
Look for checks from A/P

*** CASE MODIFY 5/9/2006 3:05:59 PM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** COMMIT 5/9/2006 3:09:27 PM, fswartwo, Action Type : N/A
Finish buy back paperwork

*** CASE MODIFY 5/9/2006 3:10:06 PM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** NOTES 5/10/2006 8:04:05 AM, fswartwo, Action Type : Note-General
Sent an e-mail to Billie to cancel the AA rep for the arbitration.

*** NOTES 5/10/2006 8:06:18 AM, fswartwo, Action Type : Note-General
The previous note is entered into the wrong case.

*** CASE MODIFY 5/10/2006 8:06:24 AM, fswartwo
into WIP Buyback Cases and Status of Solving.

*** CASE CAMPAIGN LOOKUP 5/10/2006 8:15:38 AM, fswartwo
CAMPAIGN CHECK 05/10/2006 08:15:38 AM fswartwo
No data found For VIN

*** SUBCASE N042006-01-2300809-2 CREATE 5/10/2006 8:40:48 AM, fswartwo
Created in WIP Default with Due Date 5/10/2006 8:40:48 AM.

*** SUBCASE N042006-01-2300809-2 DISPATCH 5/10/2006 8:43:35 AM, fswartwo
from WIP default to Queue CK Req - Mediation Mgr.

*** SUBCASE N042006-01-2300809-1 DISPATCH 5/10/2006 8:44:00 AM, fswartwo
from WIP subcases to Queue CK Req - Mediation Mgr.

*** CASE MEDIATION EVENT ADD 5/10/2006 8:45:45 AM, fswartwo
*** MEDIATION EVENT - SEND CHECK 05/10/2006 08:45:45 AM fswartwo
Status: In Progress
S: 05/10/2006 08:44:26 AM
D: 05/15/2006 12:00:00 AM
A: ?/?/? ?/?/?
Assgn to: Mediation (FRANK SWARTWOUT)
Notes: ENTERED CHECK REQS

*** CASE MEDIATION ADD/MODIFY 5/10/2006 8:45:58 AM, fswartwo
*** MEDIATION DECISION 05/10/2006 08:45:58 AM fswartwo
Proc: Mediation
Dcsn: Buyback-Repurchase
Cust: Buyback-Repurchase
AHM: Buyback-Repurchase Rsn: Excessive Repairs
Arb Mthd: Please Specify Outcome: Please Specify

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

Ref: FRANK SWARTWOUT

Rel: N0120

*** CASE FULFILL 5/10/2006 9:35:49 AM, fswartwo

Fulfilled for [REDACTED] due 05/10/2006 12:00:00 AM.

*** CASE MODIFY 5/10/2006 9:39:09 AM, fswartwo

into WIP Buyback Cases and Status of Solving.

*** SUBCASE N042006-01-2300809-2 RULE ACTION 5/11/2006 7:43:35 AM, sa

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

*** SUBCASE N042006-01-2300809-1 RULE ACTION 5/11/2006 7:44:00 AM, sa

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

*** SUBCASE N042006-01-2300809-2 5/11/2006 2:55:32 PM, dmontgom, Action Type :

Check Requisition for 17,106.03 \$ submitted

Check Requisition for 17,106.03 \$ submitted by dmontgom

*** SUBCASE N042006-01-2300809-2 RETURN 5/11/2006 2:55:48 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP subcases.

*** SUBCASE N042006-01-2300809-1 5/11/2006 2:56:14 PM, dmontgom, Action Type :

Check Requisition for 38,395.22 \$ submitted

Check Requisition for 38,395.22 \$ submitted by dmontgom

*** SUBCASE N042006-01-2300809-1 RETURN 5/11/2006 2:56:32 PM, dmontgom

from Queue CK Req - Mediation Mgr to WIP subcases.

*** SUBCASE N042006-01-2300809-2 COMMIT 5/15/2006 8:02:42 AM, fswartwo, Action Type : External Commitment

Check processed for check_req_no = 7003 on 2006-05-12-00.00.000000

*** SUBCASE N042006-01-2300809-1 COMMIT 5/15/2006 8:02:43 AM, fswartwo, Action Type : External Commitment

Check processed for check_req_no = 6934 on 2006-05-12-00.00.000000

*** CASE MEDIATION EVENT UPDATE 5/16/2006 3:02:34 PM, fswartwo

*** MEDIATION EVENT - SEND CHECK 05/16/2006 03:02:34 PM fswartwo

Status: Completed

S: 05/10/2006 08:44:26 AM

D: 05/15/2006 12:00:00 AM

A: 05/16/2006 03:02:33 PM

Assgn to: Mediation (FRANK SWARTWOUT)

Notes: FED EX'ED CHECK #S 1571533 AND 1571549 TO I

*** CASE FULFILL 5/16/2006 3:02:42 PM, fswartwo

Fulfilled for [REDACTED] due 05/15/2006 12:00:00 AM.

*** COMMIT 5/16/2006 3:02:45 PM, fswartwo, Action Type : N/A

See if the repurchase is completed.

*** CASE MODIFY 5/16/2006 3:03:06 PM, fswartwo

into WIP Waiting for Checks and Status of Solving.

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** NOTES 5/23/2006 10:19:39 AM, fswartwo, Action Type : Note-General

E-mail from ISG last Friday

Manuf= Honda

VIN= 5H [REDACTED]

05/19/06 - The Transfer Agent: Craig Sanders is scheduled to meet with the above referenced customer on 5/23/2006 at 02:45 PM at PARAGON HONDA (Dealer Code: 206719)

(Document link: Doclink to case)

*** CASE MEDIATION EVENT ADD 5/23/2006 10:33:46 AM, fswartwo

*** MEDIATION EVENT - TRANSFER AGENT MTG 05/23/2006 10:33:46 AM fswartwo

Status: In Progress

S: 05/15/2006 10:32:41 AM

D: 05/23/2006 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG (RUDY LARA)

Notes: CRAIG SANDERS, TRANSFER AGENT

*** CASE MODIFY 5/23/2006 10:33:49 AM, fswartwo

into WIP ISG Stuff and Status of Solving.

*** NOTES 5/23/2006 12:31:01 PM, bmeikle, Action Type : Call from Dealer

SM Anthony called and asked if he can write an RO stating the customers issue. He is concerned because they have not duplicated the issue since the last repair in Dec. 2005. I checked with Frank and he advised yes it is needed for the State of NY. I advised the three C's must be on the RO.

*** NOTES 5/23/2006 3:09:24 PM, fswartwo, Action Type : Note-General

E-mail from ISG:

Verify Exchange Notification

To: frank_swartwout@ahm.honda.com

CC to: RLara@impartialservices.com

Subject : Case# N042006-01-2300809 / Customer Last Name Montes / Full VIN

: 2HKYF18745H [REDACTED] 7

Notification:

On 05/23/2006 , the above referenced vehicle was surrendered by the customer to Paragon Honda and dealer code is 206719.

Auction Name: N.A.D.E.

*** CASE MODIFY 5/23/2006 3:09:43 PM, fswartwo

into WIP ISG Stuff and Status of Solving.

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** SUBCASE N042006-01-2300809-1 CLOSE 5/23/2006 3:10:02 PM, fswartwo
Status = Solving, Resolution Code = Instruction Given

*** SUBCASE N042006-01-2300809-2 CLOSE 5/23/2006 3:10:14 PM, fswartwo
Status = Solving, Resolution Code = Instruction Given

*** CASE MEDIATION EVENT UPDATE 5/23/2006 3:10:38 PM, fswartwo
*** MEDIATION EVENT - OFFER MADE 05/23/2006 03:10:37 PM fswartwo
Status: Completed
S: 05/05/2006 07:31:41 AM
D: 05/12/2006 12:00:00 AM
A: 05/23/2006 03:10:36 PM
Assgn to: Mediation (FRANK SWARTWOUT)
Notes: OFFERED TO REPLACE THE VEHICLE.

*** CASE MEDIATION EVENT UPDATE 5/23/2006 3:10:47 PM, fswartwo
*** MEDIATION EVENT - TRANSFER AGENT MTG 05/23/2006 03:10:47 PM fswartwo
Status: Completed
S: 05/15/2006 10:32:41 AM
D: 05/23/2006 12:00:00 AM
A: 05/23/2006 03:10:45 PM
Assgn to: ISG (RUDY LARA)
Notes: CRAIG SANDERS, TRANSFER AGENT

*** CASE MEDIATION EVENT ADD 5/23/2006 3:11:27 PM, fswartwo
*** MEDIATION EVENT - NOTIFY ZONE OF CLOSE 05/23/2006 03:11:27 PM fswartwo
Status: Completed
S: 05/23/2006 03:10:50 PM
D: ?/?/? ??:?
A: 05/23/2006 03:11:26 PM
Assgn to: Mediation (FRANK SWARTWOUT)
Notes: E-MAIL TO THE ZM, AZM, ZMPI AND DPSM

*** CASE MODIFY 5/24/2006 11:13:55 AM, fswartwo
into WIP ISG Stuff and Status of Solving.

*** CASE CLOSE 5/24/2006 11:14:12 AM, fswartwo
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 5/24/2006 11:14:48 AM, fswartwo
with Condition of Open and Status of Solving.

*** CASE MEDIATION EVENT ADD 5/24/2006 11:15:19 AM, fswartwo
*** MEDIATION EVENT - REPAIR SCHEDULED 05/24/2006 11:15:18 AM fswartwo
Status: In Progress
S: 05/24/2006 11:15:01 AM
D: 06/05/2006 12:00:00 AM
A: ?/?/? ??:?

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

Assgn to: Mediation ()

Notes:

*** CASE ASSIGN 5/24/2006 11:15:31 AM, fswartwo
N042006-01-2300809 to mlyon, WIP

*** CASE RULE ACTION 5/24/2006 11:15:32 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CHG STATUS 5/24/2006 2:15:57 PM, mlyon
from status Solving to status Disposing Unit

*** CASE MEDIATION EVENT UPDATE 6/6/2006 10:34:49 AM, mlyon

*** MEDIATION EVENT - REPAIR SCHEDULED 06/06/2006 10:34:49 AM mlyon

Status: Completed

S: 05/24/2006 11:15:01 AM

D: 06/05/2006 12:00:00 AM

A: 06/06/2006 10:34:47 AM

Assgn to: Mediation ()

Notes:

*** CASE MEDIATION EVENT ADD 6/6/2006 10:35:15 AM, mlyon

*** MEDIATION EVENT - AUCTION UNIT 06/06/2006 10:35:14 AM mlyon

Status: In Progress

S: 06/06/2006 10:34:50 AM

D: 07/21/2006 12:00:00 AM

A: ?/?/? ??:?

Assgn to: ISG ()

Notes: NADE

*** CASE ASSIGN 6/6/2006 10:35:21 AM, mlyon

N042006-01-2300809 to akenney, WIP □!±i□

*** CASE RULE ACTION 6/6/2006 10:35:22 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE CHG STATUS 8/8/2006 1:56:31 PM, akenney
from status Disposing Unit to status Awaiting Disclosure

*** CASE MEDIATION EVENT UPDATE 8/8/2006 1:57:04 PM, akenney

*** MEDIATION EVENT - AUCTION UNIT 08/08/2006 01:57:04 PM akenney

Status: Completed

S: 06/06/2006 10:34:50 AM

D: 07/21/2006 12:00:00 AM

A: 08/08/2006 01:57:02 PM

Assgn to: ISG (NATIONAL AUTO DEALERS EXCHANGE)

Notes:

*** CASE MEDIATION EVENT ADD 8/8/2006 1:57:18 PM, akenney

Case History

Case ID : N042006-01-2300809

Case Title : 08/02 [REDACTED] - BBB HON0635262-R1 - ACCELERATES/BRAKES/VSA LIGHT

*** MEDIATION EVENT - DISCLOSURE REQUESTED 08/08/2006 01:57:18 PM akenney

Status: In Progress

S: 08/08/2006 01:57:09 PM

D: 10/08/2006 12:00:00 AM

A: ??? ??:?

Assgn to: ISG ()

Notes:

*** CASE ASSIGN 8/8/2006 1:57:34 PM, akenney

N042006-01-2300809 to mlyon, WIP

*** CASE RULE ACTION 8/8/2006 1:57:35 PM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 8/9/2006 9:36:01 AM, mlyon, Action Type : Note-General

Buying dealer and dealer disclosure requested from:

Simmons Rockwell Suzuki 784 County Rd 64 Elmira, NJ. 14903 607 796-5555 Richard Rockwell

08/02/06

*** CASE MODIFY 8/14/2006 4:56:09 PM, mlyon

into WIP Disclosure 90 day close and Status of Awaiting Disclosure.

*** CASE MEDIATION EVENT UPDATE 8/15/2006 9:16:07 AM, mlyon

*** MEDIATION EVENT - DISCLOSURE REQUESTED 08/15/2006 09:16:07 AM mlyon

Status: Completed

S: 08/08/2006 01:57:09 PM

D: 10/08/2006 12:00:00 AM

A: 08/15/2006 09:16:05 AM

Assgn to: ISG ()

Notes:

*** NOTES 8/15/2006 9:17:05 AM, mlyon, Action Type : Note-General

Retailed to and retail disclosure signed off by;

Hanna Habash

243 Prospect Hill Rd

Horsehead NY 14845

08/04/06

*** CASE CLOSE 8/15/2006 9:17:12 AM, mlyon

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

Case Details

Case ID : N012007-02-0900433 Division : Honda - Auto Condition : Closed Open Date : 2/9/2007 8:46:15 AM
 Case Originator : Greg Vong (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 2/19/2007 12:15:57 PM
 Case Owner : Michael Bogan (Team AA) Method : Phone Queue : Days Open : 10
 Last Closed By : Michael Bogan (Team AA) Point of Origin : Customer Wipbin :
 Case Title : 1B- [REDACTED] - TOWING REIMBURSEMENT. No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 2564
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address :
 City / State / Zip : LOMA LINDA, CA [REDACTED]
 E Mail : [REDACTED]

Product Info :

Unit Owner : [REDACTED] 2564
 VIN Type / No. : US VIN / 2HKYF18545H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 15,311
 In Service Date : 03/17/2005
 Months In Use : 23
 Engine Number : J35A61653421
 Originating Dealer No. / Name : 208321 / ROCK HONDA
 Selling Dealer No. / Name : 208321 / ROCK 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 : 208321 / ROCK HONDA
 Phone No. : 909-770-8400
 Address : 16570 SOUTH HIGHLAND A
 City / State / Zip : FONTANA, CA 92336
 Svc District / Sls District : 01B / D01
 Warranty Labor Rate / Date : \$106.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207523	SPREEN HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-02-0900433-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Spool Report

Run Date : 06/20/2012

Issue Details

Issue ID : N012007-02-0900433-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Bogan	Type 1 : Product	Status : Subcase Close	Open Date : 2/12/2007 9:20:38 AM
Issue Owner : Michael Bogan	Type 2 : Operation	Queue :	Close Date : 2/19/2007 12:15:52 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 Campaign Code / Desc : /
 Temperament Code : Please Specify
 Resolutions : Assist - AHM 100%, 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. : 3598	Payee Name : ██████████
Primary Amount : \$0.00	Address : ██████████
Incidental Type 1 / Amount : Towing / \$300.00	City / State / Zip : LOMA LINDA, CA ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$300.00	Contention Code : 03205
Approved By : bderbysh	Defect Code : 03214
Approval Date : 2/15/2007	Category : Regular
Status : PROCESSED	Failed Part # : 57110-S9V-A61
Check No. : 1640000	
Check Date : 2/16/2007	

Case History

Case ID : N012007-02-0900433

Case Title : ██████████ - TOWING REIMBURSEMENT.

*** CASE CREATE 2/9/2007 8:46:15 AM, gvong

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

*** CASE EXTENDED WARRANTY LOOKUP 2/9/2007 8:46:42 AM, gvong

WARRANTY CHECK 02/09/2007 08:46:42 AM gvong

No data found for VIN.

*** CASE CLAIMS LOOKUP 2/9/2007 8:46:45 AM, gvong

CLAIM HISTORY CHECK 02/09/2007 08:46:45 AM gvong

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 2/9/2007 8:46:48 AM, gvong

CAMPAIGN CHECK 02/09/2007 08:46:47 AM gvong

No data found for VIN

*** CASE VSC LOOKUP 2/9/2007 8:46:50 AM, gvong

VSC-CUC CHECK 02/09/2007 08:46:50 AM gvong

No data found for VIN.

*** CASE MODIFY 2/9/2007 8:55:35 AM, gvong

into WIP default and Status of Solving.

*** CASE MODIFY 2/9/2007 9:05:20 AM, gvong

into WIP default and Status of Solving.

*** NOTES 2/9/2007 9:09:07 AM, gvong, Action Type : Call from Customer

ACS received phone call from customer regarding his vehicle. Customer note her daughter was driving up in the the mountain last week and the check engine light and VSA light came on.

Customer contacted Rock Honda and they were informed to have vehicle towed into dealership if they feel it is unsafe to drive. Customer contact a towing agency and had vehicle

towed into Rock Honda. Rock Honda diagnose the vehicle and rested the sensors, vehicle checks out ok.

Customer note Rock Honda did not charge customer for the repair, however they were responsible for the \$300 tow bill.

Customer seeking ACS for assistance with tow bill. Customer note he has own 2 other Honda vehicles.

Informed customer case will be forwarded to a case manager for review.

Provided case ref # to customer.

*** NOTES 2/9/2007 9:09:23 AM, gvong, Action Type : Contention

Customer requesting reimbursement on tow bill.

*** CASE MODIFY 2/9/2007 9:09:35 AM, gvong

into WIP default and Status of Solving.

*** CASE DISPATCH 2/9/2007 9:10:01 AM, gvong

from WIP default to Queue Honda Team D.

*** CASE YANKED 2/9/2007 11:46:40 AM, mbogan

Yanked by mbogan into WIPbin default.

*** SUBCASE N012007-02-0900433-1 CREATE 2/12/2007 9:20:38 AM, mbogan

Case History

Case ID : N012007-02-0900433

Case Title : IB- [REDACTED] - TOWING REIMBURSEMENT.

Created in WIP Default with Due Date 2/12/2007 9:20:38 AM.

*** CASE MODIFY 2/12/2007 9:20:43 AM, mbogan
into WIP default and Status of Solving.

*** NOTES 2/12/2007 9:39:33 AM, mbogan, Action Type : Call to Dealer
Left message for SM Jim Boyd requesting a call back.

*** NOTES 2/12/2007 9:44:37 AM, mbogan, Action Type : Call to Customer
Spoke to customer. I asked for him to explain what occurred.

He states that he was driving up in Big Bear when the VSA light and Check Engine light came on. He states that he followed the instructions in the owners manual and pulled over. He states that the both lights remained on after shutting of the engine and restarting it. He states this is when he contacted the dealer. The customer states that the dealer provided no explanation for why the towing charges were not covered under the warranty.

I explained that I would review the concern with the dealer and asked that he fax the towing receipt to our office.

*** COMMIT 2/12/2007 9:45:23 AM, mbogan, Action Type : N/A

Review docs

*** CASE CLAIMS LOOKUP 2/12/2007 10:44:09 AM, mbogan

CLAIM CHECK 02/12/2007 10:44:09 AM mbogan

The following Claim History information was found

0; 2007-02-07; 208321; 216502; 510; 423505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM
TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

*** NOTES 2/12/2007 11:13:47 AM, mbogan, Action Type : Call from Dealer

Spoke to SM Jim he states that the customer had already paid for the tow prior to the vehicle being checked into service. Jim states that they can only pay for towing when they have an open P/O. He indicated that he could not do a cash reimbursement to the customer. He confirmed that a warranty repair was completed, they cleared a misfire code and had to reprogram the PCM.

*** NOTES 2/14/2007 12:12:39 PM, mbogan, Action Type : Call to Customer

Left message for customer confirming receipt of the documentation. I requested a call back to confirm his mailing address.

*** CASE FULFILL 2/14/2007 12:12:49 PM, mbogan

Fulfilled for [REDACTED] due 02/14/2007 12:00:00 AM.

*** COMMIT 2/14/2007 12:12:54 PM, mbogan, Action Type : N/A

Confirm address

*** NOTES 2/15/2007 9:35:40 AM, mbogan, Action Type : Call to Customer

Spoke to customer and explained that the dealer would usually cover towing charge by paying the tow company directly.

The customer indicated that the tow company would agree to pick up the vehicle if he promised to pay in full up front in cash. The customer states that he had no choice because he was stranded in the mountains.

I expressed understanding for the difficult situation and agreed to a full reimbursement of the \$300 towing charge. I confirmed his mailing address and advised that he should expect a check in the mail within 1-2 weeks.

*** SUBCASE N012007-02-0900433-1 DISPATCH 2/15/2007 9:44:03 AM, mbogan

Case History

Case ID : N012007-02-0900433

Case Title : IB- [REDACTED] - TOWING REIMBURSEMENT.

from WIP SubCase to Queue CkReq - Derbyshire.

*** CASE FULFILL 2/15/2007 10:53:30 AM, mbogan

Fulfilled for [REDACTED] due 02/15/2007 12:00:00 AM.

*** COMMIT 2/15/2007 10:53:37 AM, mbogan, Action Type : N/A

Confirm check mailed

*** SUBCASE N012007-02-0900433-1 2/15/2007 3:06:15 PM, bderbysh, Action Type :

Check Requisition for 300.00 \$ submitted

Check Requisition for 300.00 \$ submitted by bderbysh

*** SUBCASE N012007-02-0900433-1 RETURN 2/15/2007 3:06:19 PM, bderbysh

from Queue CkReq - Derbyshire to WIP SubCase.

*** SUBCASE N012007-02-0900433-1 COMMIT 2/19/2007 8:12:57 AM, mbogan, Action Type : External Commitment

Check processed for check_req_no = 3598 on 2007-02-16-00.00.00.000000

*** NOTES 2/19/2007 10:34:39 AM, jharris, Action Type : Call from Customer

check mailed.

*** SUBCASE N012007-02-0900433-1 CLOSE 2/19/2007 12:15:52 PM, mbogan

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 2/19/2007 12:15:54 PM, mbogan

into WIP 1B - Craig and Status of Solving.

