

AMERICAN HONDA

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012010-06-1600938	Division : Honda - Auto	Condition : Closed	Open Date : 6/16/2010 11:08:28 AM
Case Originator : Marlene Wells (Team SC)	Sub Division : Customer Relations	Status : Closed	Close Date : 6/16/2010 11:21:34 AM
Case Owner : Marlene Wells (Team SC)	Method : Phone	Queue :	Days Open : 0
Last Closed By : Marlene Wells (Team SC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] GNITION SWITCH		No. of Attachments : 0	

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 7 G  
 VIN Type / No. : US VIN / 5FNRL18554B [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1854PKW / A  
 Miles / Hours : 80,000  
 In Service Date : 03/04/2004  
 Months In Use : 75  
 Engine Number : J35A43039789  
 Originating Dealer No. / Name : 206746 / SILKO HONDA  
 Selling Dealer No. / Name : 206746 / SILKO HONDA  
 Trim : LX  
 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 : 208185 / CURRY HONDA  
 Phone No. : 413-593-6727  
 Address : 767 MEMORIAL DRIVE  
 City / State / Zip : CHICOPEE, MA 01020  
 Svc District / Sls District : 09D / E09  
 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
N012010-06-1600938-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-06-1600938-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marlene Wells	Type 1 : Product	Status : Subcase Close	Open Date : 6/16/2010 11:20:44 AM
Issue Owner : Marlene Wells	Type 2 : Operation	Queue :	Close Date : 6/16/2010 11:21:33 AM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc : Any 7250  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Referred to Website, Provided Information, Referred to Dealer  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID :            Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012010-06-1600938

Case Title : [REDACTED] IGNITION SWITCH

\*\*\* CASE CREATE 6/16/2010 11:08:28 AM, mwells

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

\*\*\* CASE VSC LOOKUP 6/16/2010 11:10:56 AM, mwells

VSC-CUC CHECK 06/16/2010 11:10:55 AM mwells

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 6/16/2010 11:11:01 AM, mwells

CAMPAIGN CHECK 06/16/2010 11:11:01 AM mwells

The following Campaign information was found

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 08/26/04; FX;

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

\*\*\* CASE CLAIMS LOOKUP 6/16/2010 11:11:03 AM, mwells

CLAIM HISTORY CHECK 06/16/2010 11:11:02 AM mwells

No data found for VIN.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 6/16/2010 11:11:05 AM, mwells

WARRANTY CHECK 06/16/2010 11:11:05 AM mwells

No data found for VIN.

\*\*\* CASE MODIFY 6/16/2010 11:11:34 AM, mwells

into WIP default and Status of Solving.

\*\*\* NOTES 6/16/2010 11:16:44 AM, mwells, Action Type : Call from Customer

ACS spoke to Mr: [REDACTED]

ACS verified customer information

Situation: ignition switch concern

Customer stated she has a concern of the ignition switch, She stated the key is hard to turn in the ignition and hard to remove.

ACS asked how long has she had the issue. Customer stated for a while. She stated that both master keys were recognized, but hard at removing or turning once in the ignition.

ACS advised it was recommended that she has the dealer diagnose the issue for her. She was advised her vehicle did not have any recalls for the concern. She was advised in the future she may review Ownerlink for recall information. She thanked ACS and had no further requests

\*\*\* CASE MODIFY 6/16/2010 11:16:45 AM, mwells

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-06-1600938-1 CREATE 6/16/2010 11:20:44 AM, mwells

Created in WIP Default with Due Date 6/16/2010 11:20:44 AM.

\*\*\* CASE MODIFY 6/16/2010 11:21:31 AM, mwells

into WIP default and Status of Solving.

\*\*\* SUBCASE N012010-06-1600938-1 CLOSE 6/16/2010 11:21:33 AM, mwells

Case History

Case ID : N012010-06-1600938

Case Title : [REDACTED] - IGNITION SWITCH

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 6/16/2010 11:21:34 AM, mwells

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



Case Details

Case ID : N032010-04-2601884      Division : Honda - Auto      Condition : Closed      Open Date : 4/26/2010 2:45:38 PM  
 Case Originator : Waderia Lambert (Team CB)      Sub Division : Satellite Center      Status : Closed      Close Date : 4/26/2010 2:58:18 PM  
 Case Owner : Waderia Lambert (Team CB)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Waderia Lambert (Team CB)      Point of Origin : Customer      Wipbin :  
 Case Title : ██████████ IGNITON SWITCH CONCERNS      No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : ██████████ 4 MA  
 VIN Type / No. : US VIN / 5FNRL18574B ██████████  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1854PKW / A  
 Miles / Hours : 150,000  
 In Service Date : 03/06/2004  
 Months In Use : 73  
 Engine Number : J35A43046921  
 Originating Dealer No. / Name : 207023 / FUOCO HONDA  
 Selling Dealer No. / Name : 207023 / FUOCO HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : BL  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

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

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N032010-04-2601884-1 / ██████████ AMPAIGN	Subcase Close	Campaign	Eligibility	725	Ignition Switch

Issue Details

Issue ID : N032010-04-2601884-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Waderia Lambert	Type 1 : Campaign	Status : Subcase Close	Open Date : 4/26/2010 2:53:39 PM
Issue Owner : Waderia Lambert	Type 2 : Eligibility	Queue :	Close Date : 4/26/2010 2:58:17 PM
Issue Title : ██████████ CAMPAIGN - ELIGIBILITY			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc Any 7250  
 Campaign Code / Desc : /  
 Temperament Code : Cold  
 Resolutions : Provided Information, Documented Concern  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N032010-04-2601884