*** CASE CLOSE 2/19/2007 12:15:57 PM, mbogan

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

Case Details

Case ID : N012009-12-1700043 Division : Honda - Auto Condition : Closed Open Date : 12/17/2009 6:25:24 AM
 Case Originator : Reginald Richardson (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 12/17/2009 6:29:58 AM
 Case Owner : Reginald Richardson (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Reginald Richardson (Team HE) Point of Origin : Customer Wipbin :
 Case Title : LYNNWAY AUTO SALES [REDACTED] - VSA CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 295
 Dealer No. :
 Site Phone No. : [REDACTED]
 Contact Name : [REDACTED]
 Day Phone No. : [REDACTED]
 Evening Phone No. : 7 [REDACTED]
 Cell / Pager No. :
 Fax No. : () -
 Address : [REDACTED]
 City / State / Zip : LYNN, MA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 168
 VIN Type / No. : US VIN / 2HKYF185X5H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 81,962
 In Service Date : 04/11/2005
 Months In Use : 56
 Engine Number : J35A61654809
 Originating Dealer No. / Name : 207075 / HONDA NORTH
 Selling Dealer No. / Name : 207075 / HONDA NORTH
 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 : 208133 / KELLY HONDA
 Phone No. : 781-595-5252
 Address : 540 LYNNWAY
 City / State / Zip : LYNN, MA 01905
 Svc District / Sls District : 09H / C09
 Warranty Labor Rate / Date : \$108.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-12-1700043-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012009-12-1700043-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Reginald Richardson	Type 1 : Product	Status : Subcase Close	Open Date : 12/17/2009 6:29:38 AM
Issue Owner : Reginald Richardson	Type 2 : Operation	Queue :	Close Date : 12/17/2009 6:29:58 AM
Issue Title : [REDACTED]	- PRODUCT -		

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Cold
Resolutions : Provided Information, Referred to Dealer
Component Category : 02 - Suspension System
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality Indicator : NO
Dealer Coding:

Solution / Linked Resolution Info :

Solution ID :	Resolution Title :
Solution Title :	

Parts Info :

Part No.	Part Description	BO Reason

Case History

Case ID : N012009-12-1700043

Case Title : [REDACTED] VSA CONCERN

*** CASE CREATE 12/17/2009 6:25:24 AM, rrichard

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

*** NOTES 12/17/2009 6:25:26 AM, rrichard, Action Type :

updated contact 7815815160

*** CASE EXTENDED WARRANTY LOOKUP 12/17/2009 6:25:33 AM, rrichard

WARRANTY CHECK 12/17/2009 06:25:33 AM rrichard

No data found for VIN.

*** CASE CLAIMS LOOKUP 12/17/2009 6:25:39 AM, rrichard

CLAIM CHECK 12/17/2009 06:25:39 AM rrichard

The following Claim History information was found

0; 2007-03-01; 208133; 959801; 510; 823120 ; TRUNK LID/TAILGATE/STAY ASSEMBLY (BOTH) - REPLACE.

*** CASE CAMPAIGN LOOKUP 12/17/2009 6:25:42 AM, rrichard

CAMPAIGN CHECK 12/17/2009 06:25:41 AM rrichard

The following Campaign information was found

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

*** CASE VSC LOOKUP 12/17/2009 6:25:43 AM, rrichard

VSC-CUC CHECK 12/17/2009 06:25:43 AM rrichard

No data found for VIN.

*** NOTES 12/17/2009 6:28:18 AM, rrichard, Action Type : Call from Customer

The customer is calling in regards to this vehicle because the VSA light keeps coming on and it causes the breaks to lock up and pull to the left. The customer states that they have been having this problem since they purchasded the vehicel from an auction about 4 weeks ago. The customer states that they sent the vehicle to Kelly Honda on 12/14/09. The customer states that he was dealing with Tiffany (SA). The customer states that he took the vehicle to the dealer and they informed the customer that there is nothing wrong with the car. The customer states that one of his drivers was driving the vehicle and he was going about 65 mph and the car locked up again and he almost lost control. The customer states that he called the dealer back on 12/17/09 and was informed that the technician was to busy to speak to to him. The customer wants to know what his options are. I informed the customer that he has 2 options he can either take the vehicle back to the dealer and have them go on a test drive with him in the vehicle or he can take the vehicle to another dealer to get a second opioin. The customer understood but was unhappy with the reponse he got. No further assistance was needed as he stated that he will call Kelly Honda back.

*** CASE MODIFY 12/17/2009 6:28:27 AM, rrichard

into WIP default and Status of Solving.

*** SUBCASE N012009-12-1700043-1 CREATE 12/17/2009 6:29:38 AM, rrichard

Created in WIP Default with Due Date 12/17/2009 6:29:38 AM.

*** CASE CLOSE 12/17/2009 6:29:58 AM, rrichard

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

*** SUBCASE N012009-12-1700043-1 CLOSE 12/17/2009 6:29:58 AM, rrichard

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012011-10-1002712 Division : Honda - Auto Condition : Closed Open Date : 10/10/2011 11:46:52
 Case Originator : Michelina Terzoli (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 10/10/2011 11:52:58
 Case Owner : Michelina Terzoli (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Michelina Terzoli (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VSA LIGHT CONCERN No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 1501
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : BAKER, LA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1501
 VIN Type / No. : US VIN / 2HKYF18705H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 52,000
 In Service Date : 04/30/2005
 Months In Use : 78
 Engine Number : J35A61658753
 Originating Dealer No. / Name : 206685 / HOLMES HONDA
 Selling Dealer No. / Name : 207484 / ORR HONDA
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : WH
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-10-1002712-1 / ██████████ - PRO	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012011-10-1002712-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michelina Terzoli	Type 1 : Product	Status : Subcase Close	Open Date : 10/10/2011 11:52:35
Issue Owner : Michelina Terzoli	Type 2 : Operation	Queue :	Close Date : 10/10/2011 11:52:58
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 Manual
 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 : N012011-10-1002712

Case Title : [REDACTED] - VSA LIGHT CONCERN

*** CASE CREATE 10/10/2011 11:46:52 AM, mterzoli

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

*** CASE MODIFY 10/10/2011 11:49:58 AM, mterzoli

into WIP default and Status of Solving.

*** NOTES 10/10/2011 11:52:14 AM, mterzoli, Action Type : Call from Customer

ACS updated customer info.

Best number [REDACTED]

Customer advised that while driving on the highway her VSA light came on and the vehicle made a noise and began to decrease speed. Customer states she pulled over allowed the vehicle to reset and cool off and then read through the owner manual. Customer found that the VSA light came on and then after turning off the vehicle and turning the VSA button off the car started and drove fine with no warning lights on.

ACS advised that if the vehicle is currently running with no lights on there would be no reason to take the vehicle into a DLR. ACS advised that without being able to duplicate the issue or having a light on there are no error codes to pull or components that can be addressed. ACS also reviewed the VSA light function with the customer from the owners manual and advised that should the light come back on she should take it into the DLR.

*** SUBCASE N012011-10-1002712-1 CREATE 10/10/2011 11:52:35 AM, mterzoli

Created in WIP Default with Due Date 10/10/2011 11:52:35 AM.

*** CASE MODIFY 10/10/2011 11:52:56 AM, mterzoli

into WIP default and Status of Solving.

*** SUBCASE N012011-10-1002712-1 CLOSE 10/10/2011 11:52:58 AM, mterzoli

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/10/2011 11:52:58 AM, mterzoli

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

Case Details

Case ID : N032005-10-2000908 Division : Honda - Auto Condition : Closed Open Date : 10/20/2005 12:34:57
 Case Originator : Akila Simmons (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 3/14/2006 10:52:19 AM
 Case Owner : Brian Mackett (Team HG) Method : Phone Queue : Days Open : 145
 Last Closed By : Brian Mackett (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 11G [REDACTED] - BRAKING ISSUES No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1074
 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 : MILPITAS, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1074
 VIN Type / No. : US VIN / 2HKYF18595H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 3,000
 In Service Date : 06/17/2005
 Months In Use : 4
 Engine Number : J35A61658967
 Originating Dealer No. / Name : 208059 / ANDERSON HONDA
 Selling Dealer No. / Name : 208059 / ANDERSON 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 : 208059 / ANDERSON HONDA
 Phone No. : 650-856-6000
 Address : 1766 EMBARCADERO ROAD
 City / State / Zip : PALO ALTO, CA 94303
 Svc District / Sls District : 12G / B12
 Warranty Labor Rate / Date : \$135.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032005-10-2000908-1 / [REDACTED]	Subcase Close	Product	Operation - "Safety"	410	Front Brakes
N032005-10-2000908-2 / [REDACTED]	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N032005-10-2000908-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Akila Simmons	Type 1 : Product	Status : Subcase Close	Open Date : 10/20/2005 12:37:45
Issue Owner : Akila Simmons	Type 2 : Operation - "Safety"	Queue :	Close Date : 10/20/2005 12:38:00
Issue Title : ██████████ - PRODUCT - OPERATION - "SAFETY"			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Braking Effort 4102
 Campaign Code / Desc : /
 Temperament Code : Hot
 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 : N032005-10-2000908-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Erin Dearden	Type 1 : Product	Status : Subcase Close	Open Date : 11/2/2005 10:00:29 AM
Issue Owner : Erin Dearden	Type 2 : Operation	Queue :	Close Date : 11/9/2005 2:06:12 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Braking Effort 4102
 Campaign Code / Desc : /
 Temperament Code : Hot
 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 : N032005-10-2000908

Case Title : IIG [REDACTED] - BRAKING ISSUES

*** CASE CREATE 10/20/2005 12:34:57 PM, asimmons

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

*** NOTES 10/20/2005 12:34:57 PM, asimmons, Action Type :

The customer called in . She stated that she purchased the vehicle three months ago. The customer stated that when she tries to stop the vehicle , that it abruptly stops. The customer stated that it happens in a 35 MPH zone. The customer stated that this happened five times in a three mile radius. The customer stated that this happened at 5:00pm in the middle of rush hour.

The customer took the vehicle to the dealership, Anderson Honda. The vehicle is currently at the dealership. The customer stated that she is afraid to drive the vehicle with her child in the car. The husband drove the car and experienced the same issue. The husband will not allow his wife to drive the vehicle. The dealership experienced the problem one and was unable to reproduce the problem.

The customer wated to report this issue to AHM and does not request further assistance. The custoemr thanked me and ended the call. No further assistance was needed.

*** CASE EXTENDED WARRANTY LOOKUP 10/20/2005 12:35:00 PM. asimmons

WARRANTY CHECK 10/20/2005 12:35:00 PM asimmons

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/20/2005 12:35:03 PM, asimmons

CLAIM HISTORY CHECK 10/20/2005 12:35:03 PM asimmons

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/20/2005 12:35:06 PM, asimmons

CAMPAIGN CHECK 10/20/2005 12:35:06 PM asimmons

No data found for VIN

*** CASE VSC LOOKUP 10/20/2005 12:35:12 PM, asimmons

VSC CHECK 10/20/2005 12:35:12 PM asimmons

The following VSC information was found

[REDACTED]V002352777;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2005-06-17;2012-06-16;75000;12;208059;0
.00

*** CASE CUC LOOKUP 10/20/2005 12:35:12 PM, asimmons

CUC CHECK 10/20/2005 12:35:12 PM asimmons

The following CUC information was found

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

*** CASE MODIFY 10/20/2005 12:35:24 PM, asimmons

into WIP default and Status of Solving.

*** CASE MODIFY 10/20/2005 12:36:21 PM, asimmons

into WIP default and Status of Solving.

*** SUBCASE N032005-10-2000908-1 CREATE 10/20/2005 12:37:45 PM, asimmons

Created in WIP Default with Due Date 10/20/2005 12:37:45 PM.

*** SUBCASE N032005-10-2000908-1 CLOSE 10/20/2005 12:38:00 PM, asimmons

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N032005-10-2000908

Case Title : 11G () - BRAKING ISSUES

*** CASE CLOSE 10/20/2005 12:38:06 PM, asimmons

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

*** CASE REOPEN 10/31/2005 2:41:05 PM, mcaldare

with Condition of Open and Status of Solving.

*** NOTES 10/31/2005 2:47:18 PM, mcaldare, Action Type : Call from Customer

The customer called ACS stating that her husband was driving her vehicle today and the sudden stopping when lightly braking occurred twice. The customer stated that she would like to know what she can do at this time. The customer stated that the dealership does not seem to be looking very closely at the issue. The customer stated that she would like AHM to follow up with the dealership to make sure that the vehicle is properly diagnosed. I informed the customer that she feels that this is an issue with the vehicles VSA system. I informed the customer that in interest of customer satisfaction I am forwarding this request to a CM for review and follow up with Anderson Honda.

The customer was also asked to at least have an appointment set within the next two business days so the CM who follows up with her can contact the dealership. The customer understood.

*** CASE MODIFY 10/31/2005 2:47:21 PM, mcaldare

into WIP default and Status of Solving.

*** CASE DISPATCH 10/31/2005 2:47:32 PM, mcaldare

from WIP default to Queue Honda Team G.

*** CASE ACCEPT 10/31/2005 5:11:27 PM, edearden

from Queue Honda Team G to WIP default.

*** CASE MODIFY 11/2/2005 9:50:16 AM, edearden

into WIP default and Status of Solving.

*** COMMIT 11/2/2005 9:57:56 AM, edearden, Action Type :

Made to due 11/05/2005 09:58:00 AM.

DCS Follow-Up

*** NOTES 11/2/2005 9:59:41 AM, edearden, Action Type : Dealer Communication

ATTN: SERVICE MANAGER, Jeannette

RESOLUTION DUE DATE : 11/5/2005

THIS CUSTOMER CONTACTED OUR OFFICE REGARDING THE FOLLOWING ISSUE(S):

Mrs. first called on 10/20/05 to advised that she was concerned with the braking system on the Pilot. She states while driving, she was experiencing a sudden stop, when lightly braking. She states that this happened 5 times in a short distance, and that the vehicle was taken for diagnoses, but dealership could not really diagnoses it. Was advised that her concern was documented.

Mrs. called back to AHM on 10/31/05 stating that her husband was driving her vehicle today and the sudden stopping when lightly braking occurred twice. Mrs. feels that the dealership does not seem to be looking very closely at the issue. Mrs. has requested that AHM to follow up with the dealership to make sure that the vehicle is properly diagnosed.

IN THE INTEREST OF CUSTOMER SATISFACTION WE WOULD LIKE TO RESOLVE THIS SITUATION AS SOON AS POSSIBLE. FURTHER INFORMATION IS REQUIRED TO REVIEW THIS CASE. WE WOULD APPRECIATE ANY INFORMATION YOU CAN PROVIDE WITH REGARD TO THIS CUSTOMER'S SERVICE HISTORY, VEHICLE STATUS (current diagnosis, any modifications, damage, etc.) AND

Case History

Case ID : N032005-10-2000908

Case Title : 11G [REDACTED] - BRAKING ISSUES

ANY DPSM INVOLVEMENT IN THIS CASE.

AUTOMOBILE CUSTOMER SERVICE MUST RESPOND TO THIS CUSTOMER WITHIN 24 HOURS AND YOUR INFORMATION IS NECESSARY TO PROVIDE THAT RESPONSE.

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.

Erin Dearden
AUTOMOBILE CUSTOMER SERVICE
(800) 999-1009 ext: 118065

*** SUBCASE N032005-10-2000908-2 CREATE 11/2/2005 10:00:29 AM, edearden

Created in WIP Default with Due Date 11/2/2005 10:00:29 AM.

*** CASE MODIFY 11/2/2005 10:00:40 AM, edearden

into WIP default and Status of Solving.

*** COMMIT 11/2/2005 10:00:43 AM, edearden. Action Type : N/A

cust f/u

*** CASE MODIFY 11/2/2005 10:00:58 AM, edearden

into WIP default and Status of Solving.

*** CASE MODIFY 11/2/2005 10:59:51 AM, edearden

into WIP coded and Status of Solving.

*** NOTES 11/2/2005 11:21:40 AM, edearden. Action Type : Call to Dealer

Per SM they did do some work last month, and they had asked the customer to f/u should there be any other concerns with the car. Has requested that the car be brought in ASAP, for review.

*** CASE FULFILL 11/2/2005 11:23:08 AM, edearden

Fulfilled for [REDACTED] due 11/05/2005 09:58:00 AM.

*** CASE MODIFY 11/2/2005 11:23:18 AM, edearden

into WIP coded and Status of Solving.

*** NOTES 11/7/2005 2:30:23 PM, edearden. Action Type : Note-General

Attempted to reach customer. The number that is listed is incorrect. Left message as well for SM, for contact information. Will send letter to customer, requesting a call back, too.

*** NOTES 11/7/2005 2:41:12 PM, edearden. Action Type : Letter/Fax

Letter being sent, for customer follow up.

November 7, 2005

[REDACTED]
Milpitas, CA [REDACTED]

Case History

Case ID : N032005-10-2000908

Case Title : 11G [REDACTED] - BRAKING ISSUES

RE: Brake concern

Dear [REDACTED]

[REDACTED] American Honda Motor Co., Inc. the opportunity to address your concerns regarding your Honda.

Our office attempted to contact you by telephone, but we were not successful in reaching you. If you have any current issues, with your Honda, we would like to provide assistance with resolving them. Please contact our office, at your earliest convenience, so that we may discuss your concerns in more detail.

Our office can be reached at (800) 999-1009. My office hours are Monday through Friday, from 8:30 a.m. to 5:00 p.m., PST.

If we do not hear from you within 7 days from the date of this letter, we will assume that all issues pertaining to your vehicle have been resolved, and you no longer require our assistance. Again, thank you for bringing your concerns to our attention.

Sincerely,
SERVICE OPERATIONS
AMERICAN HONDA MOTOR CO., INC.

Erin Dearden
Automobile Customer Services
1-(800)-999-1009 Extension 118065

N032005-10-2000908

*** CASE FULFILL 11/7/2005 2:41:18 PM, edearden

Fulfilled for [REDACTED] due 11/03/2005 12:00:00 AM.

*** COMMIT 11/7/2005 2:41:20 PM, edearden, Action Type : N/A

dealer; cust f/u

*** CASE MODIFY 11/7/2005 2:41:40 PM, edearden

into WIP 11G and Status of Solving.

*** CASE MODIFY 11/8/2005 10:38:10 AM, edearden

into WIP 11G and Status of Solving.

*** CASE CAMPAIGN LOOKUP 11/9/2005 1:53:27 PM, edearden

CAMPAIGN CHECK 11/09/2005 01:53:27 PM edearden

No data found For VIN

*** CASE CLAIMS LOOKUP 11/9/2005 1:53:33 PM, edearden

CLAIM CHECK 11/09/2005 01:53:33 PM edearden

The following Claim History information was found

0; 2005-10-15; 208059; 910931; 510; 413099 ; BASE FOR STRAIGHT TIME (MASTER CYLINDER AND BOOSTER)

*** CASE VSC LOOKUP 11/9/2005 1:53:38 PM, edearden

Case History

Case ID : N032005-10-2000908

Case Title : 11G [REDACTED] - BRAKING ISSUES

VSC CHECK 11/09/2005 01:53:38 PM edearden
The following VSC information was found
[REDACTED];V002352777;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2005-06-17;2012-06-16;75000;12;208059;0
.00

*** CASE CUC LOOKUP 11/9/2005 1:53:38 PM. edearden

CUC CHECK 11/09/2005 01:53:38 PM edearden
The following CUC information was found
;;;0;0;0;0;0;0;0;0;0;0;0;0;

*** NOTES 11/9/2005 2:05:59 PM, edearden. Action Type : Call from Customer

Mrs. [REDACTED] states that she has not experienced any problems since the last time the vehicle was in. She states that she wanted an explanation as to why this was taking place. Informed her that I would not be able to tell her, as to why this braking condition had taken place and that following up with the dealership is her best bet, for any information and explanations regarding the repair. Advised that at this time AHM was aware that the vehicle was running to manufactures specifications, and that should she have any questions comments or concerns in the future to follow up with either myself of the Service Manager at Anderson Honda.

Customer asked for a written guarantee that the vehicle was repaired, and I told her that as long as the car was under the 3/36 any concern would then be addressed. Customer was provided number and extension if in the future there are questions. Customer thanked and ended the call.

*** SUBCASE N032005-10-2000908-2 CLOSE 11/9/2005 2:06:12 PM, edearden

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/9/2005 2:06:19 PM, edearden

into WIP 11G and Status of Solving.

*** CASE FULFILL 11/9/2005 2:06:22 PM, edearden

Fulfilled for [REDACTED] due 11/11/2005 12:00:00 AM.

*** NOTES 11/9/2005 2:07:30 PM, edearden. Action Type : Dealer Communication

ATTN: SERVICE MANAGER, Jeannette

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

Mrs. [REDACTED] states that she has not experienced any problems since the last time the vehicle was in. She states that she wanted an explanation as to why this was taking place. Informed her that I would not be able to tell her, as to why this braking condition had taken place and that following up with the dealership is her best bet, for any information and explanations regarding the repair.

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

Thank you for your attention to this matter.

Erin Dearden
Automobile Customer Service
erin_dearden@ahm.honda.com

*** CASE CLOSE 11/9/2005 2:07:38 PM, edearden

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

Case History

Case ID : N032005-10-2000908

Case Title : 110 [REDACTED] - BRAKING ISSUES

*** CASE REOPEN 3/14/2006 10:41:14 AM, bmackett .
with Condition of Open and Status of Solving.

*** NOTES 3/14/2006 10:47:18 AM, bmackett, Action Type : Call from Customer

The customer called ACS because her doctor is telling her not to drive the car, and she wants the vehicle bought back. Customer said the dealer replaced a faulty monitor. I advised the customer that AHM fulfilled the terms of the warranty by making the necessary repairs.

*** NOTES 3/14/2006 10:50:41 AM, bmackett, Action Type : Call from Customer

Customer wants to trade the vehicle in. I advised her the dealer would set the price of her trade in. Customer understood, and no longer wants the car.

*** CASE MODIFY 3/14/2006 10:50:47 AM, bmackett
into WIP default and Status of Solving.

*** CASE MODIFY 3/14/2006 10:52:17 AM, bmackett
into WIP default and Status of Solving.

*** CASE CLOSE 3/14/2006 10:52:19 AM, bmackett
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012011-02-2102974 Division : Honda - Auto Condition : Closed Open Date : 2/21/2011 1:23:26 PM
 Case Originator : NaKya Jai (Team SC) Sub Division : Customer Relations Status : Closed Close Date : 4/5/2011 11:19:52 AM
 Case Owner : Teri Spencer (Team HF) Method : Phone Queue : Days Open : 43
 Last Closed By : Teri Spencer (Team HF) Point of Origin : Customer Wipbin :
 Case Title : 12G (SAN FRANCISCO [REDACTED]) - BRAKING / VSA/ CHECK ENGINE CONCER 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 : WEST HILLS, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED]
 VIN Type / No. : US VIN / 2HKYF18705H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 80,000
 In Service Date : 05/28/2005
 Months In Use : 69
 Engine Number : J35A61660145
 Originating Dealer No. / Name : 208080 / POWER HONDA VALENCIA
 Selling Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Trim : EX-LNAV
 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 : 206549 / SAN FRANCISCO HONDA
 Phone No. : 415-441-2000
 Address : 10 S. VAN NESS AVENUE
 City / State / Zip : SAN FRANCISCO, CA 94103
 Svc District / Sls District : 12G / B12
 Warranty Labor Rate / Date : \$145.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
208176	HONDA OF SERRAMONTE		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-02-2102974-1 / [REDACTED] - PRODUCT -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012011-02-2102974-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Teri Spencer	Type 1 : Product	Status : Subcase Close	Open Date : 2/23/2011 9:33:34 AM
Issue Owner : Teri Spencer	Type 2 : Operation	Queue :	Close Date : 2/25/2011 2:32:14 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 : N012011-02-2102974

Case Title : I2G (SAN FRANCISCO) [REDACTED] - BRAKING / VSA/ CHECK ENGINE CONCERN

*** CASE CREATE 2/21/2011 1:23:26 PM, jnakya

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

*** CASE MODIFY 2/21/2011 1:24:33 PM, jnakya

into WIP default and Status of Solving.