Case Title : [REDACTED] IGNITION SWITCH CONCERNS

\*\*\* CASE CREATE 4/26/2010 2:45:38 PM, wlambert

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/26/2010 2:45:39 PM, wlambert

WARRANTY CHECK 04/26/2010 02:45:39 PM wlambert

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/26/2010 2:45:41 PM, wlambert

CLAIM HISTORY CHECK 04/26/2010 02:45:41 PM wlambert

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 4/26/2010 2:45:44 PM, wlambert

CAMPAIGN CHECK 04/26/2010 02:45:44 PM wlambert

The following Campaign information was found

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/02/04; FX;

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

\*\*\* CASE VSC LOOKUP 4/26/2010 2:45:47 PM, wlambert

VSC-CUC CHECK 04/26/2010 02:45:47 PM wlambert

No data found for VIN.

\*\*\* CASE MODIFY 4/26/2010 2:45:56 PM, wlambert

into WIP default and Status of Solving.

\*\*\* NOTES 4/26/2010 2:53:04 PM, wlambert, Action Type : Call from Customer

The customer called to report that he can't get the key out of the ignition switch and the vehicle will not start. The customer wanted to know if the vehicle is part of the ignition switch recall. The customer stated at one time the ignition switch was a little smoky

The customer's contact information was verified.

The customer was advised the vehicle is not part of the ignition switch recall. The customer was advised to have the vehicle inspected. The customer was advised that he will be responsible for the charges. The customer requested the number to NHTSA. The number that was provided was 888-327-4236. The customer was asked if he needed additional assistance and the customer declined.

\*\*\* SUBCASE N032010-04-2601884-1 CREATE 4/26/2010 2:53:39 PM, wlambert

Created in WIP Default with Due Date 4/26/2010 2:53:39 PM.

\*\*\* CASE MODIFY 4/26/2010 2:58:11 PM, wlambert

into WIP default and Status of Solving.

\*\*\* SUBCASE N032010-04-2601884-1 CLOSE 4/26/2010 2:58:17 PM, wlambert

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 4/26/2010 2:58:18 PM, wlambert

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

Case Details

Case ID : N012005-05-1701394      Division : Honda - Auto      Condition : Closed      Open Date : 5/17/2005 2:47:27 PM  
 Case Originator : Kysha Sullivan (Team HC)      Sub Division : Customer Relations      Status : Closed      Close Date : 5/17/2005 4:28:01 PM  
 Case Owner : Kysha Sullivan (Team HC)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Kysha Sullivan (Team HC)      Point of Origin : Customer      Wipbin :  
 Case Title : ██████████ KEY MALFUNCTION      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 : PANAMA CITY BCH, FL ██████████  
 E Mail : ██████████  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : ██████████ 04  
 VIN Type / No. : US VIN / 5FNRL18944B ██████████  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1894PKW / A  
 Miles / Hours :  
 In Service Date : 12/30/2003  
 Months In Use : 17  
 Engine Number : J35A43050925  
 Originating Dealer No. / Name : 207183 / MARSHALL HONDA  
 Selling Dealer No. / Name : 207183 / MARSHALL 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 :  
 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
N012005-05-1701394-1 / ██████████	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012005-05-1701394-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Kysha Sullivan	Type 1 : Product	Status : Subcase Close	Open Date : 5/17/2005 4:27:35 PM
Issue Owner : Kysha Sullivan	Type 2 : Operation	Queue :	Close Date : 5/17/2005 4:28:01 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
Condition Code Desc Any 7250  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012005-05-1701394

Case Title : [REDACTED] KEY MALFUNCTION

\*\*\* CASE CREATE 5/17/2005 2:47:27 PM, ksulliva

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

\*\*\* CASE CAMPAIGN LOOKUP 5/17/2005 2:49:53 PM, ksulliva

CAMPAIGN CHECK 05/17/2005 02:49:53 PM ksulliva

No data found for VIN

\*\*\* NOTES 5/17/2005 3:36:28 PM, ksulliva, Action Type : Call from Customer

Customer has contacted our office because key will not come out of the ignition. Customer states that vehicle will turn on but, key will not come out of the ignition. Customer would like to know what she should do. ACS advised customer that if there is a Honda dlr local to her, that she should try and get vehicle to the dlr. Customer thanked me and ended call, closing case.

\*\*\* CASE MODIFY 5/17/2005 3:37:19 PM, ksulliva

into WIP default and Status of Solving.

\*\*\* SUBCASE N012005-05-1701394-1 CREATE 5/17/2005 4:27:35 PM, ksulliva

Created in WIP Default with Due Date 5/17/2005 4:27:35 PM.

\*\*\* SUBCASE N012005-05-1701394-1 CLOSE 5/17/2005 4:28:01 PM, ksulliva

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 5/17/2005 4:28:01 PM, ksulliva

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

Case Details

Case ID : N032005-09-2101479 Division : Honda - Auto Condition : Closed Open Date : 9/21/2005 3:52:37 PM  
 Case Originator : Shaylyn Ulibas (Team CC) Sub Division : Satellite Center Status : Closed Close Date : 9/21/2005 4:09:16 PM  
 Case Owner : Shaylyn Ulibas (Team CC) Method : Phone Queue : Days Open : 0  
 Last Closed By : Shaylyn Ulibas (Team CC) Point of Origin : Customer Wipbin :  
 Case Title : 01A [REDACTED] DEALERSHIP COMPLAINT/KEY IGNITION PROBLEM No. of Attachments : 0