*** CASE MODIFY 2/21/2011 1:25:08 PM, jnakya

into WIP default and Status of Solving.

*** NOTES 2/21/2011 1:29:18 PM, jnakya, Action Type : Call from Customer

I verified the customer information in CRMS.

The customer name is Jason Liu

The customer called regarding Braking/ VSA / check engine concerns

The customer indicated that one day last year he was just driving down the street with his foot on accelerator and the vehicle just braked on its own. The customer indicated that he went to the dealership to have the concerns addressed back then and the dealership determined that the vehicle was in operation properly and the concern wasn't duplicated. The customer indicated that this same concern happen today alone with the VSA and check engine light coming on. The customer indicated that he just turned the vehicle engine off and the warning indicators went off.

ACS asked the customer if he went to they dealership today and the customer replied no because he had to go to work. The customer indicated that he just parked the vehicle on the side of the road.

ACS informed the customer that this vehicle doesn't have any Recall / Campaign on the failed component. ACS informed the customer that recalls / Campaigns are VIN Specific.

ACS understand the customer's situation with the operation of the vehicle but the manufacture warranty of 3 years or 36,000 miles whichever comes first has expired which all repairs or diagnostic service at the dealer would be the consumers responsibility.

ACS informed the customer that this vehicle would need to be diagnosis at a Honda dealership within 5 businesses day to determine what assistance could be provided. The customer indicated that he would be taking the vehicle the dealership tomorrow.

ACS informed the customer that AHM couldn't promise or guarantee any assistance would be granted because cases are reviewed on case by case bases.

ACS informed the customer that the case would be forward to a CM for review the CM would be contacting the customer within two business days. ACS provided the customer with the case number for reference.

The customer's contact number is [REDACTED]

ACS informed the customer that their concerns are documented. I asked the customer if there was any further assistance needed today, the customer said no, and then stated thank you and the call ended.

*** CASE MODIFY 2/21/2011 1:29:26 PM, jnakya

into WIP default and Status of Solving.

*** CASE DISPATCH 2/21/2011 1:29:53 PM, jnakya

from WIP default to Queue Honda Team D.

*** CASE ACCEPT 2/21/2011 3:16:28 PM, tspencer

from Queue Honda Team D to WIP Default.

Case History

Case ID : N012011-02-2102974

Case Title : 12G (SAN FRANCISCO) [REDACTED] BRAKING / VSA/ CHECK ENGINE CONCERN

*** NOTES 2/22/2011 9:47:42 AM, ehenders, Action Type : Call to Customer

I left a message for the customer advising his assigned RCM is not in the office but his case has been received and he would be contacted to further discuss the issue no later than 2/25/11. I provided the customer the name of the RCM and extension number for reference.

*** COMMIT 2/22/2011 9:47:53 AM, ehenders, Action Type : N/A

12G (Serramonte) Find out if vehicle diagnosed

*** CASE MODIFY 2/23/2011 8:56:18 AM, tspencer
into WIP Default and Status of Solving.*** SUBCASE N012011-02-2102974-1 CREATE 2/23/2011 9:33:34 AM, tspencer
Created in WIP Default with Due Date 2/23/2011 9:33:34 AM.*** CASE MODIFY 2/23/2011 9:33:58 AM, tspencer
into WIP Default and Status of Solving.

*** NOTES 2/23/2011 9:40:54 AM, tspencer, Action Type : Call to Dealer

Contacted the SM: John Cisek at Honda of Serramonte to find out if the customer's vehicle has been in for inspection regarding a VSA/CEL concern. He informed me he was not at the dealership today, but will check into this matter tomorrow and provide ACS an answer. Agreed and the call ended.

*** NOTES 2/23/2011 9:44:12 AM, tspencer, Action Type : Dealer Communication
ATTN: John Cisek

Please complete the OBW Resolution Information in response to the following concern(s): VSA & CEL Indicators illuminated

The customer called AHM and advised the VSA and check engine light has come on. The customer indicated that he just turned the vehicle engine off and the warning indicators went off. He will be bringing the vehicle into your dealership for diagnosis of this matter. He is aware since he is beyond the 3/36 Factory Warranty period, the diagnosis fee will be his responsibility. Please follow-up with ACS to advise if the vehicle has been in and diagnosed. As well as your findings.

*** CASE MODIFY COMMITMENT 2/23/2011 9:48:42 AM, tspencer
with [REDACTED] due 02/25/2011 10:00:00 AM.*** CASE MODIFY 2/23/2011 9:49:34 AM, tspencer
into WIP Default and Status of Solving.*** SUBCASE N012011-02-2102974-1 CLOSE 2/25/2011 2:32:14 PM, tspencer
Status = Solving, Resolution Code = Instruction Given

*** NOTES 2/25/2011 2:33:06 PM, tspencer, Action Type : Call to Dealer

Inquired with the SM: John Cisek at Honda of Serramonte if the vehicle has been in for diagnosis of a VSA and CEL concern? He said they last saw the vehicle in June 2010. I informed him the customer might bring his vehicle in for a CEL and VSA light, diagnosis. He said okay and thanked for the information. Call ended.

*** CASE MODIFY 2/25/2011 2:33:19 PM, tspencer
into WIP 12G-Larry O'Brien and Status of Solving.*** CASE FULFILL 2/25/2011 2:33:23 PM, tspencer
Fulfilled for [REDACTED] due 02/25/2011 10:00:00 AM.

*** CASE MODIFY 2/25/2011 2:33:31 PM, tspencer

Case History

Case ID : N012011-02-2102974

Case Title : 12G (SAN FRANCISCO) [REDACTED] - BRAKING / VSA/ CHECK ENGINE CONCERN

into WIP 12G-Larry O'Brien and Status of Solving.

*** CASE CLOSE 2/25/2011 2:33:35 PM, tspencer

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

*** CASE REOPEN 2/25/2011 2:35:07 PM, tspencer

with Condition of Open and Status of Solving.

*** NOTES 2/25/2011 2:38:14 PM, tspencer, Action Type : Call from Customer

Received a call from the customer who advised the brakes are engaging on their own. He was driving down the street and the car came to a halt, he tried to accelerate and the car kept halting. He took to a dlr on 9th and Irving for inspection. The dlr could not duplicate the problem but noticed the computer advised the brake switch is malfunctioning or faulty but when inspected the part advised it was perfectly fine. Seeking a call back for some guidance.

*** NOTES 2/25/2011 2:41:09 PM, tspencer, Action Type : Call to Dealer

Returned the customer's call and left a voicemail seeking a call back to discuss the matter in further detail. Awaiting call.

*** CASE MODIFY 2/25/2011 2:41:21 PM, tspencer

into WIP Default and Status of Solving.

*** COMMIT 2/25/2011 2:41:25 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 02/28/2011 09:41:45 AM.

12G: Call re: Brake concern

*** CASE MODIFY 2/25/2011 2:42:04 PM, tspencer

into WIP Default and Status of Solving.

*** NOTES 2/25/2011 3:39:20 PM, tspencer, Action Type : Call from Customer

Received a call back from the customer.

Service Ctr on 9th Ave. -San Francisco Honda
Working with the SA: Johnny

Diagnosis: Would like to keep the vehicle to inspect further. Have not been able to duplicate the concern. HDS reported a faulty brake switch, but when they look at the part it looked fine. Customer is suppose to take back on Tuesday 3/2/2011. He was told if the lights come on and it start to halt again to get the vehicle back in over the weekend. I suggested he have the vehicle towed as the dlr would need to duplicate the issue and it's best to do so while it is occurring. He said OK.

I inquired if when the vehicle started halting did the VSA light and CEL come on? He said NO
He asked if this was a common problem? I informed him there was no Campaign Info. released by AHM stating it was.
I explained as with any vehicle that is manufactured a failure can occur.
I informed him I would be in touch by Thurs. 3-3-2011 to touch base on the dlr findings and needed repairs.
Customer agreed and thanked for the information. Call ended.

*** CASE MODIFY COMMITMENT 2/25/2011 4:50:23 PM, tspencer

with [REDACTED] due 03/03/2011 09:41:45 AM.

*** CASE MODIFY 2/25/2011 4:50:28 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 2/28/2011 1:28:46 AM, tspencer, Action Type : Inbound DCS

Case History

Case ID : N012011-02-2102974

Case Title : 12G (SAN FRANCISCO) [REDACTED] - BRAKING / VSA/ CHECK ENGINE CONCERN

service manager will take of this

service manager and ahm are taking care of this

*** COMMIT 2/28/2011 1:28:46 AM, tspencer, Action Type : External Commitment

Inbound DCS received from Dealer # 208176

*** CASE MODIFY 3/1/2011 2:10:57 PM, tspencer
into WIP 12G-Larry O'Brien and Status of Solving.*** CASE MODIFY 3/1/2011 2:13:10 PM, tspencer
into WIP 12G-Larry O'Brien and Status of Solving.*** CASE FULFILL 3/1/2011 2:26:28 PM, tspencer
Fulfilled for [REDACTED] due ??? ??:?.*** CASE MODIFY COMMITMENT 3/4/2011 4:59:55 PM, tspencer
with [REDACTED] due 03/07/2011 08:30:45 AM.*** CASE MODIFY COMMITMENT 3/7/2011 5:00:07 PM, tspencer
with [REDACTED] due 03/08/2011 08:30:45 AM.

*** NOTES 3/8/2011 2:59:22 PM, tspencer, Action Type : Call to Customer

Contacted the customer regarding the VSA and CEL as a follow-up call for the dealer diagnosis. I requested a return call and provided phone number including extension. Will attempt to reach again by Thurs 3-10-11 if a return call has not been received. Call ended.

*** CASE FULFILL 3/8/2011 2:59:44 PM, tspencer
Fulfilled for [REDACTED] due 03/08/2011 08:30:45 AM.

*** COMMIT 3/8/2011 2:59:53 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 03/10/2011 11:00:11 AM.
12G (San Francisco) Call re: VSA &CEL diagnosis*** CASE MODIFY 3/8/2011 3:00:27 PM, tspencer
into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 3/9/2011 2:28:00 PM, tspencer, Action Type : Call from Customer

Received a return call from the customer to update ACS on the dlr findings. He said they were not able to replicate the issue, but found when acceleration on the Hwy or up to 60 mph. The engine downshift on its own and car felt like it was braking. Tech thought the brake switch communicating to the computer, communicate to the transmission and causing the vehicle to down shift. Customer advised this past weekend replaced the brake switch and test drove again and same thing happened again. Johnny said the dlr would contact Tech Line to get further assistance with diagnosing the vehicle. The dlr is still in the process of diagnosis his vehicle. I advised I would contact the dlr to review the issue further and provide him a return call by Monday 3/14/11. Customer agreed to the follow-up date. I thanked him for his time and ended the call.

*** CASE FULFILL 3/9/2011 2:28:19 PM, tspencer
Fulfilled for [REDACTED] due 03/10/2011 11:00:11 AM.

*** COMMIT 3/9/2011 2:28:28 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 03/14/2011 09:45:00 AM.
12G (SF) Pull up T/L report; call dlr & cust

*** CASE MODIFY 3/9/2011 2:29:13 PM, tspencer

Case History

Case ID : N012011-02-2102974

Case Title : 12G (SAN FRANCISCO) [REDACTED] - BRAKING / VSA/ CHECK ENGINE CONCERN

into WIP 12G-Larry O'Brien and Status of Solving.

*** CASE MODIFY 3/14/2011 12:28:02 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 3/14/2011 12:28:21 PM, tspencer, Action Type : Note-Technical

Found Tech Line Ref # 3127105

*** CASE MODIFY 3/14/2011 12:29:35 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** CASE MODIFY 3/14/2011 1:05:22 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 3/14/2011 2:18:04 PM, tspencer, Action Type : Call to Dealer

Contacted the dlr to check the status of the vehicle repairs. Contacted 9th Service Ctr. 415-682-2900. Spoke SA: Johnny

He said the customer uses the vehicle so the diagnosis and repair process is on and off.

The SA said the customer is suppose be bring the vehicle back in today for further diagnosis.

The dlr will be performing the recommendations per Tech Line to narrow down the cause of the problem.

I thanked him for the update and no further assistance required. Call ended.

*** NOTES 3/14/2011 2:22:03 PM, tspencer, Action Type : Call to Customer

Contacted the customer and explained I spoke with SA: Johnny @ 9th Ave Service Ctr. He informed our office the customer is scheduled to bring the car back in today, for further diagnosis. I advised our technical engineers at Honda has made some recommendations for the dlr, which they will attempt to perform in order to resolve his vehicle concerns. The customer understood and thanked for the update. No further assistance required at this time. Call ended.

*** CASE FULFILL 3/14/2011 2:23:09 PM, tspencer

Fulfilled for [REDACTED] due 03/14/2011 09:45:00 AM.

*** COMMIT 3/14/2011 2:23:19 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 03/17/2011 11:00:00 AM.

12G (SF) Get update: T/L report; call dlr & cust

*** CASE MODIFY 3/14/2011 2:23:50 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 3/17/2011 2:13:50 PM, tspencer, Action Type : Call to Dealer

Contacted the dlr {9th Service Ctr. 415-682-2900} to check the status of the vehicle repairs, per T/L recommendations. Unable to get a hold of anyone at the dlr.

*** NOTES 3/17/2011 2:15:13 PM, tspencer, Action Type : Note-Technical

Searched T/L contact # 3127105 to find out if there has been an update. No updated information found.

*** CASE FULFILL 3/17/2011 2:15:37 PM, tspencer

Fulfilled for [REDACTED] due 03/17/2011 11:00:00 AM.

*** COMMIT 3/17/2011 2:15:47 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 03/23/2011 09:15:00 AM.

12G (SF) Get update: T/L report; call dlr & cust

*** CASE MODIFY 3/17/2011 2:16:03 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

Case History

Case ID : N012011-02-2102974

Case Title : 12G (SAN FRANCISCO [REDACTED]) - BRAKING / VSA/ CHECK ENGINE CONCERN

*** CASE RULE ACTION 3/21/2011 12:23:26 PM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY 3/23/2011 2:37:53 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 3/23/2011 3:00:26 PM, tspencer, Action Type : Call to Dealer

Checked and confirmed the dlr is still in the process of working with T/L to diagnose the vehicle for repair attempt.

*** CASE MODIFY 3/23/2011 3:00:36 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** CASE FULFILL 3/23/2011 3:13:17 PM, tspencer

Fulfilled for [REDACTED] due 03/23/2011 09:15:00 AM.

*** COMMIT 3/23/2011 3:13:29 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 03/28/2011 11:15:00 AM.

12G (SF) Get update: T/L report; call dlr & cust

*** CASE MODIFY 3/23/2011 3:14:05 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** CASE MODIFY 3/28/2011 2:14:23 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 3/28/2011 3:13:47 PM, tspencer, Action Type : Call to Dealer

Contacted the SA: Johnny at San Francisco Honda. He advised Tech Line sent the dlr a PCM and will be testing it today. If that resolves the issue the dlr repairs should be complete tomorrow. If the PCM does not fix it, then Tech Line believes the vehicle will need a Torque Converter. I thanked for the update and no further assistance required. Call ended.

*** CASE FULFILL 3/28/2011 3:14:00 PM, tspencer

Fulfilled for [REDACTED] due 03/28/2011 11:15:00 AM.

*** COMMIT 3/28/2011 3:14:31 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 04/01/2011 03:00:00 PM.

12G (San Francisco) Ck repair status

*** CASE MODIFY 3/28/2011 3:15:03 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 4/1/2011 2:55:04 PM, tspencer, Action Type : Call to Dealer

Contacted the SA: Johnny at San Francisco Honda. He advised Tech Line sent the dlr a PCM which they tested and it worked. The dlr just completed the repair today .. I thanked for the update and no further assistance required. Call ended.

*** CASE FULFILL 4/1/2011 2:55:25 PM, tspencer

Fulfilled for [REDACTED] due 04/01/2011 03:00:00 PM.

*** COMMIT 4/1/2011 2:58:23 PM, tspencer, Action Type : N/A

Made to [REDACTED] due 04/05/2011 09:45:00 AM.

12G (SF) Confirm vehicle operation w/customer

*** CASE MODIFY 4/1/2011 2:58:54 PM, tspencer

Case History

Case ID : N012011-02-2102974

Case Title : 12G (SAN FRANCISCO) [REDACTED] ON - BRAKING / VSA/ CHECK ENGINE CONCERN

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 4/4/2011 12:23:06 PM, tspencer, Action Type : Call to Customer

I contacted the customer and left a message to check the repair status of the vehicle. Requested a return call to advise. I informed him to please feel free to leave a message if unable to reach me. Call ended.

*** CASE MODIFY 4/4/2011 12:23:15 PM, tspencer

into WIP 12G-Larry O'Brien and Status of Solving.

*** NOTES 4/5/2011 11:19:34 AM, tspencer, Action Type : Note-Resolution

ACS never received a return call from the customer to advise the repair has been completed, but the dlr confirmed it was repaired and issue resolved last week. Therefore, the information has been documented and the case was closed.

*** CASE FULFILL 4/5/2011 11:19:46 AM, tspencer

Fulfilled for [REDACTED] due 04/05/2011 09:45:00 AM.

*** CASE CLOSE 4/5/2011 11:19:52 AM, tspencer

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

Case Details

Case ID : N012010-10-1301442	Division : Honda - Auto	Condition : Closed	Open Date : 10/13/2010 1:06:42 PM
Case Originator : Jennell Fort (Team HA)	Sub Division : Customer Relations	Status : Closed	Close Date : 10/13/2010 1:39:12 PM
Case Owner : Jennell Fort (Team HA)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Jennell Fort (Team HA)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - BRAKE CONCERN	No. of Attachments : 0		

Site / Contact Info :

Site Name : ██████████ 1722
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : PISCATAWAY, NJ ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 1722
 VIN Type / No. : US VIN / 2HKYF18745H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 103,000
 In Service Date : 06/23/2005
 Months In Use : 64
 Engine Number : J35A61661916
 Originating Dealer No. / Name : 206774 / PLANET HONDA
 Selling Dealer No. / Name : 206774 / PLANET HONDA
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BL
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 206774 / PLANET HONDA
 Phone No. : 908-964-1600
 Address : 2285 ROUTE 22 WEST
 City / State / Zip : UNION, NJ 07083
 Svc District / Sls District : 05C / B05
 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
N012010-10-1301442-1 / ██████████ - PROD	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-10-1301442-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jennell Fort	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2010 1:38:40 PM
Issue Owner : Jennell Fort	Type 2 : Operation	Queue :	Close Date : 10/13/2010 1:39:09 PM
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 : Updated Information, 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 : N012010-10-1301442

Case Title : ██████████ - BRAKE CONCERN

*** CASE CREATE 10/13/2010 1:06:42 PM, jfort

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

*** CASE EXTENDED WARRANTY LOOKUP 10/13/2010 1:06:49 PM, jfort

WARRANTY CHECK 10/13/2010 01:06:49 PM jfort

No data found for VIN.

*** CASE CLAIMS LOOKUP 10/13/2010 1:06:55 PM, jfort

CLAIM CHECK 10/13/2010 01:06:55 PM jfort

The following Claim History information was found

0; 2009-07-22; 206774; 197021; 510; 723120 ; OIL PRESSURE SWITCH - REPLACE.

V6 TIME ALLOWANCE CHANGED TO 0.3 PER DAVE NEWALLIS

*** CASE CAMPAIGN LOOKUP 10/13/2010 1:06:59 PM, jfort

CAMPAIGN CHECK 10/13/2010 01:06:59 PM jfort

The following Campaign information was found

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

*** CASE VSC LOOKUP 10/13/2010 1:07:07 PM, jfort

VSC CHECK 10/13/2010 01:07:06 PM jfort

The following VSC information was found

██████████;V003344527;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2008-05-10;2012-06-22;100000;50546;20674;0.00

*** CASE CUC LOOKUP 10/13/2010 1:07:07 PM, jfort

CUC CHECK 10/13/2010 01:07:07 PM jfort

The following CUC information was found

██████████;ACTIVE;100000;50546;62546;2008-05-10;2012-06-23;;2008-05-10;2008-05-10;206774;;0;2008-05-31;2008-05-10

*** CASE CAMPAIGN LOOKUP 10/13/2010 1:08:59 PM, jfort

CAMPAIGN CHECK 10/13/2010 01:08:59 PM jfort

The following Campaign information was found

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

*** CASE CUC LOOKUP 10/13/2010 1:09:19 PM, jfort

CUC CHECK 10/13/2010 01:09:19 PM jfort

The following CUC information was found

██████████;ACTIVE;100000;50546;62546;2008-05-10;2012-06-23;;2008-05-10;2008-05-10;206774;;0;2008-05-31;2008-05-10

*** CASE VSC LOOKUP 10/13/2010 1:09:19 PM, jfort

VSC CHECK 10/13/2010 01:09:18 PM jfort

The following VSC information was found

██████████;V003344527;H70;HONDA CERTIFIED 7/100 VSC UPSELL;ACTIVE;;2008-05-10;2012-06-22;100000;50546;20674;0.00

*** CASE CAMPAIGN LOOKUP 10/13/2010 1:20:32 PM, jfort

Case History

Case ID : N012010-10-1301442

Case Title : ██████████ - BRAKE CONCERN

CAMPAIGN CHECK 10/13/2010 01:20:32 PM jfort

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CAMPAIGN LOOKUP 10/13/2010 1:24:26 PM, jfort

CAMPAIGN CHECK 10/13/2010 01:24:26 PM jfort

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE CLAIMS LOOKUP 10/13/2010 1:24:46 PM, jfort

CLAIM CHECK 10/13/2010 01:24:46 PM jfort

The following Claim History information was found
0; 2009-07-22; 206774; 197021; 510; 723120 ; OIL PRESSURE SWITCH - REPLACE.
V6 TIME ALLOWANCE CHANGED TO 0.3 PER DAVE NEWALLIS

*** NOTES 10/13/2010 1:37:26 PM, jfort, Action Type : Call from Customer

Updated contact info.

Best contact number ██████████

The customer stated he is having a problem with his braking system. The customer stated this first happened six or seven months ago. He stated the car just goes into anti lock brakes, he hears a clicking noise as if he slammed on the brakes. He stated when he tried to pull over and it released but once the brakes lock that way it is difficult to control.

The customer stated his wife was driving the vehicle today and the same issue occurred two times.

ACS apologized for any inconvenience the customer may have encountered.

ACS advised the customer to follow up with his servicing Honda dealership in order to determine the cause of the issue.

The customer was advised his Honda Care policy may or may not cover any repairs at this point based on mileage and time in service.

The customer was advised the Vaughn class action does extended the warranty on the vehicle however the mileage would have to be verified when the vehicle is brought into the dealership.

The customer stated he understood and would follow up with his servicing dealership today.

*** CASE MODIFY 10/13/2010 1:37:34 PM, jfort

into WIP default and Status of Solving.

*** SUBCASE N012010-10-1301442-1 CREATE 10/13/2010 1:38:40 PM, jfort

Created in WIP Default with Due Date 10/13/2010 1:38:40 PM.

*** SUBCASE N012010-10-1301442-1 CLOSE 10/13/2010 1:39:09 PM, jfort

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/13/2010 1:39:12 PM, jfort

Case History

Case ID : N012010-10-1301442

Case Title : [REDACTED] - BRAKE CONCERN

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

Case Details

Case ID : N012010-09-2701555 Division : Honda - Auto Condition : Closed Open Date : 9/27/2010 6:20:32 AM
 Case Originator : Eugene Lim (Team HE) Sub Division : Customer Relations Status : Closed Close Date : 9/27/2010 6:38:59 AM
 Case Owner : Eugene Lim (Team HE) Method : Phone Queue : Days Open : 0
 Last Closed By : Eugene Lim (Team HE) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - COMPLAINT / VSA LIGHT, CAMPAIGN ELIGIBILITY No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ A
 Dealer No. :
 Site Phone No. : ██████████ 0
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : CLIFTON, NJ ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 50 A
 VIN Type / No. : US VIN / 2HKYF18745H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 56,200
 In Service Date : 07/30/2005
 Months In Use : 62
 Engine Number : J35A61661950
 Originating Dealer No. / Name : 207249 / SUSSEX HONDA
 Selling Dealer No. / Name : 206765 / BURNS HONDA
 Trim : EX-LNAV
 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 : 207200 / DCH PARAMUS HONDA
 Phone No. : 201-368-0180
 Address : WEST 120, ROUTE 4
 City / State / Zip : PARAMUS, NJ 07652
 Svc District / Sls District : 05D / F05
 Warranty Labor Rate / Date : \$97.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-09-2701555-1 / ██████████ - CAMPAIGN	Subcase Close	Campaign	Eligibility	413	Master Cylinder

Issue Details

Issue ID : N012010-09-2701555-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Eugene Lim	Type 1 : Campaign	Status : Subcase Close	Open Date : 9/27/2010 6:38:22 AM
Issue Owner : Eugene Lim	Type 2 : Eligibility	Queue :	Close Date : 9/27/2010 6:38:58 AM
Issue Title : ██████████ - CAMPAIGN - ELIGIBILITY			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc TCS/VSA 4131
 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 : N012010-09-2701555

Case Title : [REDACTED] - COMPLAINT / VSA LIGHT, CAMPAIGN ELIGIBILITY

*** CASE CREATE 9/27/2010 6:20:32 AM, elim
Contact = [REDACTED], Priority = N/A, Status = Solving.

*** CASE EXTENDED WARRANTY LOOKUP 9/27/2010 6:20:36 AM, elim
WARRANTY CHECK 09/27/2010 06:20:36 AM elim
No data found for VIN.

*** CASE CLAIMS LOOKUP 9/27/2010 6:20:40 AM, elim
CLAIM HISTORY CHECK 09/27/2010 06:20:39 AM elim
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 9/27/2010 6:20:45 AM, elim
CAMPAIGN CHECK 09/27/2010 06:20:44 AM elim
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 9/27/2010 6:20:46 AM, elim
VSC-CUC CHECK 09/27/2010 06:20:46 AM elim
No data found for VIN.

*** CASE MODIFY 9/27/2010 6:20:51 AM, elim
into WIP default and Status of Solving.

*** CASE MODIFY 9/27/2010 6:21:57 AM, elim
into WIP default and Status of Solving.

*** SUBCASE N012010-09-2701555-1 CREATE 9/27/2010 6:38:22 AM, elim
Created in WIP Default with Due Date 9/27/2010 6:38:22 AM.

*** NOTES 9/27/2010 6:38:42 AM, elim, Action Type : Call from Customer
Verified Information

Contact Number: [REDACTED]

Request: Document complaint.

Probing Questions:

The customer stated her VSA light came on by itself and it felt as if the brakes were being applied on its own and that the vehicle was going to stall. She pulled over and turned off her engine allowing the light to reset and turn off. The customer is calling Honda to document the complaint and to see if there is a recall in regards to the light.

Inbound Summary:

The customer was informed there are no recalls on her vehicle and was referred to the owner link site to check her campaign status. In regards to the VSA light, the customer was advised her concerns will be documented and was referred to her Honda dealer for diagnosis. No further comments.

*** CASE MODIFY 9/27/2010 6:38:56 AM, elim
into WIP default and Status of Solving.

*** SUBCASE N012010-09-2701555-1 CLOSE 9/27/2010 6:38:58 AM, elim

Case History

Case ID : N012010-09-2701555

Case Title : [REDACTED] - COMPLAINT / VSA LIGHT, CAMPAIGN ELIGIBILITY

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 9/27/2010 6:38:59 AM, elim

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

Case Details

Case ID : N012010-09-1302159	Division : Honda - Auto	Condition : Closed	Open Date : 9/13/2010 10:04:38 AM
Case Originator : Max Ruiz (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/8/2010 9:14:05 AM
Case Owner : Ray Saeini (Team HC)	Method : Phone	Queue :	Days Open : 56
Last Closed By : Ray Saeini (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : 01H - (PACIFIC) [REDACTED] - VSA		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 : LA JOLLA, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / SIs District : /

Product Info :

Unit Owner : [REDACTED] 6412
 VIN Type / No. : US VIN / 2HKYF18515F [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 65,000
 In Service Date : 05/14/2005
 Months In Use : 64
 Engine Number : J35A61662934
 Originating Dealer No. / Name : 207539 / PACIFIC HONDA
 Selling Dealer No. / Name : 207539 / PACIFIC 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 : 207539 / PACIFIC HONDA
 Phone No. : 858-694-1000
 Address : 4761 CONVOY STREET
 City / State / Zip : SAN DIEGO, CA 92111
 Svc District / SIs District : 01H / C01
 Warranty Labor Rate / Date : \$98.50 /
 Agent Name : _____ Comp Ind. : _____

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-09-1302159-1 / [REDACTED] - PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder
N012010-09-1302159-2 / [REDACTED] PRODUCT	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-09-1302159-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Max Ruiz	Type 1 : Product	Status : Subcase Close	Open Date : 9/13/2010 10:10:50 AM
Issue Owner : Max Ruiz	Type 2 : Operation	Queue :	Close Date : 9/13/2010 10:11:08 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 413 / Master Cylinder
 Condition Code Desc : Other 413X
 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 : N012010-09-1302159-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Ray Saeini	Type 1 : Product	Status : Subcase Close	Open Date : 10/26/2010 1:28:28 PM
Issue Owner : Ray Saeini	Type 2 : Operation	Queue :	Close Date : 11/8/2010 9:13:46 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 : Assist - AHM Partial, CR Generated Gdwill
 Component Category : 11 - Electrical System
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason
39960-S3V-A02	SENSOR (2-AXIS)	Not Applicable

Check Req Info :

Check Requisition No. : 9420	Payee Name : ██████████
Primary Amount : \$550.65	Address : ██████████
Incidental Type 1 / Amount : Not Applicable / \$0.00	City / State / Zip : LA JOLLA, CA ██████████
Incidental Type 2 / Amount : Not Applicable / \$0.00	Campaign Template # :
Total Amount : \$550.65	Contention Code : 03220
Approved By : jstradfo	Defect Code : 03217
Approval Date : 10/29/2010	Category : Regular
Status : PROCESSED	Failed Part # : 39960-S3V-A02
Check No. : 1882359	
Check Date : 11/5/2010	

Case History

Case ID : N012010-09-1302159

Case Title : 01H - (PACIFIC) [REDACTED] - VSA

- *** CASE CREATE 9/13/2010 10:04:38 AM, mruiz
Contact = [REDACTED], Priority = N/A, Status = Solving.
- *** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 10:06:17 AM, mruiz
WARRANTY CHECK 09/13/2010 10:06:17 AM mruiz
No data found for VIN.
- *** CASE CLAIMS LOOKUP 9/13/2010 10:06:19 AM, mruiz
CLAIM HISTORY CHECK 09/13/2010 10:06:19 AM mruiz
No data found for VIN.
- *** CASE CAMPAIGN LOOKUP 9/13/2010 10:06:24 AM, mruiz
CAMPAIGN CHECK 09/13/2010 10:06:24 AM mruiz
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
- *** CASE VSC LOOKUP 9/13/2010 10:06:26 AM, mruiz
VSC-CUC CHECK 09/13/2010 10:06:26 AM mruiz
No data found for VIN.
- *** CASE VSC LOOKUP 9/13/2010 10:06:56 AM, mruiz
VSC-CUC CHECK 09/13/2010 10:06:55 AM mruiz
No data found for VIN.
- *** CASE CAMPAIGN LOOKUP 9/13/2010 10:07:00 AM, mruiz
CAMPAIGN CHECK 09/13/2010 10:06:59 AM mruiz
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;
- *** CASE CLAIMS LOOKUP 9/13/2010 10:07:01 AM, mruiz
CLAIM HISTORY CHECK 09/13/2010 10:07:01 AM mruiz
No data found for VIN.
- *** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 10:07:04 AM, mruiz
WARRANTY CHECK 09/13/2010 10:07:04 AM mruiz
No data found for VIN.
- *** CASE MODIFY 9/13/2010 10:08:33 AM, mruiz
into WIP default and Status of Solving.
- *** CASE EXTENDED WARRANTY LOOKUP 9/13/2010 10:08:38 AM, mruiz
WARRANTY CHECK 09/13/2010 10:08:38 AM mruiz
No data found for VIN.
- *** CASE CLAIMS LOOKUP 9/13/2010 10:08:40 AM, mruiz
CLAIM HISTORY CHECK 09/13/2010 10:08:40 AM mruiz
No data found for VIN.
- *** CASE CAMPAIGN LOOKUP 9/13/2010 10:08:44 AM, mruiz
CAMPAIGN CHECK 09/13/2010 10:08:43 AM mruiz

Case History

Case ID : N012010-09-1302159

Case Title : 01H - (PACIFIC) [REDACTED] - VSA

The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ; ;

*** CASE VSC LOOKUP 9/13/2010 10:08:45 AM, mruiz
VSC-CUC CHECK 09/13/2010 10:08:45 AM mruiz
No data found for VIN.

*** SUBCASE N012010-09-1302159-1 CREATE 9/13/2010 10:10:50 AM, mruiz
Created in WIP Default with Due Date 9/13/2010 10:10:50 AM.

*** SUBCASE N012010-09-1302159-1 CLOSE 9/13/2010 10:11:08 AM, mruiz
Status = Solving, Resolution Code = Instruction Given

*** NOTES 9/13/2010 10:13:32 AM, mruiz, Action Type : Call from Customer
Updated customer info.

Best contact #: [REDACTED]

Customer states that the vehicles VSA light came on, prompting him to take the vehicle to DLR. Customer states that the YAM sensor had to be replaced, which cost \$1100. Customer would like an address to write to, to complain about the premature failure of the component.

ACS provided customer with the AHM address. ACS also advised customer that his concern has been documented by AHM.

*** CASE MODIFY 9/13/2010 10:13:37 AM, mruiz
into WIP default and Status of Solving.

*** CASE CLOSE 9/13/2010 10:13:41 AM, mruiz
Status = Closed, Resolution Code = Instruction Given, State = Open

*** CASE REOPEN 10/25/2010 9:31:06 AM, fdiaz
with Condition of Open and Status of Solving.

*** NOTES 10/25/2010 9:32:23 AM, fdiaz, Action Type : Letter/Fax

On 10/20/10 ACS received a 1 page letter from customer with 1 page RO and receipt from Pacific Honda. Customers states he has had the VSA light sensor replaced and is requesting reimbursement.

*** CASE MODIFY 10/25/2010 9:32:49 AM, fdiaz
into WIP default and Status of Solving.

*** CASE DISPATCH 10/25/2010 9:32:55 AM, fdiaz
from WIP default to Queue Honda Team D.

*** CASE ASSIGN 10/25/2010 11:39:57 AM, tspencer
N012010-09-1302159 to rsaeini, WIP [REDACTED]

*** CASE RULE ACTION 10/25/2010 11:39:58 AM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/26/2010 1:17:40 PM, rsaeini
into WIP default and Status of Solving.

*** CASE EXTENDED WARRANTY LOOKUP 10/26/2010 1:17:44 PM, rsaeini

Case History

Case ID : N012010-09-1302159

Case Title : 01H - (PACIFIC) [REDACTED] - VSA

WARRANTY CHECK 10/26/2010 01:17:44 PM rsaeini
No data found for VIN.

*** CASE CLAIMS LOOKUP 10/26/2010 1:17:47 PM, rsaeini
CLAIM HISTORY CHECK 10/26/2010 01:17:47 PM rsaeini
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 10/26/2010 1:17:53 PM, rsaeini
CAMPAIGN CHECK 10/26/2010 01:17:53 PM rsaeini
The following Campaign information was found
06-085; Q26; Vaughn Class Action Honda; ;

*** CASE VSC LOOKUP 10/26/2010 1:17:55 PM, rsaeini
VSC-CUC CHECK 10/26/2010 01:17:55 PM rsaeini
No data found for VIN.

*** SUBCASE N012010-09-1302159-2 CREATE 10/26/2010 1:28:28 PM, rsaeini
Created in WIP Default with Due Date 10/26/2010 1:28:28 PM.

*** CASE MODIFY 10/26/2010 1:28:57 PM, rsaeini
into WIP default and Status of Solving.

*** CASE MODIFY 10/26/2010 1:29:08 PM, rsaeini
into WIP default and Status of Solving.

*** NOTES 10/26/2010 1:46:07 PM, rsaeini, Action Type : Call to Customer
Called the customer and spoke to him about the failure of the YAW sensor.
The customer stated that this is a rare repair and he hopes AHM would be willing to offer some assistance with the repair. The customer is asking for AHM to consider paying for 50% of the cost of the repairs. The customer stated that he understands the vehicle is well beyond the parameters and AHM is not obligated to give him anything but he stated that he hopes AHM will do the right thing.
Customer stated that he also had the following vehicles:
2000 Honda Prelude
1995 Honda Accord
The customer stated that he normally services the vehicles at Pacific Honda but the other vehicles at an IRF.
I advised the customer that because the vehicle is out of warranty I cannot guarantee AHM will offer assistance with the repair but we will consider his request.
I thanked the customer and advised him that I will contact him by the end of the week with a decision on the case.
He had no other questions or concerns. Thanked the customer, ended the call.

*** COMMIT 10/26/2010 1:46:24 PM, rsaeini, Action Type : N/A

Made to [REDACTED] due 10/29/2010 01:46:25 PM.
follow up on check req. close case.

*** CASE MODIFY 10/26/2010 1:46:56 PM, rsaeini
into WIP default and Status of Solving.

*** CASE MODIFY 10/29/2010 9:55:13 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.

*** NOTES 10/29/2010 10:00:20 AM, rsaeini, Action Type : Note-General
- DPSM Involved: No

Case History

Case ID : N012010-09-1302159

Case Title : 01H - (PACIFIC) [REDACTED] - VSA

- Customer Pay Quote: \$1101.30
- Total Repair Warranty Cost: \$1101.30
- % of GW Authorized: 50%
- Total Customer Pay: \$550.65
- Total Amount Authorized for Claim: \$550.65
- *** CASE MODIFY 10/29/2010 10:00:36 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** CASE MODIFY 10/29/2010 10:00:45 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** NOTES 10/29/2010 10:07:50 AM, rsaeini. Action Type : Call to Dealer
Called PACIFIC HONDA and spoke to the SM, Jason,
I asked the SM to verify the customer's paid \$1101.30 for the repair of the YAW sensor.
Thanked the SM, ended the call.
- *** CASE MODIFY 10/29/2010 10:07:58 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** CASE MODIFY 10/29/2010 10:08:31 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** SUBCASE N012010-09-1302159-2 DISPATCH 10/29/2010 10:08:53 AM, rsaeini
from WIP sub-cases to Queue CkReq - Stradford.
- *** CASE MODIFY 10/29/2010 10:29:28 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** CASE MODIFY 10/29/2010 10:29:44 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** CASE MODIFY 10/29/2010 10:30:30 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** CASE MODIFY COMMITMENT 10/29/2010 10:30:53 AM, rsaeini
with [REDACTED] due 11/02/2010 01:46:25 PM.
- *** CASE MODIFY 10/29/2010 10:31:00 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** CASE MODIFY 10/29/2010 10:31:04 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.
- *** SUBCASE N012010-09-1302159-2 10/29/2010 4:21:36 PM, jstradfo, Action Type :
Check Requisition for 550.65 \$ submitted
Check Requisition for 550.65 \$ submitted by jstradfo
- *** SUBCASE N012010-09-1302159-2 RULE ACTION 10/30/2010 8:08:53 AM, sa
Action Task - Current Owner - 24 hrs of rule Queue Escalation fired
- *** SUBCASE N012010-09-1302159-2 RULE ACTION 10/31/2010 8:08:53 AM, sa

Case History

Case ID : N012010-09-1302159

Case Title : 01H - (PACIFIC [REDACTED]) - VSA

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

*** NOTES 11/2/2010 12:33:01 PM, rsaeini, Action Type : Note-General
waiting for the check to be mailed out.

*** CASE MODIFY COMMITMENT 11/2/2010 12:35:21 PM, rsaeini
with [REDACTED] due 11/08/2010 01:46:25 PM.

*** CASE MODIFY 11/2/2010 12:35:33 PM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.

*** SUBCASE N012010-09-1302159-2 RETURN 11/4/2010 12:39:42 PM, jstradfo
from Queue CkReq - Stradford to WIP sub-cases.

*** NOTES 11/4/2010 12:45:43 PM, rsaeini, Action Type : Note-General

AHM is offering the customer partial reimbursement for the YAW sensor repair due to the customer's ownership history along with excellent service history at the dealership.

The customer had stated that he would remain loyal to the Honda brand if AHM would consider his request for partial reimbursement.

2000 Honda Prelude vin: JHMBB624XYC003115

*** CASE MODIFY 11/4/2010 12:45:58 PM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.

*** NOTES 11/5/2010 2:49:24 PM, mmillen, Action Type : Note-General
Check mailed.

*** SUBCASE N012010-09-1302159-2 COMMIT 11/8/2010 8:01:49 AM, rsaeini, Action Type : External Commitment
Check processed for check_req_no = 9420 on 2010-11-05-00.00.000000

*** SUBCASE N012010-09-1302159-2 CLOSE 11/8/2010 9:13:46 AM, rsaeini
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 11/8/2010 9:13:52 AM, rsaeini
Fulfilled for [REDACTED] due 11/08/2010 01:46:25 PM.

*** CASE MODIFY 11/8/2010 9:14:02 AM, rsaeini
into WIP 01H - Brian Derbyshire and Status of Solving.

*** CASE CLOSE 11/8/2010 9:14:05 AM, rsaeini
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-03-0801429 Division : Honda - Auto Condition : Closed Open Date : 3/8/2006 3:24:28 PM
 Case Originator : Shana Sicherman (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 3/8/2006 3:33:39 PM
 Case Owner : Shana Sicherman (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Shana Sicherman (Team HA) Point of Origin : Customer Wipbin :
 Case Title : [REDACTED] VSA INDICATOR ON No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 2436
 VIN Type / No. : US VIN / 2HKYF18515H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 3,200
 In Service Date : 12/13/2005
 Months In Use : 3
 Engine Number : J35A61664734
 Originating Dealer No. / Name : 206550 / WOODLAND HILLS HONDA
 Selling Dealer No. / Name : 206795 / HONDA OF STEVENS CREEK
 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 :
 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
N012006-03-0801429-1 / [REDACTED]	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012006-03-0801429-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Shana Sicherman	Type 1 : Product	Status : Subcase Close	Open Date : 3/8/2006 3:33:02 PM
Issue Owner : Shana Sicherman	Type 2 : Operation	Queue :	Close Date : 3/8/2006 3:33:39 PM
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, 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 : N012006-03-0801429

Case Title : [REDACTED] - VSA INDICATOR ON

*** CASE CREATE 3/8/2006 3:24:28 PM, ssicherm

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

*** CASE MODIFY 3/8/2006 3:29:45 PM, ssicherm

into WIP default and Status of Solving.

*** NOTES 3/8/2006 3:31:41 PM, ssicherm, Action Type : Call from Customer

Client contacted ACS to report that when she is driving that the VSA light is staying on continuously. Client reports she read her '05 Pilot owners manual & followed the procedure to reset the light if it stays on continuously. Client wants to make sure that the VSA light staying on continuously does not mean a sign of a problem. Per page 171 in the '05 Pilot owner's manual informed the client that if her indicator stays on she should have the system inspected by a Honda dealer. Client reports she is currently in Lake Tahoe & there isn't a dealer nearby. Client reports she will contact her dealer to see what will happen to the vehicle if the VSA indicator continues to stay on before she is able to get to a dealer. No further assistance needed at this time. Closing case.

*** SUBCASE N012006-03-0801429-1 CREATE 3/8/2006 3:33:02 PM, ssicherm

Created in WIP Default with Due Date 3/8/2006 3:33:02 PM.

*** CASE MODIFY 3/8/2006 3:33:25 PM, ssicherm

into WIP default and Status of Solving.

*** CASE MODIFY 3/8/2006 3:33:34 PM, ssicherm

into WIP default and Status of Solving.