Site / Contact Info :

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

Product Info :

Unit Owner : [REDACTED] 3  
 VIN Type / No. : US VIN / 5FNRL18984B [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1894PKW / A  
 Miles / Hours : 7,500  
 In Service Date : 07/18/2004  
 Months In Use : 14  
 Engine Number : J35A43064709  
 Originating Dealer No. / Name : 206547 / SANTA BARBARA HONDA  
 Selling Dealer No. / Name : 206547 / SANTA BARBARA 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 : 206547 / SANTA BARBARA HONDA  
 Phone No. : 805-681-1000  
 Address : 475 SOUTH KELLOGG AVE.  
 City / State / Zip : GOLETA, CA 93117  
 Svc District / Sls District : 01A / D12  
 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
N032005-09-2101479-1 / [REDACTED]	Subcase Close	Dealer Location	Locate / Info		
N032005-09-2101479-2 / [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N032005-09-2101479-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Shaylyn Ulibas	Type 1 : Dealer Location	Status : Subcase Close	Open Date : 9/21/2005 4:05:35 PM
Issue Owner : Shaylyn Ulibas	Type 2 : Locate / Info	Queue :	Close Date : 9/21/2005 4:09:14 PM
Issue Title : ██████████ DEALER LOCATION - LOCATE / INFO			

**Coding Info :**

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

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Issue Details

Issue ID : N032005-09-2101479-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Shaylyn Ulibas	Type 1 : Product	Status : Subcase Close	Open Date : 9/21/2005 4:08:37 PM
Issue Owner : Shaylyn Ulibas	Type 2 : Operation	Queue :	Close Date : 9/21/2005 4:09:16 PM
Issue Title : ██████████ - PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc Any 7250  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information, Documented Concern  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason



Case History

Case ID : N032005-09-2101479

Case Title : 01A [REDACTED] DEALERSHIP COMPLAINT/KEY IGNITION PROBLEM

\*\*\* CASE CREATE 9/21/2005 3:52:37 PM, sulibas

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

\*\*\* NOTES 9/21/2005 3:52:37 PM, sulibas, Action Type :

Customer states that she is upset with her Odyssey and with Santa Barbara Honda.

Customer states that after several months she has had problems with the ignition key.

Customer states that when she goes to turn off the vehicle she can't get the key out of the ignition.

Customer states that the key turns off to where the radio is on but it will not make the last turn to get the keys out of the ignition.

Customer states that it only happens once a week now.

Customer took her vehicle to Santa Barbara Honda but the technician was rude and informed the customer that if they can't duplicate the problem, they could not do anything for her. Customer lives in a rural town and the nearest Honda dealership is thirty miles away.

I did inform the customer that if the dealership could not duplicate the problem then there is nothing that can be done at the moment.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/21/2005 3:52:40 PM, sulibas

WARRANTY CHECK 09/21/2005 03:52:40 PM sulibas

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/21/2005 3:52:43 PM, sulibas

CLAIM HISTORY CHECK 09/21/2005 03:52:43 PM sulibas

No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/21/2005 3:52:46 PM, sulibas

CAMPAIGN CHECK 09/21/2005 03:52:46 PM sulibas

No data found for VIN

\*\*\* CASE VSC LOOKUP 9/21/2005 3:52:53 PM, sulibas

VSC CHECK 09/21/2005 03:52:53 PM sulibas

The following VSC information was found

[REDACTED] V002049763;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2004-07-17;2011-07-17;75000;17;206547;0.00

\*\*\* CASE CUC LOOKUP 9/21/2005 3:52:53 PM, sulibas

CUC CHECK 09/21/2005 03:52:53 PM sulibas

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;0;0;

\*\*\* CASE MODIFY 9/21/2005 3:55:52 PM, sulibas

into WIP default and Status of Solving.

\*\*\* NOTES 9/21/2005 4:05:04 PM, sulibas, Action Type : Call from Customer

Customer is upset that nothing can be done at this time.

I informed the customer that she can tell the technician to repair or replace anything, but if she wants anything covered under warranty or considered under warranty, a diagnosis would have to be done or they would have to duplicate the problem.

Customer got very upset with my statement and stated that she has owned a Honda for 15 years and the rating of Honda in her book is going down.

Customer stated that she would take her vehicle to another Honda dealership.

I provided the customer with her case number, no further assistance was needed and the call ended.

Case History

Case ID : N032005-09-2101479

Case Title : 01A [REDACTED] - DEALERSHIP COMPLAINT/KEY IGNITION PROBLEM

\*\*\* CASE EXTENDED WARRANTY LOOKUP 9/21/2005 4:05:09 PM, sulibas  
WARRANTY CHECK 09/21/2005 04:05:09 PM sulibas  
No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 9/21/2005 4:05:12 PM, sulibas  
CLAIM HISTORY CHECK 09/21/2005 04:05:12 PM sulibas  
No data found for VIN.

\*\*\* CASE CAMPAIGN LOOKUP 9/21/2005 4:05:15 PM, sulibas  
CAMPAIGN CHECK 09/21/2005 04:05:15 PM sulibas  
No data found for VIN

\*\*\* CASE VSC LOOKUP 9/21/2005 4:05:20 PM, sulibas  
VSC CHECK 09/21/2005 04:05:19 PM sulibas  
The following VSC information was found  
[REDACTED] V002049763;B77;(NEW) PREMIUM 7YR 75K 0 DED;ACTIVE;;2004-07-17;2011-07-17;75000;17;206547;0.00

\*\*\* CASE CUC LOOKUP 9/21/2005 4:05:20 PM, sulibas  
CUC CHECK 09/21/2005 04:05:20 PM sulibas  
The following CUC information was found  
;;;0;0;0;0;0;0;0;

\*\*\* SUBCASE N032005-09-2101479-1 CREATE 9/21/2005 4:05:35 PM, sulibas  
Created in WIP Default with Due Date 9/21/2005 4:05:35 PM.

\*\*\* SUBCASE N032005-09-2101479-2 CREATE 9/21/2005 4:08:37 PM, sulibas  
Created in WIP Default with Due Date 9/21/2005 4:08:37 PM.

\*\*\* SUBCASE N032005-09-2101479-1 CLOSE 9/21/2005 4:09:14 PM, sulibas  
Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE CLOSE 9/21/2005 4:09:16 PM, sulibas  
Status = Closed, Resolution Code = Instruction Given, State = Open

\*\*\* SUBCASE N032005-09-2101479-2 CLOSE 9/21/2005 4:09:16 PM, sulibas  
Status = Solving, Resolution Code = Instruction Given

Case Details

Case ID : N012010-08-0301536 Division : Honda - Auto Condition : Closed Open Date : 8/3/2010 1:36:28 PM  
 Case Originator : Christeen Miller (Team HH) Sub Division : Customer Relations Status : Closed Close Date : 8/25/2010 1:19:23 PM  
 Case Owner : Simon Ng (Team HH) Method : Phone Queue : Days Open : 22  
 Last Closed By : Simon Ng (Team HH) Point of Origin : Customer Wipbin :  
 Case Title : 4B\*--(SUBURBAN [REDACTED] TRANSMISSION 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 : CANTON, MI [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED] 727  
 VIN Type / No. : US VIN / 5FNRL18814B [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1884PKW / A  
 Miles / Hours : 100,807  
 In Service Date : 06/24/2004  
 Months In Use : 74  
 Engine Number : J35A43126130  
 Originating Dealer No. / Name : 207307 / HOWARD COOPER HONDA  
 Selling Dealer No. / Name : 207307 / HOWARD COOPER HONDA  
 Trim : EX-RES  
 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 : 208256 / SUBURBAN HONDA  
 Phone No. : 248-477-1700  
 Address : 25100 HAGGERTY ROAD  
 City / State / Zip : FARMINGTON HILL, MI 48335  
 Svc District / Sls District : 04B / A04  
 Warranty Labor Rate / Date : \$105.00 /  
 Agent Name : Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-0301536-1 [REDACTED]	Subcase Close	Product	Operation	218	Automatic Trans
N012010-08-0301536-2 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Case Details

Case ID : N012010-08-0401053	Division : Honda - Auto	Condition : Closed	Open Date : 8/4/2010 12:12:22 PM
Case Originator : Marshon McKenzie (Team HB)	Sub Division : Customer Relations	Status : Closed	Close Date : 8/10/2010 11:44:02 AM
Case Owner : David Mendoza (Team HC)	Method : Phone	Queue :	Days Open : 6
Last Closed By : David Mendoza (Team HC)	Point of Origin : Customer	Wipbin :	
Case Title : [REDACTED] IGNITION KEY		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 : STRONGSVILLE, OH [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 2077  
 VIN Type / No. : US VIN / 5FNRL18653E [REDACTED]  
 Model / Year : ODYSSEY / 2003  
 Model ID / Product Line : RL1863PKW / A  
 Miles / Hours : 130,000  
 In Service Date : 12/30/2002  
 Months In Use : 92  
 Engine Number : J35A42046505  
 Originating Dealer No. / Name : 207532 / SUNNYSIDE HONDA  
 Selling Dealer No. / Name : 207532 / SUNNYSIDE HONDA  
 Trim : EX  
 No. Of Doors : 5  
 Transmission Code : SAT  
 Exterior Color : BE  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207532 / SUNNYSIDE HONDA  
 Phone No. : 440-243-5577  
 Address : 7700 PEARL ROAD  
 City / State / Zip : MIDDLEBURG HEIG, OH 44130  
 Svc District / Sls District : 04H / C04  
 Warranty Labor Rate / Date : \$110.00 /  
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012010-08-0401053-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch
N012010-08-0401053-2 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012010-08-0401053-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Marshon McKenzie	Type 1 : Product	Status : Subcase Close	Open Date : 8/4/2010 2:41:49 PM
Issue Owner : Marshon McKenzie	Type 2 : Operation	Queue :	Close Date : 8/4/2010 2:42:09 PM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc Any 7250  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Documented Concern  
 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 : N012010-08-0401053-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : David Mendoza	Type 1 : Product	Status : Subcase Close	Open Date : 8/10/2010 11:21:31 AM
Issue Owner : David Mendoza	Type 2 : Operation	Queue :	Close Date : 8/10/2010 11:21:52 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc Any 7250  
 Campaign Code / Desc : /  
 Temperament Code : Please Specify  
 Resolutions : Assist Denied  
 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 : N012010-08-0401053

Case Title : [REDACTED] IGNITION KEY

\*\*\* CASE CREATE 8/4/2010 12:12:22 PM, mmckenz

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

\*\*\* CASE CAMPAIGN LOOKUP 8/4/2010 12:15:25 PM, mmckenz

CAMPAIGN CHECK 08/04/2010 12:15:25 PM mmckenz

The following Campaign information was found

03-008; L84; 03 ODYSSEY FUEL TANK; ; JX;

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 06/08/04; FX;

05-026; P75; 99-03 ODY, 03 PILOT EGR WAR EX; ; ;