*** CASE CLOSE 3/8/2006 3:33:39 PM, ssicherm

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

*** SUBCASE N012006-03-0801429-1 CLOSE 3/8/2006 3:33:39 PM, ssicherm

Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012006-10-2301494 Division : Honda - Auto Condition : Closed Open Date : 10/23/2006 11:31:18
 Case Originator : Bruce Cherney (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 12/14/2006 9:34:07 AM
 Case Owner : Kevin Wong (Team AB) Method : Phone Queue : Days Open : 52
 Last Closed By : Kevin Wong (Team AB) Point of Origin : Customer Wipbin :
 Case Title : 11B (MANLY HONDA) [REDACTED] - BRAKE ISSUE No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 1686
 Dealer No. :
 Site Phone No. :
 Contact Name :
 Day Phone No. :
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. : () -
 Address :
 City / State / Zip : SANTA ROSA, CA [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 1686
 VIN Type / No. : US VIN / 2HKYF18575H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 12,200
 In Service Date : 06/05/2005
 Months In Use : 16
 Engine Number : J35A61665891
 Originating Dealer No. / Name : 206501 / MANLY HONDA
 Selling Dealer No. / Name : 206501 / MANLY 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 : 206501 / MANLY HONDA
 Phone No. : 707-542-5377
 Address : 2750 CORBY AVENUE
 City / State / Zip : SANTA ROSA, CA 95407
 Svc District / Sls District : 12B / A12
 Warranty Labor Rate / Date : \$125.00 /
 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
N012006-10-2301494-1 / [REDACTED] -	Subcase Close	Product	Operation	410	Front Brakes
N012006-10-2301494-2 / [REDACTED] -	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012006-10-2301494-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Bruce Cherney	Type 1 : Product	Status : Subcase Close	Open Date : 10/23/2006 11:49:35
Issue Owner : Bruce Cherney	Type 2 : Operation	Queue :	Close Date : 10/23/2006 11:49:52
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 : 10 - Power Train
 Previously Published : NO
 Fire Indicator : NO
 Rollover Indicator : NO
 Cosmetic / Sound Quality Indicator : NO
 Dealer Coding:

Solution / Linked Resolution Info :

Solution ID : Resolution Title :
 Solution Title :

Parts Info :

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N012006-10-2301494-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kevin Wong	Type 1 : Product	Status : Subcase Close	Open Date : 10/31/2006 8:42:54 AM
Issue Owner : Kevin Wong	Type 2 : Operation	Queue :	Close Date : 12/14/2006 9:33:57 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
 Condition Code Desc Vibration 4103
 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 : N012006-10-2301494

Case Title : 11B (MANLY HONDA [REDACTED]) - BRAKE ISSUE

*** CASE CREATE 10/23/2006 11:31:18 AM, bcherney

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

*** CASE MODIFY 10/23/2006 11:32:31 AM, bcherney

into WIP default and Status of Solving.

*** NOTES 10/23/2006 11:47:56 AM, bcherney, Action Type : Call from Customer

The customer called regarding 4 failures on the car that has been to the dealer 3 times. The failures is: the vehicle will come to an abrupt stop. The first time it happened the tire pressure light came on. The last time this happened the customer was traveling 45 miles per hour and the car stopped. The vehicle makes a grinding noise when it is doing this. There is no pattern of this failure (hot-cold, day-night, fast-slow). The dealer has been unable to duplicate the problem, the dealer did retrieve a VSA code came on but with no reason as to why it come on. Each time it does happen the VSA light comes on. The last time tech line told the dealer to replace the VSA module last Friday. So far the customer has had no problems. The third time it happened the dealer replaced a brake switch. So far the customer is having no problem.

Customer is calling to document the problem with the vehicle.

*** SUBCASE N012006-10-2301494-1 CREATE 10/23/2006 11:49:35 AM, bcherney

Created in WIP Default with Due Date 10/23/2006 11:49:35 AM.

*** SUBCASE N012006-10-2301494-1 CLOSE 10/23/2006 11:49:52 AM, bcherney

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/23/2006 11:49:57 AM, bcherney

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

*** CASE REOPEN 10/30/2006 10:27:10 AM, dmoore

with Condition of Open and Status of Solving.

*** NOTES 10/30/2006 10:41:17 AM, dmoore, Action Type : Call from Customer

Customer states that he brakes are still having the same problem because the brakes are grinding when the vehicle stops on occasion. Customer states that in the past she has taken her car into Manly Honda 3 times for because her brakes engage on their own and the dealership could not diagnosis this issue until the 3rd time in the dealership. Customer states that the characteristics of her brakes when the problem occurred were the brakes vibration and grinding. Customer feels like her car is not fixed and customer does not want to take a chance in getting in a accident. Customer would like AH to fix her car or junk her car so that someone else doesn't get killed from the car's issues. I advised the customer that I would forward the request to a case manager for review and someone will get back to them in 1 to 2 business days.

*** CASE MODIFY 10/30/2006 10:41:21 AM, dmoore

into WIP default and Status of Solving.

*** CASE DISPATCH 10/30/2006 10:41:48 AM, dmoore

from WIP default to Queue Honda Team G.

*** CASE ASSIGN 10/30/2006 12:31:05 PM, tcarter1

N012006-10-2301494 to wnazaret, WIP eC!ð£§

*** CASE RULE ACTION 10/30/2006 12:31:06 PM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE ASSIGN 10/30/2006 2:03:23 PM, wnazaret

N012006-10-2301494 to kwong, WIP

Case History

Case ID : N012006-10-2301494

Case Title : 11B (MANLY HONDA) [REDACTED] - BRAKE ISSUE

*** CASE RULE ACTION 10/30/2006 2:03:24 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 10/31/2006 8:41:44 AM, kwong
into WIP default and Status of Solving.

*** CASE MODIFY 10/31/2006 8:41:54 AM, kwong
into WIP default and Status of Solving.

*** SUBCASE N012006-10-2301494-2 CREATE 10/31/2006 8:42:54 AM, kwong
Created in WIP Default with Due Date 10/31/2006 8:42:54 AM.

*** COMMIT 10/31/2006 8:43:02 AM, kwong, Action Type : N/A

Call cust.

*** NOTES 10/31/2006 8:43:34 AM, kwong, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Customer states that he brakes are still having the same problem because the brakes are grinding when the vehicle stops on occasion. Customer states that in the past she has taken her car into Manly Honda 3 times for because her brakes engage on their own and the dealership could not diagnosis this issue until the 3rd time in the dealership. Customer states that the characteristics of her brakes when the problem occurred were the brakes vibration and grinding. Customer feels like her car is not fixed and customer does not want to take a chance in getting in a accident. Customer would like AH to fix her car or junk her car so that someone else doesn't get killed from the car's issues. I advised the customer that I would forward the request to a case manager for review and someone will get back to them in 1 to 2 business days.

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

Thank you for your attention to this matter.

Kevin Wong
Automobile Customer Service

*** CASE MODIFY 10/31/2006 2:09:53 PM, kwong
into WIP 11B and Status of Solving.

*** NOTES 10/31/2006 3:56:03 PM, kwong, Action Type : Call to Customer

I contacted customer but was redirected to voicemail. I introduced myself as Case Manager for customer's case. I provided customer with phone number and ext. where customer can reach me.

*** CASE MODIFY 10/31/2006 3:56:09 PM, kwong
into WIP 11B and Status of Solving.

*** CASE FULFILL 10/31/2006 3:56:11 PM, kwong
Fulfilled for [REDACTED] due 10/31/2006 05:00:00 PM.

*** COMMIT 10/31/2006 3:56:16 PM, kwong, Action Type : N/A

Call dealer.

Case History

Case ID : N012006-10-2301494

Case Title : I1B (MANLY HONDA) [REDACTED] - BRAKE ISSUE

*** CASE MODIFY COMMITMENT 11/2/2006 9:08:21 AM, kwong

with [REDACTED] due 11/02/2006 05:00:00 PM.

*** CASE CLAIMS LOOKUP 11/2/2006 9:26:55 AM, kwong

CLAIM CHECK 11/02/2006 09:26:55 AM kwong

The following Claim History information was found

0; 2006-08-24; 206501; 266681; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM
TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

*** CASE CLAIMS LOOKUP 11/2/2006 9:27:30 AM, kwong

CLAIM CHECK 11/02/2006 09:27:30 AM kwong

The following Claim History information was found

0; 2006-08-24; 206501; 266681; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM
TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

*** NOTES 11/2/2006 9:34:14 AM, kwong, Action Type : Call to Dealer

I contacted SM Brian at Manly Honda regarding brake issue. Brian states that customer has been to Manly Honda to address brake issue. Brian states that technician has been unable to reproduce brake issue and techline has been contacted. Brian states that ABS pump and brake switch have been replaced. I advised Brian i will contact customer regarding concern.

*** CASE FULFILL 11/2/2006 9:35:07 AM, kwong

Fulfilled for [REDACTED] due 11/02/2006 05:00:00 PM.

*** COMMIT 11/2/2006 9:35:09 AM, kwong, Action Type : N/A

Call cust.

*** CASE MODIFY 11/2/2006 11:00:18 AM, kwong

into WIP I1B and Status of Solving.

*** NOTES 11/2/2006 11:03:15 AM, kwong, Action Type : Call to Customer

Customer states that while driving and accelerating brake applied themselves, started grinding, and VSA light illuminated. Customer states that brake issue is very intermittent and natural condition do not instigate issue. I advised customer that Manly Honda has not been able to reproduce the issue. I advised customer that Manly Honda felt vehicle was safe to drive and released vehicle to customer. I advised customer that if Manly Honda felt vehicle was unsafe to drive they would not release vehicle back to customer. I advised customer i will leave case open to stay in contact and if possible resolve intermittent issue. Customer thanked me.

*** CASE FULFILL 11/2/2006 11:03:21 AM, kwong

Fulfilled for [REDACTED] due 11/02/2006 05:00:00 PM.

*** NOTES 11/6/2006 7:20:47 AM, pbongco, Action Type : Letter/Fax

On 11/1/06 ACS received a letter from the customer dated 10/30/06 regarding previous issue.

*** CASE RULE ACTION 11/20/2006 11:31:18 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE CLAIMS LOOKUP 12/6/2006 3:10:40 PM, kwong

CLAIM CHECK 12/06/2006 03:10:40 PM kwong

The following Claim History information was found

0; 2006-08-24; 206501; 266681; 510; 723505 ; CODES/OPERATING DATA - RETRIEVE OR CLEAR CODES WITH PGM

Case History

Case ID : N012006-10-2301494

Case Title : 11B (MANLY HONDA [REDACTED]) - BRAKE ISSUE

TESTER OR HONDA DIAGNOSTIC SYSTEM. ACCESS SYSTEM

*** CASE MODIFY 12/6/2006 3:11:24 PM, kwong
into WIP 10other and Status of Solving.

*** COMMIT 12/14/2006 9:26:56 AM, kwong, Action Type : N/A

Call cust.

*** NOTES 12/14/2006 9:33:34 AM, kwong, Action Type : Call to Customer

I contacted customer regarding brake issue. Customer states that brake issue has not occurred since last time customer contacted ACS. I advised customer that she can take her vehicle to a Honda dealer if she feels vehicle is unsafe. I advised customer that Honda dealer will have to reproduce issue before diagnosis. I advised customer to contact ACS if she has any issue with brake system in the future. Customer understood. Customer thanked me for follow up call.

Customer did not need any further assistance.
Customer thanked me and ended call.

Case Closed.

*** CASE MODIFY 12/14/2006 9:33:40 AM, kwong
into WIP 10other and Status of Solving.

*** SUBCASE N012006-10-2301494-2 CLOSE 12/14/2006 9:33:57 AM, kwong
Status = Solving, Resolution Code = Instruction Given

*** CASE FULFILL 12/14/2006 9:34:01 AM, kwong
Fulfilled for [REDACTED] due 12/14/2006 05:00:00 PM.

*** CASE CLOSE 12/14/2006 9:34:07 AM, kwong
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-10-1301922 Division : Honda - Auto Condition : Closed Open Date : 10/13/2010 4:01:00 PM
 Case Originator : Todd Yamatsuka (Team HC) Sub Division : Customer Relations Status : Closed Close Date : 10/13/2010 4:38:09 PM
 Case Owner : Todd Yamatsuka (Team HC) Method : Phone Queue : Days Open : 0
 Last Closed By : Todd Yamatsuka (Team HC) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - REQUEST DOCUMENTATION OF AN INTERMITTENT PROB No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 620
 Dealer No. :
 Site Phone No. : ██████████ 4
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : COLFAX, CA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████
 VIN Type / No. : US VIN / 2HKYF18785H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 115,000
 In Service Date : 07/16/2005
 Months In Use : 63
 Engine Number : J35A61668324
 Originating Dealer No. / Name : 206529 / CARMICHAEL HONDA
 Selling Dealer No. / Name : 206529 / CARMICHAEL HONDA
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : GY
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207336 / AUBURN HONDA
 Phone No. : 530-823-7234
 Address : 1801 GRASS VALLEY HWY
 City / State / Zip : AUBURN, CA 95603
 Svc District / Sls District : 12A / C12
 Warranty Labor Rate / Date : \$117.00 /
 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
N012010-10-1301922-1 / ██████████ - PRODU	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012010-10-1301922-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Todd Yamatsuka	Type 1 : Product	Status : Subcase Close	Open Date : 10/13/2010 4:37:38 PM
Issue Owner : Todd Yamatsuka	Type 2 : Operation	Queue :	Close Date : 10/13/2010 4:38:04 PM
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 : 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 : N012010-10-1301922

Case Title : ██████████ - REQUEST DOCUMENTATION OF AN INTERMITTENT PROB W/BRA

*** CASE CREATE 10/13/2010 4:01:00 PM, tyamatsu

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

*** NOTES 10/13/2010 4:32:35 PM, tyamatsu, Action Type : Call from Customer

Ms. ██████████ called to document her concern with an intermittent problem with her brakes. She contends her vehicle feels as if the vehicle is braking but the brake pedal is not being depressed. While traveling on a 4 lane highway at approximately 45 mph she felt the symptom, then again immediately after but she was travelling approx 15 mph, and then again when the Service Mgr at Auburn Honda test drove the vehicle going approximately 5 mph. She contends all three events occurred on the same day in a span of 10 minutes. She stated the Auburn Honda diagnosed/inspected her vehicle and did not identify any manufacturers defects. She stated the vehicle is still at Auburn Honda. She contends the Service Mgr David Mays gave her the # to Honda ACS because she wanted Honda to document her concern. She did not want Honda to follow up with her. I gave her my contact information if she wished to discuss the matter further. I verified her address/phone #'s and closed the call.

*** CASE MODIFY 10/13/2010 4:35:10 PM, tyamatsu

into WIP Default and Status of Solving.

*** SUBCASE N012010-10-1301922-1 CREATE 10/13/2010 4:37:38 PM, tyamatsu

Created in WIP Default with Due Date 10/13/2010 4:37:38 PM.

*** SUBCASE N012010-10-1301922-1 CLOSE 10/13/2010 4:38:04 PM, tyamatsu

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 10/13/2010 4:38:09 PM, tyamatsu

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

Case Details

Case ID : N032005-07-1900826 Division : Honda - Auto Condition : Closed Open Date : 7/19/2005 10:38:51 AM
 Case Originator : Shanee Dodson (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 8/20/2005 8:26:43 AM
 Case Owner : Charisma Justis (Team HG) Method : Phone Queue : Days Open : 32
 Last Closed By : Charisma Justis (Team HG) Point of Origin : Customer Wipbin :
 Case Title : 11G- [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISI 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] PALO ALTO, CA [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 822
 VIN Type / No. : US VIN / 2HKYF187X5H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 888
 In Service Date : 06/25/2005
 Months In Use : 1
 Engine Number : J35A61669491
 Originating Dealer No. / Name : 208059 / ANDERSON HONDA
 Selling Dealer No. / Name : 208059 / ANDERSON HONDA
 Trim : EX-LNAV
 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 : 208059 / ANDERSON HONDA
 Phone No. : 650-856-6000
 Address : 1766 EMBARCADERO ROAD
 City / State / Zip : PALO ALTO, CA 94303
 Svc District / Sls District : 12G / B12
 Warranty Labor Rate / Date : \$135.00 /
 Agent Name : JEANETTE 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
N032005-07-1900826-1 / [REDACTED] - PROD	Subcase Close	Product	Operation	422	Anti-Lock Brake

Issue Details

Issue ID : N032005-07-1900826-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Charisma Justis	Type 1 : Product	Status : Subcase Close	Open Date : 7/19/2005 3:21:14 PM
Issue Owner : Charisma Justis	Type 2 : Operation	Queue :	Close Date : 8/20/2005 8:26:02 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 : Documented Concern, 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 : N032005-07-1900826

Case Title : 11G-[REDACTED]- 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR

*** CASE CREATE 7/19/2005 10:38:51 AM, sdodson

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

*** CASE CAMPAIGN LOOKUP 7/19/2005 10:42:33 AM, sdodson

CAMPAIGN CHECK 07/19/2005 10:42:32 AM sdodson

No data found for VIN

*** CASE CUC LOOKUP 7/19/2005 10:42:39 AM, sdodson

CUC CHECK 07/19/2005 10:42:39 AM sdodson

The following CUC information was found

;:0;0;0;0;0;0;0;0;

*** CASE VSC LOOKUP 7/19/2005 10:42:39 AM, sdodson

VSC CHECK 07/19/2005 10:42:39 AM sdodson

The following VSC information was found

[REDACTED];V002358157;B70;(NEW) PREMIUM 7YR 100K 0 DED;ACTIVE;;2005-06-25;2012-06-24;100000;12;208059;0.00

*** CASE CLAIMS LOOKUP 7/19/2005 10:42:40 AM, sdodson

CLAIM HISTORY CHECK 07/19/2005 10:42:40 AM sdodson

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 7/19/2005 10:42:43 AM, sdodson

WARRANTY CHECK 07/19/2005 10:42:43 AM sdodson

No data found for VIN.

*** NOTES 7/19/2005 10:52:53 AM, sdodson, Action Type : Call from Customer

The customer called stating that she just purchased the vehicle and she has had the vehicle into ANDERSON HONDA three times for the VSA light. She states that she spoke to Jeanette (SM) in regards to the vehicle. The first time she took the vehicle into the dealership was on 6/20/05. She states that the Steering Angle Sensor code came up with the diagnosis. She states that the dealership fixed that and the VSA light came on again on 7/14/05.

The customer states that the same code came up, and the problem was fixed again. The customer states that the VSA light came on again and today 7/19/05 and she is taking the vehicle into the dealership tonight. The customer states that she would like to know the guidelines on Lemon Law for this vehicle. She states that the vehicle is a family car and she has a 6-month-old baby so this makes things difficult. I informed the customer that she would have to check with her state to get the guidelines on the Lemon Law.

I informed the customer that I would forward the information to a CM for further review. I gave the customer the case number. I informed the customer that the CM would review the case, contact the dealership, and contact her by phone. The customer is requesting to be contacted on her cell phone at 650-776-9064. The customer thanked me. The call ended.

*** CASE MODIFY 7/19/2005 10:53:54 AM, sdodson

into WIP default and Status of Solving.

*** CASE ASSIGN 7/19/2005 10:54:06 AM, sdodson

N032005-07-1900826 to kbrown03, WIP

*** CASE RULE ACTION 7/19/2005 10:54:07 AM, sa

Action Task Assignee of rule Assign Notification fired

*** CASE DISPATCH 7/19/2005 11:29:08 AM, kbrown03

from WIP default to Queue Honda Team G.

Case History

Case ID : N032005-07-1900826

Case Title : 11 [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR

*** CASE ASSIGN 7/19/2005 12:30:23 PM, rnavarre
N032005-07-1900826 to cjustis, WIP

*** CASE RULE ACTION 7/19/2005 12:30:24 PM, sa
Action Task Assignee of rule Assign Notification fired

*** CASE MODIFY 7/19/2005 3:20:04 PM, cjustis
into WIP DEFAULT and Status of Solving.

*** CASE CLAIMS LOOKUP 7/19/2005 3:20:07 PM, cjustis
CLAIM HISTORY CHECK 07/19/2005 03:20:07 PM cjustis
No data found for VIN.

*** CASE CAMPAIGN LOOKUP 7/19/2005 3:20:10 PM, cjustis
CAMPAIGN CHECK 07/19/2005 03:20:10 PM cjustis
No data found For VIN

*** SUBCASE N032005-07-1900826-1 CREATE 7/19/2005 3:21:14 PM, cjustis
Created in WIP Default with Due Date 7/19/2005 3:21:14 PM.

*** COMMIT 7/19/2005 3:21:18 PM, cjustis, Action Type : N/A
Made to TIFFANY OBRIEN due 07/25/2005 03:21:19 PM.
call customer/dealer

*** NOTES 7/19/2005 3:25:33 PM, cjustis, Action Type : Dealer Communication
ATTN: SERVICE MANAGER

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

Jeanette,

ACS has received contact from Ms. O'Brien requesting review of her repeat product issues with her Pilot vehicle. She says she's been working with you and has been in as of 6/20, 7/14 and again today complaining of the VSA light coming on, advised it was related to the Steering Angle Sensor each time. The customer contends this is a safety issue and if were unable to repair the vehicle, would like the vehicle replaced.

Please review the history and contact me at (800) 999-1009 Ext. 118065 to provide an account of all visits for this issue. Has there been any tech line involvement and is this a problem were seeing with this year and model?

Thank you for your attention to this matter.

Charisma Justis
Automobile Customer Service

*** CASE MODIFY 7/19/2005 3:25:37 PM, cjustis
into WIP DEFAULT and Status of Solving.

*** CASE MODIFY 7/19/2005 3:25:37 PM, cjustis
into WIP DEFAULT and Status of Solving.

Case History

Case ID : N032005-07-1900826

Case Title : [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR

*** CASE MODIFY 7/19/2005 3:25:38 PM, cjustis
into WIP DEFAULT and Status of Solving.

*** NOTES 7/21/2005 10:28:09 AM, cjustis, Action Type : Call from Dealer

I received a call back from the service manager, Jeanette and she says the customer is frustrated and rightfully so since the vehicle only has about 900 miles. She says the vehicle first came in with the VSA light on, they re calibrated the system and the light didn't return. Ms. O'Brien returned a second time with the same concern, they did some additional checking for the function of the system, turned off the light but she then returned the next day with it on again. Finally, the vehicle came in again, the technician checked further and found a connection partially plugged in; the vehicle was road tested home and back to the dealership last night and again today, the light is still off so she's confident the vehicle has been repaired.

*** CASE MODIFY 7/21/2005 10:28:13 AM, cjustis
into WIP 11G and Status of Solving.

*** CASE MODIFY 7/21/2005 10:28:13 AM, cjustis
into WIP 11G and Status of Solving.

*** NOTES 7/21/2005 3:35:58 PM, cjustis, Action Type : Call to Customer

A message was left for the customer on her cell apologizing for the vehicle problems experienced; I advised that the dealer has repaired the vehicle and asked for a call back.

*** CASE MODIFY 7/21/2005 3:36:02 PM, cjustis
into WIP 11G and Status of Solving.

*** NOTES 7/25/2005 2:34:21 PM, cjustis, Action Type : Call from Customer

A voice message was received from the customer asking for a call back.

*** NOTES 7/26/2005 9:13:51 AM, cjustis, Action Type : Call to Customer

I attempted the customer at all three numbers; the first was Paul O'Brien's voicemail where I left a message, the second was an office number that indicated Paul would be out of the office through the end of July, the third was Ms. O'Brien's voicemail where I left another message and advised I'd try her later this afternoon.

*** CASE FULFILL 7/26/2005 9:13:59 AM, cjustis
Fulfilled for [REDACTED] due 07/25/2005 03:21:19 PM.

*** COMMIT 7/26/2005 9:14:03 AM, cjustis, Action Type : N/A
Made to TIFFANY OBRIEN due 07/26/2005 02:14:05 PM.
call customer again

*** NOTES 7/27/2005 9:38:12 AM, cjustis, Action Type : Call to Customer
I left a message for the customer for a return call.

*** CASE FULFILL 7/27/2005 9:38:21 AM, cjustis
Fulfilled for TIFFANY OBRIEN due 07/26/2005 02:14:05 PM.

*** COMMIT 7/27/2005 9:38:31 AM, cjustis, Action Type : N/A
Made to [REDACTED] due 08/03/2005 09:38:35 AM.
call customer

*** NOTES 8/3/2005 11:25:55 AM, cjustis, Action Type : Call to Customer
The following has been sent:

Case History

Case ID : N032005-07-1900826

Case Title : 11G- [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR

August 3, 2005

[REDACTED]
[REDACTED]
Palo Alto, CA [REDACTED]

Dear Ms. [REDACTED]:

Thank you for your recent contact to American Honda Motor Co., Inc. regarding your 2005 Honda Pilot EX-L, VIN 2HKYF187X5H562555.

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

Please contact me at (800) 999-1009 Ext. 118065 Monday through Friday between 8:30AM and 4:00 PM Pacific Standard Time to further discuss the matter or to provide an alternate contact number.

If we do not hear back from you within 7 days from the date of the letter, we will assume the matter has been resolved to your satisfaction and close your file until future contact.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Charisma Justis
Automobile Customer Service
Case # N032005-07-1900826

*** CASE FULFILL 8/3/2005 11:26:02 AM, cjustis
Fulfilled for [REDACTED] due 08/03/2005 09:38:35 AM.

*** COMMIT 8/3/2005 11:26:09 AM, cjustis, Action Type : N/A

Made to [REDACTED] due 08/11/2005 11:26:10 AM.
close if no call back

*** NOTES 8/8/2005 10:44:53 AM, cjustis, Action Type : Call from Customer

I received a call back from the customer replying to the 7-day letter, and offered apologies for the problems experienced with the vehicle. I asked if the vehicle was currently operating as designed and she says yes, but complained that it sometimes has taken a longer period of time before the problem shows up again and I replied that we are confident the vehicle has been repaired, so I suggested she drive the vehicle some more to make sure it has been repaired.

Ms. [REDACTED] then began quoting the CA law on replacement vehicles, and I explained each visit at the dealer and what had been done; she says she'd been on the Internet and found other customer's having this same issue and I advised that I'd found a service news from June 2005 advising that a connection due to dirt or paint could cause this type of concern, so no replacement of parts was needed.

*** NOTES 8/8/2005 10:47:19 AM, cjustis, Action Type : Call from Customer

The customer says she doesn't care that no parts had been replaced and advised that if the light returned, she'd request a replacement stating the dealer informed me we had a process for this. I explained that there are a few other steps before that type of action would be considered, such as tech line contact, DPSM

Case History

Case ID : N032005-07-1900826

Case Title : 11 [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR
or engineer involvement etc....

I offered to leave the case open one additional week; she says that isn't acceptable and demanded my supervisor or that we leave it open for 18 months - the term of her rights for replacement. I explained that wasn't an option, but that a case can be re-opened should something occur that requires additional review. The customer isn't pleased, and then began demanding a copy of the case notes etc.... Before she yelled out a few expletives, the customer said she would call back and she disconnected the call.

***When Ms. [REDACTED] calls, please ask her to submit her concerns in writing if needed.

*** CASE MODIFY 8/8/2005 10:47:25 AM, cjustis
into WIP 11G and Status of Solving.

*** CASE FULFILL 8/8/2005 10:47:42 AM, cjustis
Fulfilled for [REDACTED] due 08/11/2005 11:26:10 AM.

*** COMMIT 8/8/2005 10:47:47 AM, cjustis, Action Type : N/A

Made to [REDACTED] due 08/15/2005 10:47:49 AM.

**send letter after spv speaks w/customer

*** CASE MODIFY 8/8/2005 10:49:16 AM, cjustis
into WIP 11G and Status of Solving.

*** NOTES 8/8/2005 10:57:57 AM, scervant, Action Type : Call from Customer

The customer called requesting to speak to a manager because she is not happy with the treatment she received from the CM. I advised the customer to submit her complaints or concerns in writing. I provided the customer with the address to Torrance Ca. the customer asked why her case would be closed after one week. I advised the customer if her concerns have been resolved there would be no need to keep the case opened. I advised the customer if a problem should arise after the case has been closed she could contact AHM and refer to the case number so that the case be reopened. The customer thanked me for the explanation. No further assistance needed at this time.

*** NOTES 8/16/2005 9:16:59 AM, cjustis, Action Type : Call to Dealer

I called Jeanette asking if the vehicle had come back and she says no, and added she'd informed the customer the same thing - that we couldn't say replacement is the next action if the light returns. I thanked Jeanette, nothing else is needed.

*** CASE MODIFY 8/16/2005 9:18:09 AM, cjustis
into WIP 11G and Status of Solving.

*** CASE MODIFY 8/16/2005 9:24:21 AM, cjustis
into WIP 11G and Status of Solving.

*** NOTES 8/16/2005 9:24:33 AM, cjustis, Action Type : Note-General

Letter being prepared to send to Ms. O'Brien.

*** CASE MODIFY 8/16/2005 9:24:37 AM, cjustis
into WIP 11G and Status of Solving.

*** CASE RULE ACTION 8/16/2005 9:38:51 AM, sa
Action owner - 30 days of rule Case Closure fired

*** NOTES 8/16/2005 12:37:23 PM, aharlan, Action Type : Call from Customer

I left Ms. [REDACTED] a voicemail to please call me back to discuss her concerns.

Case History

Case ID : N032005-07-1900826

Case Title : 11 [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR

*** CASE MODIFY COMMITMENT 8/19/2005 9:19:58 AM, cjustis

with [REDACTED] due 08/26/2005 10:47:49 AM.

*** NOTES 8/19/2005 4:14:45 PM, aharlan, Action Type : Call from Customer

I called and spoke to Ms. O'Brien and advised her that should she have any more problems with her vehicle that AHM recommends that she take it back to the dealership. She stated that the light hasn't come back on, but she has only driven it a total of 8 times since the dealership did the repair. I assured her that her case has been documented and she is welcome to call us should she have any future concerns with her vehicle.

She then asked for something in writing to prove that she contacted ACS, I told her we will send her a letter today acknowledging her case.

*** SUBCASE N032005-07-1900826-1 CLOSE 8/20/2005 8:26:02 AM, cjustis

Status = Solving, Resolution Code = Instruction Given

*** NOTES 8/20/2005 8:26:39 AM, cjustis, Action Type : Note-Resolution

Closing; ACS has documented a product complaint regarding the VSA indicator on the customer's Pilot; The following letter has been sent acknowledging her product concerns:

August 20, 2005

[REDACTED]
[REDACTED]
Palo Alto, CA [REDACTED]

Dear Ms. [REDACTED]

Thank you for your recent contact to American Honda Motor Co., Inc. We apologize for the frustrating experience you encountered while having your 2005 Honda Pilot EX-L, VIN 2HKYF187X5H [REDACTED] repaired. We would like to assure you that what you have experienced does not live up to the Honda philosophy of exceeding customers' expectations.

American Honda's New Car Limited Warranty makes provisions to repair or replace parts that are determined to have defects resulting from manufacturing in materials and or workmanship. We have verified your concerns with the management of Anderson Honda and have been advised that any repairs made to address the Vehicle Stability Assist (VSA) indicator are sufficient and that no further action up to and including the replacement of the vehicle is necessary at this time.

Per our conversation, this letter is being sent to acknowledge any complaints made and repairs you have received during the New Car Limited Warranty. Should you experience a problem with the VSA system in the future the, American Honda will review the matter with our technical division for the appropriate action up to and including repair or replacement of the component in question.

Thank you again for affording us the opportunity to review your concerns and feel free to contact our office at (800) 999-1009 Monday through Friday between 6:00AM and 5:00PM Pacific Standard Time should you require further assistance.

Sincerely,
AMERICAN HONDA MOTOR CO., INC.

Charisma Justis

Case History

Case ID : N032005-07-1900826

Case Title : 11G [REDACTED] - 11G (ANDERSON) PRODUCT COMPLAINT/REPEAT VISIT FOR

Regional Case Manager
Automobile Customer Service
Case # N032005-07-1900826

*** CASE MODIFY 8/20/2005 8:26:42 AM, cjustis
into WIP 11G and Status of Solving.

*** CASE MODIFY 8/20/2005 8:26:42 AM, cjustis
into WIP 11G and Status of Solving.

*** CASE CLOSE 8/20/2005 8:26:43 AM, cjustis
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012010-11-1200059	Division : Honda - Auto	Condition : Closed	Open Date : 11/12/2010 6:38:04 AM
Case Originator : Allan Perez (Team HF)	Sub Division : Customer Relations	Status : Closed	Close Date : 11/12/2010 6:42:58 AM
Case Owner : Allan Perez (Team HF)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Allan Perez (Team HF)	Point of Origin : Customer	Wipbin :	
Case Title : ██████████ - BRAKES CONCERN		No. of Attachments : 0	

Site / Contact Info :

Site Name : ██████████
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. : ██████████ 6
 Cell / Pager No. : ██████████
 Fax No. : ██████████
 Address : ██████████
 City / State / Zip : WOBURN, MA ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ PO B
 VIN Type / No. : US VIN / 2HKYF18795H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 1
 In Service Date : 06/23/2005
 Months In Use : 65
 Engine Number : J35A61669819
 Originating Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURL
 Selling Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURLI
 Trim : EX-LNAV
 No. Of Doors : 5
 Transmission Code : 5AT
 Exterior Color : BX
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-11-1200059-1 / ██████████ - PRO	Subcase Close	Product	Operation	410	Front Brakes

Issue Details

Issue ID : N012010-11-1200059-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Allan Perez	Type 1 : Product	Status : Subcase Close	Open Date : 11/12/2010 6:40:58 AM
Issue Owner : Allan Perez	Type 2 : Operation	Queue :	Close Date : 11/12/2010 6:41:24 AM
Issue Title : [REDACTED] - 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 : N012010-11-1200059

Case Title : [REDACTED] - BRAKES CONCERN

*** CASE CREATE 11/12/2010 6:38:04 AM, aperez1

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

*** CASE MODIFY 11/12/2010 6:38:36 AM, aperez1

into WIP default and Status of Solving.

*** NOTES 11/12/2010 6:40:50 AM, aperez1, Action Type : Call from Customer

Customer did not verify the contact info

Customer states that the brakes engage on their own. Customer states that she would like to know where her attorney can send a letter to.

ACS provided AHM's mailing address.

Customer understood, call ended.

*** SUBCASE N012010-11-1200059-1 CREATE 11/12/2010 6:40:58 AM, aperez1

Created in WIP Default with Due Date 11/12/2010 6:40:58 AM.

*** SUBCASE N012010-11-1200059-1 CLOSE 11/12/2010 6:41:24 AM, aperez1

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 11/12/2010 6:41:35 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2010 6:42:25 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2010 6:42:28 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2010 6:42:44 AM, aperez1

into WIP default and Status of Solving.

*** CASE MODIFY 11/12/2010 6:42:56 AM, aperez1

into WIP default and Status of Solving.

*** CASE CLOSE 11/12/2010 6:42:58 AM, aperez1

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

Case Details

Case ID : N042010-12-1600872 Division : Honda - Auto Condition : Closed Open Date : 12/16/2010 11:33:19
 Case Originator : Michael Lyon (Team MA) Sub Division : Mediation Status : Closed Close Date : 2/22/2011 12:38:36 PM
 Case Owner : Fernando Rea (Team MA) Method : Mail Queue : Days Open : 68
 Last Closed By : Fernando Rea (Team MA) Point of Origin : Attorney Wipbin :
 Case Title : ██████████ - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ MA
 Dealer No. : ██████████
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████ 6
 Evening Phone No. : 6 ██████████
 ██████████
 ██████████
 ██████████
 ██████████ WOBURN, MA ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ PO B
 VIN Type / No. : US VIN / 2HKYF18795H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 58,360
 In Service Date : 06/23/2005
 Months In Use : 66
 Engine Number : J35A61669819
 Originating Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURL
 Selling Dealer No. / Name : 207753 / HERB CHAMBERS HONDA OF BURLI
 Trim : EX-LNAV
 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 : 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.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N042010-12-1600872-1 ██████████ - PRO	Subcase Close	Product	Operation	410	Front Brakes

Spool Report

Run Date : 06/20/2012

Mediation Details

Case ID	N042010-12-1600872	Final Decision :	Escalated	Descision Updated :	2/22/2011 12:38:29 PM
Process :	Mediation	Customer Position :	Buyback-Repurchase		
Document Ref :	FERNANDO REA	AHM Position :	Repair Available		
Related Case :	N012010-11-1200059				
Arbitration Method :	Please Specify				
Arbitration Outcome :	Please Specify	Last Updated :	2/22/2011 12:38:29 PM	By :	frea

Mediation Expenses :

Transaction Type	Estimated Amount	Actual Amount	Transaction Date	Last Updated	Last Updated By
Total Amount	\$0.00	\$0.00			

Mediation Activity :

***	Event Type / Status : Attorney Letter Recd / Completed	Start Date :	12/16/2010 11:34:02	Notes :	
	Assigned To : Mediation (GIZMUNT & SMITH)	Due Date :	1/14/2011		
	Last Updated / By : 2/22/2011 12:36:57 PM / frea	Actual Date :	2/22/2011 12:36:56		
***	Event Type / Status : Docs Received / Completed	Start Date :	12/16/2010 11:34:25	Notes :	HAVE RO'S ARRIVED FROM DEALER
	Assigned To : Mediation ()	Due Date :	12/23/2010		
	Last Updated / By : 12/27/2010 8:05:22 AM / mlyon	Actual Date :	12/27/2010 8:05:21		
***	Event Type / Status : Notify Zone of Open / Completed	Start Date :	12/16/2010 11:34:31	Notes :	DPSM (AZM/ZM)
	Assigned To : Mediation ()	Due Date :			
	Last Updated / By : 12/16/2010 11:34:38 AM / mlyon	Actual Date :	12/16/2010 11:34:33		

Issue Details

Issue ID : N042010-12-1600872-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Lyon	Type 1 : Product	Status : Subcase Close	Open Date : 12/16/2010 11:33:59
Issue Owner : Fernando Rea	Type 2 : Operation	Queue :	Close Date : 2/22/2011 12:38:35 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc : Braking Effort 4102
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Forward to HNA Law
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 : N042010-12-1600872

Case Title | ██████████ - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

*** CASE CREATE 12/16/2010 11:33:19 AM, mlyon

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

*** NOTES 12/16/2010 11:33:20 AM, mlyon, Action Type :

Received on 12/16/10 a letter from Attorney Gizmunt & Smith

Customer Contention: Brakes applied themselves on their own

Resolution Sought: Repurchase

No Lien holder/lesser info provided.

** One Tech Line report found for this Vin/customer** One previous case

*** SUBCASE N042010-12-1600872-1 CREATE 12/16/2010 11:33:59 AM, mlyon

Created in WIP Default with Due Date 12/16/2010 11:33:59 AM.

*** CASE MEDIATION ADD/MODIFY 12/16/2010 11:34:11 AM, mlyon

*** MEDIATION DECISION 12/16/2010 11:34:11 AM mlyon

Proc: Mediation

Dcsn: Please Specify

Cust: Please Specify

AHM: Please Specify Rsn: Please Specify

Arb Mthd: Please Specify Outcome: Please Specify

Ref: FERNANDO REA

Rel: N012010-11-1200059

*** CASE MEDIATION EVENT ADD 12/16/2010 11:34:25 AM, mlyon

*** MEDIATION EVENT - ATTORNEY LETTER RECD 12/16/2010 11:34:25 AM mlyon

Status: In Progress

S: 12/16/2010 11:34:02 AM

D: 01/14/2011 12:00:00 AM

A: ???/??/??/??

Assgn to: Mediation (GIZMUNT & SMITH)

Notes:

*** CASE MEDIATION EVENT ADD 12/16/2010 11:34:31 AM, mlyon

*** MEDIATION EVENT - DOCS RECEIVED 12/16/2010 11:34:31 AM mlyon

Status: In Progress

S: 12/16/2010 11:34:25 AM

D: 12/23/2010 12:00:00 AM

A: ???/??/??/??

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

*** CASE MEDIATION EVENT ADD 12/16/2010 11:34:35 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 12/16/2010 11:34:35 AM mlyon

Status: Completed

S: 12/16/2010 11:34:31 AM

Case History

Case ID : N042010-12-1600872

Case Title : [REDACTED] - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

D: ?/?/? ??:?

A: 12/16/2010 11:34:33 AM

Assgn to: Mediation ()

Notes: V

*** CASE MEDIATION EVENT UPDATE 12/16/2010 11:34:38 AM, mlyon

*** MEDIATION EVENT - NOTIFY ZONE OF OPEN 12/16/2010 11:34:38 AM mlyon

Status: Completed

S: 12/16/2010 11:34:31 AM

D: ?/?/? ??:?

A: 12/16/2010 11:34:33 AM

Assgn to: Mediation ()

Notes: DPSM (AZM/ZM)

*** COMMIT 12/16/2010 11:34:39 AM, mlyon, Action Type : N/A

Made to [REDACTED] due 12/17/2010 11:34:42 AM.

New Atty case opened. Review Atty letter. Look for RO's

*** NOTES 12/16/2010 11:35:22 AM, mlyon, Action Type : Dealer Communication

ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 12/17/2010

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

Brakes applied themselves on their own

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

Mediation Department

American Honda Motors

*** NOTES 12/16/2010 11:35:35 AM, mlyon, Action Type : Note-General

Requested RO's from Dealer. Email sent to zone notifying of open Mediation case.

*** CASE MODIFY 12/16/2010 11:39:15 AM, mlyon

into WIP Default and Status of Solving.

*** CASE ASSIGN 12/16/2010 11:39:17 AM, mlyon

N042010-12-1600872 to frea, WIP □"ÒÌ

*** CASE RULE ACTION 12/16/2010 11:39:17 AM, sa

Action Task Assignee of rule Assign Notification fired

*** SUBCASE N042010-12-1600872-1 ASSIGN 12/16/2010 11:39:24 AM, mlyon

N042010-12-1600872-1 to frea, WIP employee2user = ?

Case History

Case ID : N042010-12-1600872

Case Title : [REDACTED] - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

*** SUBCASE N042010-12-1600872-1 RULE ACTION 12/16/2010 11:39:24 AM, sa

Action Task Assignee of rule Assign Notification fired

*** NOTES 12/21/2010 3:52:31 PM, frea, Action Type : Note-General

Based on the information provided by the Attorney, the customer purchased the vehicle as a CUC with 37,518 miles on 11/20/2008 from Honda Village.

*** NOTES 12/21/2010 4:02:20 PM, frea, Action Type : Field Service

I left a message for the DPSM asking for any information regarding her involvement or familiarity with the case.

*** CASE FULFILL 12/21/2010 4:02:50 PM, frea

Fulfilled for [REDACTED] due 12/17/2010 11:34:42 AM.

*** COMMIT 12/21/2010 4:06:10 PM, frea, Action Type : N/A

Made to [REDACTED] due 12/22/2010 05:00:00 PM.

Obtain ALL repair orders. Prepare Attorney response.

*** CASE MODIFY 12/21/2010 4:08:58 PM, frea

into WIP default and Status of Solving.

*** NOTES 12/22/2010 12:58:26 PM, frea, Action Type : Call to Dealer

Called Honda Village; reached voice mail of Tony Saltalamacchia/SM. I left a message asking for a call back. I also left my fax in order to receive the repair orders.

*** NOTES 12/22/2010 1:01:43 PM, frea, Action Type : Field Service

I received a message from the DPSM.

The DPSM is familiar with the customer claim and is aware that the vehicle was at Honda Village. The DPSM has not inspected the vehicle or met/spoken with the customer.

DPSM mentioned that Honda Village was unable to find anything wrong with the car. The dealership informed her that the customer customer mentioned complaints found on the internet similar to this.

The DPSMI called Honda engineering and was told that perhaps a modulator could fix the problem (if there was ,in fact, a problem).

The DPSM offered to provide goodwill to the customer (50/50) to replace the modulator as a "best guess" via the SM but the customer would not speak with him as she stated she had contacted her attorney. She refused to take the vehicle back until the SM finally told her he would have to charge storage if she did not remove it. It is no longer at the dealership. This is all the DPSM knew about this case at this point.

*** NOTES 12/22/2010 1:09:53 PM, frea, Action Type : Field Service

I left a message for the DPSM asking for her availability for an inspection over the next 30 days.

*** CASE MODIFY COMMITMENT 12/22/2010 1:11:17 PM, frea

with [REDACTED] due 12/23/2010 05:00:00 PM.

*** CASE MODIFY 12/22/2010 1:11:26 PM, frea

into WIP default and Status of Solving.

*** NOTES 12/22/2010 2:27:29 PM, frea, Action Type : Call from Dealer

Spoke with the SM/Tony.

SM stated that the customer had the vehicle towed in. The customer stated at that point that the brakes engaged while driving and without them depressing on

Case History

Case ID : N042010-12-1600872

Case Title : [REDACTED] - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

the pedal.

The dealer road tested the vehicle for 8 miles and could not duplicate.

The vehicle braking system was physically inspected and no issues were found.

They contacted Tech Line and the SM stated that they did not provide any assistance. He contacted the DPSM and no assistance was provided.

They asked the customer to pick up the vehicle but they asked that they continue inspecting the vehicle.

They test drove the vehicle for an additional 100 miles but again could not duplicate the issue. They conferred with the DPSM again and it was advised to

have the customer pick up the vehicle if the issue could not be duplicated.

The customer picked up the vehicle and has not returned.

SM stated that they have 9 repair orders. SM will fax the RO to my attention.

*** CASE MODIFY 12/22/2010 2:27:53 PM, frea
into WIP default and Status of Solving.

*** CASE MODIFY 12/22/2010 2:54:39 PM, frea
into WIP default and Status of Solving.

*** NOTES 12/27/2010 8:05:08 AM, mlyon, Action Type : Letter/Fax
Received copies of RO's from Honda Village. Forward to Ferenando

*** CASE MEDIATION EVENT UPDATE 12/27/2010 8:05:23 AM, mlyon
*** MEDIATION EVENT - DOCS RECEIVED 12/27/2010 08:05:23 AM mlyon

Status: Completed

S: 12/16/2010 11:34:25 AM

D: 12/23/2010 12:00:00 AM

A: 12/27/2010 08:05:21 AM

Assgn to: Mediation ()

Notes: HAVE RO'S ARRIVED FROM DEALER

*** NOTES 1/4/2011 11:31:45 AM, frea, Action Type : Note-General

2005 Honda Pilot EX-L NAV

2HKYF18795H [REDACTED]

DOFU: 06/23/2005

Date: 11/24/2008

Miles: 37645

R/O: 389797

Dealer: Honda Village

Customer contention:

1. navigation system keeps cutting out. Wont go pass the address screen. Keeps resetting itself.