06-085

\*\*\* CASE VSC LOOKUP 8/4/2010 12:15:27 PM, mmckenz

VSC-CUC CHECK 08/04/2010 12:15:27 PM mmckenz

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 8/4/2010 12:15:32 PM, mmckenz

CLAIM CHECK 08/04/2010 12:15:32 PM mmckenz

The following Claim History information was found

0; 2009-02-03; 207532; 618931; 510; 854175 ; FRONT SHOULDER BELT/RETRACTOR OR RETRACTOR/TENSIONER,

LEFT - REPLACE. S/B# 92-012

\*\*\* CASE EXTENDED WARRANTY LOOKUP 8/4/2010 12:15:34 PM, mmckenz

WARRANTY CHECK 08/04/2010 12:15:33 PM mmckenz

No data found for VIN.

\*\*\* CASE MODIFY 8/4/2010 12:35:15 PM, mmckenz

into WIP default and Status of Solving.

\*\*\* NOTES 8/4/2010 2:40:19 PM, mmckenz, Action Type : Call from Customer

[REDACTED]  
5fnr118653E [REDACTED]

2003 Odyssey [REDACTED]

ACS verified the customers information.

On 7/24/2010 around 9:15am

Customer stated that the key got stuck in the ignition. the customer stated that the vehicle was in neutral and the key would still not come out of the ignition.

Customer took the vehicle to the Honda dealership MIKE PRUITT HONDA. Customer said that the SM said that he never seen anything like this before.

Customer ended the call and said that she was going to call back.

\*\*\* SUBCASE N012010-08-0401053-1 CREATE 8/4/2010 2:41:49 PM, mmckenz

Created in WIP Default with Due Date 8/4/2010 2:41:49 PM.

\*\*\* SUBCASE N012010-08-0401053-1 CLOSE 8/4/2010 2:42:09 PM, mmckenz

Status = Solving, Resolution Code = Instruction Given

Case History

Case ID : N012010-08-0401053

Case Title : [REDACTED] IGNITION KEY

\*\*\* CASE CLOSE 8/4/2010 2:42:25 PM, mmckenzen

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

\*\*\* CASE REOPEN 8/10/2010 10:37:25 AM, dmendoza

with Condition of Open and Status of Solving.

\*\*\* NOTES 8/10/2010 10:49:07 AM, dmendoza, Action Type : Call from Customer

Verified the customer's contact information.

Best Contact # 440-572-4751

The customer states that she has not yet received a call-back from her RCM. The customer states that she was advised by her previous rep that her case had been sent to an RCM and that the RCM would have contacted her by now. The customer states that she is upset that she has not been contacted. ACS advised the customer that her case has not been dispatched to an RCM. ACS advised the customer that she ended her call and the rep was unable to send out her case as she believed the customer was going to call back. The customer states that she did call back and she was advised that her case was then forwarded to an RCM. ACS advised the customer that there is currently no record of that call. The customer states that she would like to speak to a supervisor. ACS advised the customer that he case could be dispatched now for an urgent call-back within 24hrs. The customer declined and requested a supervisor.

\*\*\* CASE MODIFY 8/10/2010 10:49:20 AM, dmendoza

into WIP default and Status of Solving.

\*\*\* NOTES 8/10/2010 11:06:46 AM, bphilbin, Action Type : Escalation

Customer indicates that she was told that this case was going to be forwarded on 8/4/10 because she called back later in the day. Customer indicates that the person answering the phone indicated that the case would be forwarded that day.

Inquired as to whom she spoke with. Customer indicates that the specialist's name was "Cynthia".

Informed customer that I will review her complaint internally with the personnel involved. Inquired as to what the nature of her request was.

Customer indicates that she feels that AHM should pay for the repair to her ignition.

Informed customer that, as the warrantor of the vehicle, we cover repairs to defects in material or workmanship for 3 years or 36,000 miles, whichever comes first, however, she passed that point over 4 years and over 90,000 miles ago. Informed customer that this vehicle is beyond the point at which we would consider assisting with the cost of a repair.

Customer indicates that she feels that this is outrageous and that Honda isn't doing what they're supposed to do and that she will go to the local news and get a lawyer. Customer indicates that she wants the case E-mailed or mailed to her.

Advised customer that I have provided a verbal response to her verbal requests, but there would be no correspondence in writing with regard to her request. Informed customer that I will provide the case number as a reference.

Customer declined and indicated that she will force Honda to provide written response by denying payment to the dealership through VISA.

Informed customer that that would not change our position with regard to her request.

Customer said "thank you for nothing" and disconnected call.

Case History

Case ID : N012010-08-0401053

Case Title : [REDACTED] IGNITION KEY

\*\*\* SUBCASE N012010-08-0401053-2 CREATE 8/10/2010 11:21:31 AM, dmendoza

Created in WIP Default with Due Date 8/10/2010 11:21:31 AM.