Corrective action:

1. Ordered new navigation disk.

Date: 12/05/2008

Spool Report

Run Date : 06/20/2012

Case History

Case ID : N042010-12-1600872

Case Title : ██████████ - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

Miles: 37645

R/O: 390626

Dealer: Honda Village

Customer contention:

1. Euroetech repaired entire left side and right side and rear.

Corrective action:

1. Body shop repairs inv # 4292.

Date: 12/15/2008

Miles: 38723

R/O: 391394

Dealer: Honda Village

Customer contention:

1. Navi not working right.2. The windshield wiper inserts are worn out.3. Drivers sill is missing.

Corrective action:

1. Replaced navi disk.2. Replaced the windshield wiper inserts.3. Ordered new sill plate.

Date: 12/23/08

Miles: 39087

R/O: 392029

Dealer: Honda Village

Customer contention:

1. passenger side front sill missing.

Corrective action:

1. Replaced the sill.

Date: 08/31/09

Miles: 51375

R/O: 410196

Dealer: Honda Village

Customer contention:

1. Customer states alarm keeps going off.

Case History

Case ID : N042010-12-1600872

Case Title : [REDACTED] - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

Corrective action:

1. Replaced remote battery.

Date: 10/11/10

Miles: 58360

R/O: 440496

Dealer: Honda Village

Customer contention:

1. Customer states brakes on their own. The customer had the car towed in and said the brakes activated while driving and she did not step on the brakes.

Corrective action:

1. We test drove the car and could not duplicate the problem. We checked the operation of the brakes and all results are normal and no DTC codes stored. We test drove the car over 100 miles and could not duplicate any brake issues. Performed grease test per Tech Line recommendation and the results are within specs. On 10/21 we advised the customer that the most likely repair would be to replace the VSA modulator, Customer informed us that she did not want to do the repair at this time and she opened a case with Honda customer relations and would get back to us at a later date. 10/28/10 customer has not picked up the car yet and has not called us to give us any updates. I called her and left a message at 931am. 11/02/10 called and left a message at 119. 11/11/10 the customer came in to look at a used car. She did not want to buy a car. I told her starting today, 11/11/2010, the storage charges on her car are \$100 a day. Customer's lawyer called 11/12/10 and told me she was going to pick up the car today or Saturday 11/13/2010. Recommendations: VSA modulator, converter heat shield, compliance bushings have cracks in them, 2 front tires are worn on the inner edge, alignment, battery is weak.

Notes:

· CUC sale date is 11/20/2008.· Have 4 repair orders for services prior to the sale of the vehicle on 11/20/2008. The repairs/services include installation of tow kit, car battery replacement, HCUC mechanical/appearance inspection which included replacing brake pads, 4 wheel alignment, replaced 2 tires and oil/filter change, and installing wheel locks.

*** NOTES 1/4/2011 11:58:42 AM, frea, Action Type : Letter/Fax

Faxed response to attorney:

January 4, 2011

SENT VIA FAX ONLY
(978) 535-8855Gizmunt Smith P.C.
Attn: Michael J. Smith, Esq.
187 Lake Street
Peabody, MA 01960

Re: Carrie Carvalho, 2005 Honda Pilot, VIN: 2HKYF18795H562854

Case History

Case ID : N042010-12-1600872

Case Title : [REDACTED] - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

Dear Mr. Smith:

Thank you for providing American Honda Motor Co., Inc. the opportunity to review and address our customer's concerns. We reviewed your client's complaints regarding her 2005 Honda Pilot, vehicle identification number 2HKYF18795H [REDACTED], with the servicing dealership, Honda Village.

We have been advised by the dealership that the vehicle was comprehensively inspected and no verifiable issue(s) were found at that time.

Based on the current information we have available, the involved dealership has made every reasonable effort to resolve any, and all verified complaints. In addition, there has been neither an excessive number of repairs nor time out of service for a nonconformity that substantially impairs the use value or safety of your client's vehicle; for this reason we are unable to grant your client's request to repurchase her vehicle at this time.

If the issue continues to exist, we would be happy to offer an inspection of the vehicle, with the involvement of an American Honda Motor Representative, at a local authorized Honda dealership to assess the concerns. The results of the inspection will have a bearing on our decision. Please respond by January 21, 2011 if an inspection of the vehicle is being requested so that we can make the necessary arrangements.

We apologize for any inconvenience this matter may have caused your client and thank you again for providing us the opportunity to address the concerns.

Sincerely,

Fernando Rea
AMERICAN HONDA MOTOR CO., INC.
Mediation Case Manager
(310) 781-5259

*** CASE FULFILL 1/4/2011 12:02:43 PM, frea

Fulfilled for [REDACTED] due 12/23/2010 05:00:00 PM.

*** COMMIT 1/4/2011 12:02:48 PM, frea, Action Type : N/A

Made to [REDACTED] due 01/13/2011 05:00:00 PM.

Awaiting for attorney response (01/21)

*** CASE MODIFY 1/4/2011 12:03:15 PM, frea

into WIP default and Status of Solving.

*** CASE RULE ACTION 1/13/2011 11:33:19 AM, sa

Action owner - 30 days of rule Case Closure fired

*** CASE MODIFY COMMITMENT 1/13/2011 4:37:06 PM, frea

with [REDACTED] due 01/21/2011 05:00:00 PM.

*** NOTES 1/13/2011 4:37:33 PM, frea, Action Type : Note-General

No response to attorney letter. Provided the attorney until 01/21 to respond.

*** NOTES 1/17/2011 11:12:45 AM, mlyon, Action Type : Letter/Fax

Received two page letter from attorney. Forward to Fernando

*** NOTES 2/2/2011 2:34:21 PM, frea, Action Type : Note-Third Party

Michael Smith/Attorney called in for an update on there client's case.

Case History

Case ID : N042010-12-1600872

Case Title : ██████████ - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

I explained to the attorney that we submitted a response to his request on 01/19.

Attorney stated that he is looking for each of his requests to be addressed in AHM response.

I informed we will submit a response to his attention.

*** CASE FULFILL 2/2/2011 2:34:39 PM, frea

Fulfilled for ██████████ due 01/21/2011 05:00:00 PM.

*** COMMIT 2/2/2011 2:34:42 PM, frea, Action Type : N/A

Made to ██████████ due 02/04/2011 05:00:00 PM.

Review. Obtain response.

*** CASE MODIFY 2/2/2011 2:35:35 PM, frea

into WIP Attorney Cases and Status of Solving.

*** NOTES 2/3/2011 12:28:53 PM, frea, Action Type : Note-Third Party

Attorney Mike Smith called in for letter response.

I informed Mike Smith that we are formulating a response that addresses each one of their specific requests.

*** CASE MODIFY COMMITMENT 2/3/2011 12:43:03 PM, frea

with ██████████ due 02/08/2011 05:00:00 PM.

*** CASE MODIFY 2/3/2011 12:43:08 PM, frea

into WIP Attorney Cases and Status of Solving.

*** NOTES 2/11/2011 12:58:40 PM, frea, Action Type : Note-General

Reviewing and formulating appropriate response to attorney.

*** CASE MODIFY COMMITMENT 2/11/2011 12:58:56 PM, frea

with ██████████ due 02/15/2011 05:00:00 PM.

*** CASE MODIFY 2/11/2011 1:00:42 PM, frea

into WIP Attorney Cases and Status of Solving.

*** NOTES 2/15/2011 9:08:50 AM, frea, Action Type : Note-General

Currently working on formulating a response to the most recent attorney letter.

*** CASE MODIFY COMMITMENT 2/15/2011 9:09:14 AM, frea

with ██████████ due 02/18/2011 05:00:00 PM.

*** CASE MODIFY 2/15/2011 9:09:21 AM, frea

into WIP Attorney Cases and Status of Solving.

*** CASE MODIFY 2/15/2011 1:18:13 PM, frea

into WIP Attorney Cases and Status of Solving.

*** CASE MODIFY COMMITMENT 2/18/2011 4:50:48 PM, frea

with ██████████ due 02/23/2011 05:00:00 PM.

Case History

Case ID : N042010-12-1600872

Case Title : [REDACTED] - ATTY LTR - BRAKES APPLIED THEMSELVES ON THEIR OWN

*** CASE MODIFY 2/18/2011 4:51:00 PM, frea
into WIP Attorney Cases and Status of Solving.

*** CASE FULFILL 2/22/2011 12:34:18 PM, frea
Fulfilled for [REDACTED] due 02/23/2011 05:00:00 PM.

*** NOTES 2/22/2011 12:35:46 PM, frea, Action Type : Note-General
Forwarding to legal and closing case.

*** CASE MEDIATION EVENT UPDATE 2/22/2011 12:36:58 PM, frea
*** MEDIATION EVENT - ATTORNEY LETTER RECD 02/22/2011 12:36:58 PM frea
Status: Completed
S: 12/16/2010 11:34:02 AM
D: 01/14/2011 12:00:00 AM
A: 02/22/2011 12:36:56 PM
Assgn to: Mediation (GIZMUNT & SMITH)
Notes:

*** CASE MODIFY 2/22/2011 12:37:40 PM, frea
into WIP Attorney Cases and Status of Solving.

*** CASE MODIFY 2/22/2011 12:37:43 PM, frea
into WIP Attorney Cases and Status of Solving.

*** CASE MEDIATION ADD/MODIFY 2/22/2011 12:38:29 PM, frea
*** MEDIATION DECISION 02/22/2011 12:38:29 PM frea
Proc: Mediation
Dcsn: Escalated
Cust: Buyback-Repurchase
AHM: Repair Available Rsn: Repair Available
Arb Mthd: Please Specify Outcome: Please Specify
Ref: FERNANDO REA
Rel: N012010-11-1200059

*** CASE MODIFY 2/22/2011 12:38:32 PM, frea
into WIP Attorney Cases and Status of Solving.

*** SUBCASE N042010-12-1600872-1 CLOSE 2/22/2011 12:38:35 PM, frea
Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 2/22/2011 12:38:36 PM, frea
Status = Closed, Resolution Code = Instruction Given, State = Open

Case Details

Case ID : N012006-06-2300441	Division : Honda - Auto	Condition : Closed	Open Date : 6/23/2006 9:30:31 AM
Case Originator : Shaunda Scott (Team SA)	Sub Division : Customer Relations	Status : Closed	Close Date : 7/25/2006 2:02:10 PM
Case Owner : Michael Bogan (Team AA)	Method : Fax	Queue :	Days Open : 32
Last Closed By : Michael Bogan (Team AA)	Point of Origin : Customer	Wipbin :	
Case Title : 1B [REDACTED] - PRODUCT ISSUE		No. of Attachments : 0	

Site / Contact Info :

Site Name : [REDACTED] 1200
 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 : COLTON, CA [REDACTED]
 E Mail : [REDACTED]
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 445
 VIN Type / No. : US VIN / 2HKYF18525H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours :
 In Service Date : 08/23/2005
 Months In Use : 10
 Engine Number : J35A61671479
 Originating Dealer No. / Name : 207523 / SPREEN HONDA
 Selling Dealer No. / Name : 207523 / SPREEN 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 : 208253 / RIVERSIDE HONDA
 Phone No. : 951-509-6565
 Address : 8330A INDIANA AVENUE
 City / State / Zip : RIVERSIDE, CA 92504
 Svc District / Sls District : 01B / D01
 Warranty Labor Rate / Date : \$110.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207523	SPREEN HONDA		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012006-06-2300441-1 [REDACTED] - PRODU	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012006-06-2300441-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Michael Bogan	Type 1 : Product	Status : Subcase Close	Open Date : 6/26/2006 9:24:33 AM
Issue Owner : Michael Bogan	Type 2 : Operation	Queue :	Close Date : 7/25/2006 2:02:06 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 : N012006-06-2300441

Case Title : IB [REDACTED] - PRODUCT ISSUE

*** CASE CREATE 6/23/2006 9:30:31 AM, sscott

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

*** NOTES 6/23/2006 9:30:32 AM, sscott, Action Type :

On 6/22/06, ACS received fax from customer stating the following:

" I am an owner of a Honda Pilot '06 EX model. I have been a Honda driver for 10 years and I have never been dissatisfied with Honda until now... Yesterday 6/21/06 I had a terrible experience on my lunch hour... After inspecting my Pilot they told me that they were unable to find anything wrong and it must have been a computer glitch! Going through this whole experience has me in fear for safety and my girl's safety. Can there be another computer glitch?... I am very concerned about my Pilot. Does this happen a lot?... Please help..."

*** CASE MODIFY 6/23/2006 9:31:04 AM, sscott

into WIP default and Status of Solving.

*** CASE MODIFY 6/23/2006 9:31:05 AM, sscott

into WIP default and Status of Solving.

*** CASE MODIFY 6/23/2006 9:31:05 AM, sscott

into WIP default and Status of Solving.

*** CASE DISPATCH 6/23/2006 9:31:15 AM, sscott

from WIP default to Queue Honda Team H .

*** CASE ACCEPT 6/23/2006 10:23:24 AM, jswedlun

from Queue Honda Team H to WIP default.

*** CASE MODIFY 6/23/2006 10:28:39 AM, jswedlun

into WIP default and Status of Solving.

*** CASE DISPATCH 6/23/2006 10:29:03 AM, jswedlun

from WIP default to Queue Honda Team H .

*** CASE YANKED 6/23/2006 10:29:14 AM, jswedlun

Yanked by jswedlun into WIPbin default.

*** CASE MODIFY 6/23/2006 10:29:21 AM, jswedlun

into WIP default and Status of Solving.

*** CASE MODIFY 6/23/2006 10:29:26 AM, jswedlun

into WIP default and Status of Solving.

*** CASE DISPATCH 6/23/2006 10:29:57 AM, jswedlun

from WIP default to Queue Honda Team H .

*** CASE RULE ACTION 6/24/2006 9:29:57 AM, sa

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

*** CASE RULE ACTION 6/25/2006 9:29:57 AM, sa

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

*** CASE YANKED 6/26/2006 8:39:14 AM, mbogan

Yanked by mbogan into WIPbin default.

*** NOTES 6/26/2006 8:56:55 AM, sscott, Action Type : Letter/Fax

Case History

Case ID : N012006-06-2300441

Case Title : 1B [REDACTED] - PRODUCT ISSUE

On 6/23/06, ACS received duplicate fax from customer correcting the year of vehicle, 2005 Pilot.

*** CASE MODIFY 6/26/2006 9:23:30 AM, mbogan
into WIP default and Status of Solving.

*** SUBCASE N012006-06-2300441-1 CREATE 6/26/2006 9:24:33 AM, mbogan
Created in WIP Default with Due Date 6/26/2006 9:24:33 AM.

*** CASE MODIFY 6/26/2006 9:25:25 AM, mbogan
into WIP default and Status of Solving.

*** CASE MODIFY 6/26/2006 9:40:56 AM, mbogan
into WIP default and Status of Solving.

*** CASE CLAIMS LOOKUP 6/26/2006 9:41:02 AM, mbogan
CLAIM HISTORY CHECK 06/26/2006 09:41:02 AM mbogan
No data found for VIN.

*** COMMIT 6/26/2006 9:41:09 AM, mbogan, Action Type : N/A

Made to [REDACTED] due 06/29/2006 09:41:16 AM.

1st Contact

*** NOTES 6/26/2006 9:42:54 AM, mbogan, Action Type : Dealer Communication
ATTN: SERVICE MANAGER RESOLUTION DUE DATE : 6/29/2006

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

Customer called with a complaint regarding a malfunction of the VSA on her 2005 Pilot.

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 inspection of vehicle.

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

Michael Bogan
Automobile Customer Service
800-999-1009, ext 118092

*** CASE MODIFY COMMITMENT 6/26/2006 9:43:12 AM, mbogan
with [REDACTED] due 06/27/2006 09:41:16 AM.

*** NOTES 6/27/2006 2:34:16 PM, mbogan, Action Type : Call to Dealer

Spoke to SM Jim. He states that the customer reported the vehicle coming to a stop and being unable to accelerate with the VSA light on. She reported turning the ignition off and back on to clear the light and return the vehicle to normal operation. He states that upon inspection they found normal operation of the vehicle and no stored codes.

*** NOTES 6/27/2006 3:00:14 PM, mbogan, Action Type : Call to Customer

Spoke to customer. I explained that we had reviewed her concern with the dealer and as they reported to her they were unable to duplicate or diagnose any outstanding

Case History

Case ID : N012006-06-2300441

Case Title : IB [REDACTED] - PRODUCT ISSUE

concerns with the vehicle. I asked for the customer to describe in detail what occur that leading up to the incident.

The customer indicated that she was driving on the highway and had begun to brake and merge on to the off ramp. She states that all of sudden the vehicle began braking on it's own and came to complete stop. She states that she was unable to accelerate to more than a crawl. She states she pulled over and visually inspected the vehicle to see if she had run over something or had a damaged tire. When she found nothing she states she got back in the vehicle and tried to drive off again (without turning off and restarting the ignition). She states that this is when the VSA lights both came on. She then turned off the ignition and restarted the engine. She indicated that the lights cleared and the vehicle's operation returned to normal.

I asked the customer to describe the road conditions.

She states that the highway was dry and free of any oil spots. She also indicated that road was well paved and free of pot holes.

I explained the purpose of the VSA controls and indicated that the system works to prevent loss of control by regulating output of the engine and application of the ABS systems. I asked the customer if she felt she was coming to a controlled slow down when the incident occurred.

The customer indicated that she takes this same off ramp every day because it leads to her place of work. She states that she has never had this type of problem before or after. She confirmed that the incident has not reoccurred since.

I explained that we would like to do a bit more research to confirm that this is not a know issue. I advised that we would respond back to shortly.

*** CASE FULFILL 6/27/2006 3:00:30 PM, mbogan

Fulfilled for [REDACTED] due 06/27/2006 09:41:16 AM.

*** COMMIT 6/27/2006 3:00:40 PM, mbogan, Action Type : N/A

Follow up with customer

*** CASE RULE ACTION 7/21/2006 8:30:31 AM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 7/25/2006 2:01:29 PM, mbogan, Action Type : Call to Customer

Spoke to customer. I asked the customer if the vehicle has operated normally since our last conversation.

The customer indicated that the vehicle has been operating normally.

I advised that I did confirm that the system will sometimes detect an errant operation of the VSA and will trip the light. I explained that if the system returns to normal operation after being the vehicle is shut off and restarted, then it is not considered a defective operation. I suggested that if it does become a reoccurring concern, then we would have to consider looking at further diagnosis.

The customer understood and accepted this explanation. She thanked me for the call back.

*** CASE FULFILL 7/25/2006 2:01:37 PM, mbogan

Fulfilled for [REDACTED] due 07/03/2006 12:00:00 AM.

*** CASE MODIFY 7/25/2006 2:01:43 PM, mbogan

into WIP QC and Status of Solving.

*** SUBCASE N012006-06-2300441-1 CLOSE 7/25/2006 2:02:06 PM, mbogan

Case History

Case ID : N012006-06-2300441

Case Title : IB [REDACTED] - PRODUCT ISSUE

Status = Solving, Resolution Code = Instruction Given

*** CASE MODIFY 7/25/2006 2:02:08 PM, mbogan
into WIP QC and Status of Solving.*** CASE MODIFY 7/25/2006 2:02:08 PM, mbogan
into WIP QC and Status of Solving.*** CASE MODIFY 7/25/2006 2:02:08 PM, mbogan
into WIP QC and Status of Solving.*** CASE MODIFY 7/25/2006 2:02:08 PM, mbogan
into WIP QC and Status of Solving.

*** CASE CLOSE 7/25/2006 2:02:10 PM, mbogan

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

Case Details

Case ID : N012009-06-3001208 Division : Honda - Auto Condition : Closed Open Date : 6/30/2009 1:53:06 PM
 Case Originator : Cynthia Castanon (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 6/30/2009 2:12:57 PM
 Case Owner : Cynthia Castanon (Team HA) Method : Phone Queue : Days Open : 0
 Last Closed By : Cynthia Castanon (Team HA) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VEHICLE STABILITY MODULATOR No. of Attachments : 0

Site / Contact Info :

Site Name : ██████████ 6651
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : ██████████
 Day Phone No. : ██████████
 Evening Phone No. :
 Cell / Pager No. :
 Fax No. :
 Address : ██████████
 City / State / Zip : DEXTER, MI ██████████
 E Mail : ██████████
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 6651
 VIN Type / No. : US VIN / 2HKYF18665H ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1865JNW / A
 Miles / Hours : 82,000
 In Service Date : 02/24/2006
 Months In Use : 40
 Engine Number : J35A61672674
 Originating Dealer No. / Name : 207502 / TROY HONDA
 Selling Dealer No. / Name : 207307 / HOWARD COOPER 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 : 207307 / HOWARD COOPER HONDA
 Phone No. : 734-761-3200
 Address : 2575 SOUTH STATE ST.
 City / State / Zip : ANN ARBOR, MI 48104
 Svc District / Sls District : 04A / A04
 Warranty Labor Rate / Date : \$98.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012009-06-3001208-1 / ██████████	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012009-06-3001208-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Cynthia Castanon	Type 1 : Product	Status : Subcase Close	Open Date : 6/30/2009 2:00:34 PM
Issue Owner : Cynthia Castanon	Type 2 : Operation	Queue :	Close Date : 6/30/2009 2:11:54 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 Denied
 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 : N012009-06-3001208

Case Title : [REDACTED] - VEHICLE STABILITY MODULATOR

*** CASE CREATE 6/30/2009 1:53:06 PM, ccastano

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

*** CASE CUC LOOKUP 6/30/2009 1:53:31 PM, ccastano

CUC CHECK 06/30/2009 01:53:31 PM ccastano

The following CUC information was found

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

*** CASE VSC LOOKUP 6/30/2009 1:53:31 PM, ccastano

VSC CHECK 06/30/2009 01:53:31 PM ccastano

The following VSC information was found

JACQUELINE;MCCARTHY;V002584185;D62;NEW 72MO/120K, \$0 DED;ACTIVE;;2006-02-20;2012-02-23;120000;178;207307;0.0
0

*** CASE VSC LOOKUP 6/30/2009 1:56:12 PM, ccastano

VSC CHECK 06/30/2009 01:56:12 PM ccastano

The following VSC information was found

[REDACTED];V002584185;D62;NEW 72MO/120K, \$0 DED;ACTIVE;;2006-02-20;2012-02-23;120000;178;207307;0.0
0

*** CASE CUC LOOKUP 6/30/2009 1:56:12 PM, ccastano

CUC CHECK 06/30/2009 01:56:12 PM ccastano

The following CUC information was found

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

*** CASE CLAIMS LOOKUP 6/30/2009 1:56:15 PM, ccastano

CLAIM CHECK 06/30/2009 01:56:15 PM ccastano

The following Claim History information was found

0; 2007-11-28; 207307; 177475; 510; 714155 ; HIGH-MOUNT BRAKE LIGHT BULB - REPLACE.

*** CASE EXTENDED WARRANTY LOOKUP 6/30/2009 1:56:17 PM, ccastano

WARRANTY CHECK 06/30/2009 01:56:16 PM ccastano

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 6/30/2009 1:56:21 PM, ccastano

CAMPAIGN CHECK 06/30/2009 01:56:21 PM ccastano

The following Campaign information was found

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

*** CASE CAMPAIGN LOOKUP 6/30/2009 1:57:30 PM, ccastano

CAMPAIGN CHECK 06/30/2009 01:57:30 PM ccastano

The following Campaign information was found

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

*** NOTES 6/30/2009 1:59:49 PM, ccastano, Action Type : Call from Customer

Contact information verified

Situation: Customer indicated that she indicate that she needs tp replace the vehicle stability modulator needs to be replaced.

Case History

Case ID : N012009-06-3001208

Case Title : [REDACTED] - VEHICLE STABILITY MODULATOR

Request: Customer wants to know if she is responsible for the repairs

Probing questions: Customer indicated that she started having issue with her vehicle and she took it to Howard Cooper Honda She was told that she needed to replace the vehicle stability modulator .She would need to pay \$1500 that was with a 15% discount from the dealership. She indicated that she contacted several dealerships and no one has heard of such issue being common. She would like to know if there is a recall on the vehicle. She would like to know if AHM can assist with the cost

Inbound Summary: ACS informed the customer that there were no recalls or service bulletins in regards to her issue. She was no longer under warranty and because of that she was responsible for the repairs. If the dealership already offered assistance there is no additional assistance that AHM can provide her with.. No further assistance is needed.

*** CASE VSC LOOKUP 6/30/2009 1:59:52 PM, ccastano

VSC CHECK 06/30/2009 01:59:52 PM ccastano

The following VSC information was found

[REDACTED];V002584185;D62;NEW 72MO/120K, \$0 DED;ACTIVE;;2006-02-20;2012-02-23;120000;178;207307;0.0
0

*** CASE CUC LOOKUP 6/30/2009 1:59:53 PM, ccastano

CUC CHECK 06/30/2009 01:59:52 PM ccastano

The following CUC information was found

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

*** CASE CLAIMS LOOKUP 6/30/2009 1:59:58 PM, ccastano

CLAIM CHECK 06/30/2009 01:59:58 PM ccastano

The following Claim History information was found

0; 2007-11-28; 207307; 177475; 510; 714155 ; HIGH-MOUNT BRAKE LIGHT BULB - REPLACE.

*** SUBCASE N012009-06-3001208-1 CREATE 6/30/2009 2:00:34 PM, ccastano

Created in WIP Default with Due Date 6/30/2009 2:00:34 PM.

*** SUBCASE N012009-06-3001208-1 CLOSE 6/30/2009 2:11:54 PM, ccastano

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 6/30/2009 2:12:57 PM, ccastano

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

Case Details

Case ID : N012010-04-2001253 Division : Honda - Auto Condition : Closed Open Date : 4/20/2010 12:46:39 PM
 Case Originator : Marshon McKenzie (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 4/20/2010 1:03:56 PM
 Case Owner : Marshon McKenzie (Team HB) Method : Phone Queue : Days Open : 0
 Last Closed By : Marshon McKenzie (Team HB) Point of Origin : Customer Wipbin :
 Case Title : ██████████ - VSC COMPLAINT No. of Attachments : 0

Site / Contact Info :

Site Name : UNKNOWN UNKNOWN 30 B
 Dealer No. :
 Site Phone No. : ██████████
 Contact Name : UNKNOWN UNKNOWN
 Day Phone No. : ██████████
 Evening Phone No. : ██████████
 Cell / Pager No. :
 Fax No. : () -
 Address : ██████████
 City / State / Zip : FRANKLIN, MA ██████████
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : ██████████ 30 B
 VIN Type / No. : US VIN / 2HKYF187551 ██████████
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1875JNW / A
 Miles / Hours : 74,000
 In Service Date : 10/14/2005
 Months In Use : 54
 Engine Number : J35A61674348
 Originating Dealer No. / Name : 208285 / BOCH HONDA
 Selling Dealer No. / Name : 208285 / BOCH HONDA
 Trim : EX-LNAV
 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 : 208411 / HERB CHAMBERS HONDA OF
 Phone No. : 774-760-0500
 Address : 350 TURNPIKE ROAD
 City / State / Zip : WESTBOROUGH, MA 01581
 Svc District / Sls District : 09F / B09
 Warranty Labor Rate / Date : \$109.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-04-2001253-1 / UNKNOWN UNKNOWN -	Subcase Close	Product	Operation	413	Master Cylinder

Issue Details

Issue ID : N012010-04-2001253-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 4/20/2010 12:57:34 PM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 4/20/2010 1:03:55 PM
Issue Title : UNKNOWN UNKNOWN - PRODUCT - OPERATION			

Coding Info :

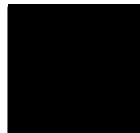
Labor Code / Desc : 413 / Master Cylinder
Condition Code Desc TCS/VSA 4131
Campaign Code / Desc : /
Temperament Code : Please Specify
Resolutions : Referred to Dealer
Component Category : 03 - Service Brakes Sys
Previously Published : NO
Fire Indicator : NO
Rollover Indicator : NO
Cosmetic / Sound Quality 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 : N012010-04-2001253

Case Title : [REDACTED] - VSC COMPLAINT

*** CASE CREATE 4/20/2010 12:46:39 PM, mmckenz

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

*** CASE VSC LOOKUP 4/20/2010 12:46:46 PM, mmckenz

VSC-CUC CHECK 04/20/2010 12:46:46 PM mmckenz

No data found for VIN.

*** CASE CAMPAIGN LOOKUP 4/20/2010 12:46:52 PM, mmckenz

CAMPAIGN CHECK 04/20/2010 12:46:52 PM mmckenz

The following Campaign information was found

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

*** CASE CLAIMS LOOKUP 4/20/2010 12:46:54 PM, mmckenz

CLAIM HISTORY CHECK 04/20/2010 12:46:53 PM mmckenz

No data found for VIN.

*** CASE EXTENDED WARRANTY LOOKUP 4/20/2010 12:46:57 PM, mmckenz

WARRANTY CHECK 04/20/2010 12:46:56 PM mmckenz

No data found for VIN.

*** CASE MODIFY 4/20/2010 12:55:08 PM, mmckenz

into WIP default and Status of Solving.

*** NOTES 4/20/2010 12:56:25 PM, mmckenz, Action Type : Call from Customer

Customers friend purchased the vehicle a few months ago. When the customer is driving, the VSC light will come on and the vehicle will go into full braking mode and the vehicle will stop on its own. Customer took the vehicle to the dealership and the dealership said that nothing was wrong with the vehicle. Customer was upset because he wanted ACS to tell him whats wrong with the vehicle.

ACS notified the customer that we are not a tech based call center.

*** SUBCASE N012010-04-2001253-1 CREATE 4/20/2010 12:57:34 PM, mmckenz

Created in WIP Default with Due Date 4/20/2010 12:57:34 PM.

*** SUBCASE N012010-04-2001253-1 CLOSE 4/20/2010 1:03:55 PM, mmckenz

Status = Solving, Resolution Code = Instruction Given

*** CASE CLOSE 4/20/2010 1:03:56 PM, mmckenz

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

AMERICAN HONDA

CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM

Spool Report

Run Date : 06/20/2012

Case Details

Case ID : N012011-06-0301312 Division : Honda - Auto Condition : Closed Open Date : 6/3/2011 2:06:16 PM
 Case Originator : Crystal Pillow (Team HA) Sub Division : Customer Relations Status : Closed Close Date : 7/5/2011 2:18:44 PM
 Case Owner : Kentaro Ogawa (Team HH) Method : Phone Queue : Days Open : 32
 Last Closed By : Kentaro Ogawa (Team HH) Point of Origin : Customer Wipbin :
 Case Title : 4K - [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE/BRAKES No. of Attachments : 0

Site / Contact Info :

Site Name : [REDACTED] 813
 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 : VIENNA, WV [REDACTED]
 E Mail :
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 4751
 VIN Type / No. : US VIN / 2HKYF18555H [REDACTED]
 Model / Year : PILOT / 2005
 Model ID / Product Line : YF1855JNW / A
 Miles / Hours : 108,810
 In Service Date : 10/31/2005
 Months In Use : 68
 Engine Number : J35A61681455
 Originating Dealer No. / Name : 207494 / LIA HONDA
 Selling Dealer No. / Name : 207494 / LIA HONDA
 Trim : EX-L
 No. Of Doors : 5
 Transmission Code : SAT
 Exterior Color : RE
 Factory Warranty Start / End Date :
 Factory Warranty Cancellation Date :
 HPP/VSC Coverage Start / End Date :
 HPP/VSC Cancellation Date :
 Extended Warranty Start / End Date :
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207880 / LARRY SIMMONS HONDA
 Phone No. : 304-485-5451
 Address : 1710 14TH STREET
 City / State / Zip : PARKERSBURG, WV 26101
 Svc District / Sls District : 04K / F04
 Warranty Labor Rate / Date : \$78.00 /
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012011-06-0301312-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	410	Front Brakes

Spool Report

Run Date : 06/20/2012

Issue Details

Issue ID : N012011-06-0301312-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Kentaro Ogawa	Type 1 : Product	Status : Subcase Close	Open Date : 6/7/2011 6:50:53 AM
Issue Owner : Kentaro Ogawa	Type 2 : Operation	Queue :	Close Date : 7/5/2011 2:18:44 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

Coding Info :

Labor Code / Desc : 410 / Front Brakes
Condition Code Desc Braking Effort 4102
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 : N012011-06-0301312

Case Title : 4K - [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE/BRAKES

*** CASE CREATE 6/3/2011 2:06:16 PM, cpillow

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

*** NOTES 6/3/2011 2:25:03 PM. cpillow, Action Type : Call from Customer

Updated customer contact information. phn# 304-488-4158

Customer states that he purchased this vehicle in September of 2010. Customer claims that on June 1st the vehicle brakes suddenly started locking up while driving when he wasn't applying the brakes when traveling at approximately 40 mph. Customer claims this occurred approximately 5 times in this one trip.

Customer states that he took the vehicle into an IRF and claims that they could not duplicate the issue and couldn't identify what could have caused this. Customer claims he read hundreds of similar complaints on the internet.

Customer claims that there were no indicators that lit up, but the brake pedal was going up and down on it's own on a couple of the times; however the pedal didn't compress on all 5 times this occurred.

Customer states he is concerned that this will remain an issue with the vehicle and will put the safety of him and his family in danger and is seeking assistance from AHM in addressing this concern with the vehicle so that it does not occur again.

ACS advised customer at this time there do not appear to be any related campaigns or TSB's. ACS encouraged customer to schedule an appointment with his local dealership and inquired when he may be able to do so.

Customer expressed concern over the cost of diagnosis and according to processes ACS advised that AHM can review the possibility of covering the diagnosis fee as this is an alleged safety component failure.

Customer states that he will schedule an appointment for Monday at LARRY SIMMONS HONDA to have the vehicle inspected. Customer states he fears that no one will be able to duplicate and repair the vehicle. ACS provided customer with his case number.

ACS advised customer that his case would be forwarded to a case manager for review, that results are not guaranteed, and that a case manager would follow up with him within 1-2 business days. Case dispatched.

*** CASE MODIFY 6/3/2011 2:25:27 PM, cpillow
into WIP default and Status of Solving.*** CASE DISPATCH 6/3/2011 2:26:10 PM, cpillow
from WIP default to Queue Honda Team H.*** CASE ACCEPT 6/3/2011 2:26:36 PM, kogawa
from Queue Honda Team H to WIP Default.*** CASE MODIFY 6/6/2011 7:15:26 AM, kogawa
into WIP Default and Status of Solving.

*** NOTES 6/6/2011 7:35:03 AM. kogawa, Action Type : Note-General

RM reviewed. Third owner, high mileage. While unopossed to considering relief should a hard failure be found, any diagnostic expense shall be the customer's responsibility.

*** NOTES 6/6/2011 7:36:18 AM, kogawa, Action Type : Call to Dealer

Case History

Case ID : N012011-06-0301312

Case Title : 4K [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE/BRAKES

SM Lee shows no appointment on file. He reviewed with his advisor, and advisor recalls the customer was more looking for answers to be able to provide to his IRF.

*** NOTES 6/6/2011 8:06:00 AM, kogawa, Action Type : Call to Customer

Called the customer to review. Last week 6/1/2011 several times on the same trip the brakes engaged on their own. After pulling over and restarting the car, it did not act up. His independent shop who had the car for 3 days was unable to duplicate. He spoke with the Larry Simmons service staff, but he is reluctant to bring it there with no assurances of assistance. Feedback on the interest suggests he is not alone. ACS advised that while I find no info in our database, indeed on Edmunds forums there are a few posts. None of the posts offer any solutions however. ACS advised that diagnostically, it is up to him to cover these costs. If the dealer is able to pinpoint a remedy that is endorsed by AHM engineers, then we can begin a dialogue on goodwill options. Customer ok. He will keep my number if need be, otherwise he will monitor the situation and contact the dealer if necessary.

*** NOTES 6/6/2011 8:07:43 AM, kogawa, Action Type : Dealer Communication

ATTN: Lee F., SERVICE MANAGER

FYI

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

Called the customer to review. Last week 6/1/2011 several times on the same trip the brakes engaged on their own. No warning lights. After pulling over and restarting the car, it did not act up. His independent shop who had the car for 3 days was unable to duplicate. No codes stored. He spoke with the Larry Simmons service staff, but he is reluctant to bring it there with no assurances of assistance. Feedback on the interest suggests he is not alone. ACS advised that while I find no info in our database, indeed on Edmunds forums there are a few posts. None of the posts offer any solutions however. ACS advised that diagnostically, it is up to him to cover these costs. If the dealer is able to pinpoint a remedy that is endorsed by AHM engineers, then we can begin a dialogue on goodwill options. Customer ok. He will keep my number if need be, otherwise he will monitor the situation and contact the dealer if necessary.

Thank you for your attention to this matter.

Kentaro Ogawa

310-783-7744

Automobile Customer Service

*** COMMIT 6/6/2011 8:08:58 AM, kogawa, Action Type : N/A

ccb? close

*** SUBCASE N012011-06-0301312-1 CREATE 6/7/2011 6:50:53 AM, kogawa

Created in WIP Default with Due Date 6/7/2011 6:50:53 AM.

*** CASE MODIFY 6/7/2011 6:52:18 AM, kogawa

into WIP 4K and Status of Solving.

*** CASE MODIFY 6/7/2011 7:18:44 AM, kogawa

into WIP 4K and Status of Solving.

*** NOTES 6/13/2011 9:31:52 AM, kogawa, Action Type : Call to Dealer

SM Lee advises the car is in today. Customer has authorized diag, and so far after 2 hours of straight time, no problems found. Customer is willing to split the cost 50/50, whatever the failure ends up being. But dealer will not offer to throw parts at it, even if we suspect the VSA. No codes so far, and no problems found. Lee will keep me posted.

*** CASE FULFILL 6/13/2011 9:32:04 AM, kogawa

Spool Report

Run Date : 06/20/2012

Case History

Case ID : N012011-06-0301312

Case Title : 4K - [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE/BRAKES

Fulfilled for [REDACTED] due 06/14/2011 12:00:00 AM.

*** COMMIT 6/13/2011 9:32:09 AM, kogawa, Action Type : N/A

SM Lee?

*** NOTES 6/15/2011 7:16:13 AM, kogawa, Action Type : Call to Dealer

SM Lee advises unable to duplicate after many attempts and test drives. No repairs are being offered. Customer will be contacted today by the dealer to p/u his vehicle.

*** NOTES 6/17/2011 8:47:22 AM, kogawa, Action Type : Call to Dealer

SM Lee advises customer has been informed that no problems have been found with what appears to be a transmission/shift quality complaint. Customer has authorized preventative maintenance with an ATF change, customer to get the car back today.

*** NOTES 6/17/2011 2:12:38 PM, kogawa, Action Type : Call from Customer

Customer advises car is at the dealer as of Monday. It acted up once in all the days the dealer had it on the week of 6/6/2011. They felt it was an odd downshift. Customer got the car back on the weekend with instructions to drive with and without the VSA to see if any difference. He picked up the car and on his way home, a mile after leaving the store, he turned off the VSA and it felt like a reduced drag/better coasting sensation. Then on a 55 mph road, 5 miles into it, put the VSA back on and the car nose dived instantly as if he had hit the brake. The RPMS did not shoot up, so it does not seem shift/trans related. When almost home, turning a corner, again, the car acted up like it was activating the ABS.

He brought it back in and dealer had it all week, drove it twice on a lunch hour, had been in touch with AHM reps, but no problem found beyond a recommendation to replace the ATF as the fluid was discolored. He authorized it even though the ATF had been replaced less than a year ago. He does not think the dealer test drove it enough. Now looking at his paperwork it is evident that the dealer had the car all week but only drove it 0.2 of a mile? Customer is not pleased. He believes there is valid anecdotal info online to support a replacement of the VSA, and customer is willing to pay half off of the cost. ACS advised of our reluctance to participate in a parts replacement if we cannot have the confidence that this is the cause. I offered to review with DPSM/dealer and follow up next week.

*** CASE FULFILL 6/17/2011 2:22:35 PM, kogawa

Fulfilled for [REDACTED] due 06/21/2011 12:00:00 AM.

*** COMMIT 6/17/2011 2:22:38 PM, kogawa, Action Type : N/A

DPSM

*** NOTES 6/20/2011 7:13:10 AM, kogawa, Action Type : Field Service

Message to DPSM 4K asking for feedback/guidance as the customer remains insistent for relief, and the hurdle seems to be if we can agree or not that the dealer has pursued diagnostic efforts diligently. Awaiting feedback.

*** CASE FULFILL 6/20/2011 7:13:29 AM, kogawa

Fulfilled for [REDACTED] due 06/20/2011 12:00:00 AM.

*** COMMIT 6/20/2011 7:13:34 AM, kogawa, Action Type : N/A

DPSM?

*** NOTES 6/20/2011 7:19:05 AM, kogawa, Action Type : Dealer Communication

ATTN: Lee Freeman, SERVICE MANAGER

Lee, customer is naturally concerned over the safety. He is now concerned that his paperwork suggests this past week you only had the car tested for 0.2 miles only. He feels his concern is not being taken seriously. [REDACTED]. Please review with the DPSM. I realize we can't replace parts without verifying the problem, I just want to make sure all resources are exhausted, given the potential safety ramifications. Do you have techline reference

Case History

Case ID : N012011-06-0301312

Case Title : 4K - [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE/BRAKES

info?

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

Customer advises car acted up once in all the days the dealer had it on the week of 6/6/2011. They felt it was an odd downshift. Customer got the car back on the weekend with instructions to drive with and without the VSA to see if any difference. He picked up the car and no his way home, a mile after leaving the store, he turned off the VSA and it felt like a reduced drag/better coasting sensation. Then on a 55 mph road, 5 miles into it, put the VSA back on and the car nose dived instantly as if he had hit the brake. The RPMS did not shoot up, so it does not seem shift/trans related. When almost home, turning a corner, again, the car acted up like it was activating the ABS.

He brought it back in and dealer had it all week, drove it twice on a lunch hour, had been in touch with AHM reps, but no problem found beyond a recommendation to replace the ATF as the fluid was discolored. He authorized it even though the ATF had been replaced less than a year ago. He does not think the dealer test drove it enough. Now looking at his paperwork it is evident that the dealer had the car all week but only drove it 0.2 of a mile? Customer is not pleased. He believes there is valid anecdotal info online to support a replacement of the VSA, and customer is willing to pay half off of the cost. ACS advised of our reluctance to participate in a parts replacement if we cannot have the confidence that this is the cause. I offered to review with DPSM/dealer and follow up.

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** NOTES 6/20/2011 7:54:28 AM, kogawa, Action Type : Field Service

DPSM advises SM Lee is going to be in training until Thursday. Dealer will follow up with the customer then, to schedule another effort. Yes, last week the dealer was supposed to drive it, but it wasn't. Car has been driven a good 100 miles though. And yes, if unable to duplicate, no repair attempt will be made. (DPSM will be out between 6/21 and 6/30.)

*** NOTES 6/22/2011 8:56:33 AM, kogawa, Action Type : Call to Customer

Message left on voicemail as a follow up. i advised that dealer is expected to reach out to make a greater effort than last week's in attempting to duplicate the condition described. I welcomed a call back.

*** CASE FULFILL 6/22/2011 8:56:48 AM, kogawa

Fulfilled for [REDACTED] due 06/22/2011 12:00:00 AM.

*** NOTES 6/22/2011 8:58:04 AM, kogawa, Action Type : Dealer Communication

ATTN: Lee F., SERVICE MANAGER

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

Lee, upon your return later this week please follow up, thanks. DPSM tells me you are to make another effort to test, as last week there was no mileage driven on the car... 310-783-7744

Thank you for your attention to this matter.

Kentaro Ogawa
Automobile Customer Service

*** COMMIT 6/22/2011 12:30:32 PM, kogawa, Action Type : N/A

Case History

Case ID : N012011-06-0301312

Case Title 4K - [REDACTED] - ALLEGED SAFETY COMPONENT FAILURE/BRAKES

status?

*** NOTES 6/28/2011 10:09:46 AM, kogawa, Action Type : Call to Dealer

SM Lee advises car is in, being test driven by SM Lee (a good 40 miles so far ncluding bad weather conditions, no problems) and tomorrow the GM will as well.

*** CASE FULFILL 6/28/2011 10:12:30 AM, kogawa

Fulfilled for [REDACTED] due 06/28/2011 12:00:00 AM.

*** COMMIT 6/28/2011 10:12:33 AM, kogawa, Action Type : N/A

status?

*** NOTES 7/1/2011 7:17:34 AM, kogawa, Action Type : Call to Dealer

SM Lee advises the customer was informed today that the dealer has been unable to confirm/duplicate this week. Per SM, the customer understood, and will be picking his car up today.

*** CASE FULFILL 7/1/2011 7:18:27 AM, kogawa

Fulfilled for [REDACTED] due 07/01/2011 12:00:00 AM.

*** COMMIT 7/1/2011 7:18:34 AM, kogawa, Action Type : N/A

ccb? close

*** CASE MODIFY 7/1/2011 7:32:02 AM, kogawa

into WIP 4K and Status of Solving.

*** CASE RULE ACTION 7/1/2011 1:06:16 PM, sa

Action owner - 30 days of rule Case Closure fired

*** NOTES 7/5/2011 2:18:13 PM, kogawa, Action Type : Call to Dealer

SM Lee advises customer was told that case is being documented for now, but no repairs can be discussed with no failure verification.

*** CASE CLOSE 7/5/2011 2:18:44 PM, kogawa

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

*** SUBCASE N012011-06-0301312-1 CLOSE 7/5/2011 2:18:44 PM, kogawa

Status = Solving, Resolution Code = Instruction Given