\*\*\* SUBCASE N012010-08-0401053-2 CLOSE 8/10/2010 11:21:52 AM, dmendoza

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 8/10/2010 11:28:36 AM, dmendoza

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 8/10/2010 11:44:02 AM, dmendoza

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



PE12-026

HONDA

12/7/2012

Q4 CONSUMER

COMPLAINTS 2004

ODYSSEY - CAN'T REMOVE

- STUCK

PE12-026

HONDA

12/7/2012

Q4 CONSUMER

COMPLAINTS 2004

ODYSSEY - CAN'T TURN

Spool Report

Run Date : 10/09/2012

Case Details

Case ID : N012008-11-1800282 Division : Honda - Auto Condition : Closed Open Date : 11/18/2008 8:33:57 AM  
 Case Originator : Nethly Long (Team HB) Sub Division : Customer Relations Status : Closed Close Date : 1/14/2009 8:28:50 AM  
 Case Owner : Jonathan Yu (Team HD) Method : Phone Queue : Days Open : 57  
 Last Closed By : Jonathan Yu (Team HD) Point of Origin : Customer Wipbin :  
 Case Title : 1G (HONDA WORLD WESTMINSTER) - [REDACTED] REPAIR ASSISTANC 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 : CYPRESS, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] 170  
 VIN Type / No. : US VIN / 5FNRL18594E [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1854PKW / A  
 Miles / Hours : 40,000  
 In Service Date : 10/19/2003  
 Months In Use : 61  
 Engine Number : J35A43019962  
 Originating Dealer No. / Name : 206559 / HARDIN HONDA  
 Selling Dealer No. / Name : 206559 / HARDIN HONDA  
 Trim : LX  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : SI  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 207767 / HONDA WORLD  
 Phone No. : 714-890-8900  
 Address : 13600 BEACH BLVD.  
 City / State / Zip : WESTMINSTER, CA 92683  
 Svc District / Sls District : 01F / A01  
 Warranty Labor Rate / Date : \$110.00 /  
 Agent Name : Comp Ind. :

Previous Dealer Info :

Dealer #	Dealer Name	Agent Name	Comp Ind.
207767	HONDA WORLD		

3rd Party Info :

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

Issues :

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012008-11-1800282-1 [REDACTED]	Subcase Close	Product	Operation	832	Back window glas
N012008-11-1800282-2 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012008-11-1800282-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2008 10:28:19
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 1/14/2009 8:27:35 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 832 / Back window glas  
 Condition Code Desc Other 832X  
 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

Issue Details

Issue ID : N012008-11-1800282-2	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Jonathan Yu	Type 1 : Product	Status : Subcase Close	Open Date : 11/19/2008 10:29:18
Issue Owner : Jonathan Yu	Type 2 : Operation	Queue :	Close Date : 1/14/2009 8:27:16 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc Any 7250  
 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

Case History

Case ID : N012008-11-1800282

Case Title : IG (HONDA WORLD WESTMINSTER) [REDACTED] - REPAIR ASSISTANCE

\*\*\* CASE CREATE 11/18/2008 8:33:57 AM, nlong

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

\*\*\* CASE EXTENDED WARRANTY LOOKUP 11/18/2008 8:37:30 AM, nlong

WARRANTY CHECK 11/18/2008 08:37:30 AM nlong

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 11/18/2008 8:37:35 AM, nlong

CLAIM CHECK 11/18/2008 08:37:35 AM nlong

The following Claim History information was found

0; 2006-06-26; 207767; 314172; 510; 725133 ; POWER DOOR LOCK KEY CYLINDER SWITCH, LEFT - REPLACE.

\*\*\* CASE CAMPAIGN LOOKUP 11/18/2008 8:37:40 AM, nlong

CAMPAIGN CHECK 11/18/2008 08:37:40 AM nlong

The following Campaign information was found

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 02/25/05; FX;  
06-085; Q26; Vaughn Class Action Honda; ; ;

\*\*\* CASE VSC LOOKUP 11/18/2008 8:37:43 AM, nlong

VSC-CUC CHECK 11/18/2008 08:37:42 AM nlong

No data found for VIN.

\*\*\* NOTES 11/18/2008 8:51:20 AM, nlong, Action Type : Call from Customer

Updated customer information.

Situation: Repair assistance

Request: Customer stated he purchased the vehicle because he expected it to be dependable and low maintenance. The rear window motors went bad about five or six months ago so now the windows will not open. The front brake calipers had to be replaced because they "weren't functioning properly." The ignition switch went bad about five or six months ago. The key won't turn to start the vehicle. The engine mount broke about two months ago and needs to be replaced. The window wipers occasionally start up on their own. This started within the last month. Customer contacted to find out if AHM can assist him with the vehicle.

Probing Questions: Customer took the vehicle to the dealer a couple of months ago to get a quote for all the repairs. Customer had the brakes repaired yesterday. Customer stated he normally services his vehicle at Goodyear.

Inbound Conclusion: Advised customer I will forward his case to a CM for review. Advised customer that he should take the vehicle in for a diagnosis in the meantime. Customer stated he'll be going to the dealer within the next few days (as soon as he can get an appointment). Advised customer that if he cannot get an appointment within the next three days, please call back so it can be noted for the CM. Otherwise, the CM will contact him within 1-2 business days. Customer stated the best number to reach him is at home.

Customer needed no further assistance.

\*\*\* CASE MODIFY 11/18/2008 8:51:31 AM, nlong

into WIP default and Status of Solving.

\*\*\* CASE DISPATCH 11/18/2008 8:51:46 AM, nlong

Case History

Case ID : N012008-11-1800282

Case Title : 1G (HONDA WORLD WESTMINSTER) - [REDACTED] REPAIR ASSISTANCE

from WIP default to Queue Honda Team D.

\*\*\* CASE ASSIGN 11/18/2008 9:07:19 AM, vzzitter

N012008-11-1800282 to jyu, WIP □□eC! â×□

\*\*\* CASE RULE ACTION 11/18/2008 9:07:19 AM, sa

Action Task Assignee of rule Assign Notification fired

\*\*\* NOTES 11/18/2008 12:19:34 PM, japplewh, Action Type : Call from Dealer

SA Mr. Gutierrez contacted ACS and stated that they have checked the customer's vehicle. The SA stated that he wanted to know what to do next.

I informed the SA that the case has been forwarded to a RCM for further review. The RCM will review the case and follow up with the dealer and customer in the next 1-2 business days.

SA understood needed no further assistance and the call was ended.

\*\*\* CASE VSC LOOKUP 11/18/2008 12:41:40 PM, jyu

VSC-CUC CHECK 11/18/2008 12:41:40 PM jyu

No data found for VIN.

\*\*\* CASE MODIFY 11/18/2008 1:17:31 PM, jyu

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 11/18/2008 1:17:42 PM, jyu

into WIP default and Status of Solving.

\*\*\* NOTES 11/18/2008 1:21:00 PM, jyu, Action Type : Call from Dealer

Kim (ASM) from Honda World Westminster contacted me and informed me the customer is at the dealership waiting for his vehicle to be diagnosed. The vehicle has multiple items that need to be addressed. The rear vent motor, ignition switch (re-key), and front motor mount. He also wants the dealership to inspect the brakes. According to the case, the brake calipers were replaced recently at an IRF. If he wants to have it inspected then he should go back to the IRF to have it done. The customer also states the wiper blades turn on by itself. Legitimate items can be diagnosed but it seems the customer waits for issues to appear and when he has multiple items bad he then goes to the dealership to address them all. Multiple items failing at once are very rare. I thanked her and the call ended.

\*\*\* CASE MODIFY 11/18/2008 1:21:05 PM, jyu

into WIP default and Status of Solving.

\*\*\* SUBCASE N012008-11-1800282-1 CREATE 11/19/2008 10:28:19 AM, jyu

Created in WIP Default with Due Date 11/19/2008 10:28:19 AM.

\*\*\* SUBCASE N012008-11-1800282-2 CREATE 11/19/2008 10:29:18 AM, jyu

Created in WIP Default with Due Date 11/19/2008 10:29:18 AM.

\*\*\* COMMIT 11/19/2008 10:29:20 AM, jyu, Action Type : N/A

Contact Customer/Dealer

\*\*\* CASE MODIFY 11/19/2008 10:29:35 AM, jyu

into WIP default and Status of Solving.

\*\*\* NOTES 11/19/2008 2:03:50 PM, jyu, Action Type : Call to Customer

I contacted the customer and introduced myself as the CM. The customer usually services his vehicle at an IRF. He recently had the brake calipers replaced

Case History

Case ID : N012008-11-1800282

Case Title : IG (HONDA WORLD WESTMINSTER) - [REDACTED] REPAIR ASSISTANCE

at Goodyear because it was convenient for him to bring it there. The customer is having issues with the rear left window motor not functioning, wiper blade motors not working, ignition key switch not working, and the front engine mount that needs to be replaced. The customer does not have an extended warranty and is seeking assistance to have these items replaced. Any type of assistance provided by AHM is that of a goodwill gesture. The customer has owned 1 other Honda and is the original owner for this vehicle. I will follow up with the customer on Monday of next week.

\*\*\* CASE FULFILL 11/19/2008 2:04:05 PM, jyu

Fulfilled for [REDACTED] due 11/19/2008 05:00:00 PM.

\*\*\* COMMIT 11/19/2008 2:04:12 PM, jyu, Action Type : N/A

Contact Kim

\*\*\* CASE MODIFY 11/19/2008 2:04:33 PM, jyu

into WIP default and Status of Solving.

\*\*\* CASE VSC LOOKUP 11/24/2008 2:51:34 PM, jyu

VSC-CUC CHECK 11/24/2008 02:51:33 PM jyu  
No data found for VIN.

\*\*\* NOTES 11/24/2008 3:11:32 PM, jyu, Action Type : Call to Dealer

I contacted Pete (ASM) at Honda World Westminster and unfortunately Kim will not be in until next week. He will look into the matter further for me. He is not sure if an RO is generated. The customer is seeking assistance but I am very hesitant because the customer has multiple items that need to be replaced and it is quite odd for them to go out altogether. He will give me a call back with more information. I thanked him and the call ended.

\*\*\* NOTES 11/24/2008 3:44:20 PM, jyu, Action Type : Call from Dealer

Pete (ASM) contacted me and informed me the rear vent motor needs to be replaced, the ignition lock switch needs to be replaced plus reprogramming, and the front engine mount. He doesn't have the accurate price quote for the repair but AHM is interested in assisting the customer in the form of a partial. It cost around \$370.80 for the labor for the repair. The wiper blade motor was not diagnosed to be malfunctioning at this time. Pete will call me back with more information. I thanked him and the call ended.

\*\*\* CASE MODIFY 11/24/2008 3:44:30 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 11/24/2008 4:29:06 PM, jyu, Action Type : Call to Customer

I contacted the customer but Mr. Haggar is not around he will be back at 5PM. Unfortunately, I will not be around but he is welcome to give me a call tomorrow morning otherwise I will try again on Monday of next week.

\*\*\* CASE FULFILL 11/24/2008 4:32:51 PM, jyu

Fulfilled for [REDACTED] due 11/24/2008 12:00:00 AM.

\*\*\* COMMIT 11/24/2008 4:32:54 PM, jyu, Action Type : N/A

Customer Response? Goodwill decision?

\*\*\* CASE MODIFY 11/24/2008 4:33:09 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/1/2008 4:54:04 PM, jyu, Action Type : Call from Dealer

I received a call from Pete and it would cost around \$800 at Honda's rate for the repair. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/1/2008 4:54:18 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/2/2008 9:50:38 AM, jyu, Action Type : Call to Customer

Case History

Case ID : N012008-11-1800282

Case Title : 1G (HONDA WORLD WESTMINSTER) - [REDACTED] REPAIR ASSISTANCE

I attempted to reach the customer twice but there is no answering machine to leave a message. I will try again on Friday of this week.

\*\*\* CASE FULFILL 12/2/2008 9:50:44 AM, jyu

Fulfilled for [REDACTED] due 12/01/2008 12:00:00 AM.

\*\*\* COMMIT 12/2/2008 9:50:46 AM, jyu, Action Type : N/A

Goodwill decision? Customer Response

\*\*\* CASE MODIFY 12/2/2008 9:51:04 AM, jyu

into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/2/2008 4:58:06 PM, jyu, Action Type : Call to Dealer

I spoke to Pete (ASM) regarding the customer's concern and asked him to double check the price quote. He will get back to me tomorrow. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/2/2008 4:58:18 PM, jyu

into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/4/2008 12:57:30 PM, jyu, Action Type : Call from Dealer

Pete (SM) returned my call and informed me that the cost is broken down to \$281.70 + \$173.22 + \$277.32. This is all at warranty time. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/4/2008 12:57:40 PM, jyu

into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* CASE VSC LOOKUP 12/5/2008 4:01:13 PM, jyu

VSC-CUC CHECK 12/05/2008 04:01:13 PM jyu  
No data found for VIN.

\*\*\* NOTES 12/5/2008 4:08:35 PM, jyu, Action Type : Call to Customer

I contacted the customer and presented with him an offer of AHM covering 50% of the repair for him as an one time goodwill gesture. AHM will be reducing the cost to approximately \$750 then reduce it 50%. The customer does not have an extended warranty and it would not be fair to those who have one. The customer understood and thanked me. He is very delighted with the outcome of the case and I advised him that I will contact the dealership and let them know of the decision. The dealership will schedule an appointment with the customer to bring the vehicle in. I will follow up with the customer on Wednesday of next week. I thanked him and the call ended.

\*\*\* CASE FULFILL 12/5/2008 4:08:41 PM, jyu

Fulfilled for [REDACTED] due 12/05/2008 12:00:00 AM.

\*\*\* COMMIT 12/5/2008 4:08:44 PM, jyu, Action Type : N/A

Follow Up Repair?

\*\*\* CASE MODIFY 12/5/2008 4:08:54 PM, jyu

into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/10/2008 2:45:52 PM, jyu, Action Type : Call to Dealer

I contacted the dealership and spoke to Pete (ASM). AHM will be covering 50% of the repair for the customer at warranty rate. The customer will be contacting the dealership and scheduling an appointment with them. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/10/2008 2:46:10 PM, jyu

into WIP 1G - Michelle Hatch and Status of Solving.



Case History

Case ID : N012008-11-1800282

Case Title : 1G (HONDA WORLD WESTMINSTER) - [REDACTED] REPAIR ASSISTANCE

\*\*\* CASE MODIFY 12/10/2008 2:46:13 PM, jyu  
into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/10/2008 2:58:45 PM, jyu, Action Type : Call to Customer

I contacted the customer and requested of him to contact the dealership and set up an appointment with Thomas who is the SA that helped him previously. Everything should be set up and arranged. I will follow up with the customer on Monday of next week. I thanked him and the call ended.

\*\*\* CASE FULFILL 12/10/2008 2:58:55 PM, jyu  
Fulfilled for [REDACTED] due 12/10/2008 12:00:00 AM.

\*\*\* COMMIT 12/10/2008 2:58:58 PM, jyu, Action Type : N/A

Follow Up Repair?

\*\*\* CASE MODIFY 12/10/2008 2:59:21 PM, jyu  
into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/15/2008 3:48:47 PM, jyu, Action Type : Call to Customer

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

\*\*\* CASE FULFILL 12/15/2008 3:48:56 PM, jyu  
Fulfilled for [REDACTED] due 12/15/2008 12:00:00 AM.

\*\*\* COMMIT 12/15/2008 3:49:05 PM, jyu, Action Type : N/A

Follow Up Repair?

\*\*\* CASE MODIFY 12/15/2008 3:49:20 PM, jyu  
into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* CASE RULE ACTION 12/16/2008 8:33:57 AM, sa

Action owner - 30 days of rule Case Closure fired

\*\*\* NOTES 12/17/2008 11:48:28 AM, jyu, Action Type : Call to Dealer

I spoke to Randy (service director) at Honda World Westminster. There is no open RO and no appointment scheduled to bring the vehicle in. I will contact the customer to see what day he will come in. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/17/2008 11:49:02 AM, jyu  
into WIP 1G - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/18/2008 4:18:28 PM, jyu, Action Type : Call from Dealer  
Pete (ASM) contacted me and left me a message welcoming me to return his call.

\*\*\* NOTES 12/18/2008 4:20:08 PM, jyu, Action Type : Call to Dealer

I contacted Pete (ASM) and informed him that the offer is a 50/50 split on front engine mount, ignition switch/re-key, and the rear vent motor. The parts are supposedly in stock and they will contact the customer to schedule an appointment to bring the vehicle in. I provided my authorization which is 80103. I thanked him and the call ended.

\*\*\* NOTES 12/18/2008 5:06:06 PM, jyu, Action Type : Call to Customer

I contacted Mr. [REDACTED] and informed him that he should expect a call from the dealership when all the parts are in. I will follow up with him on Tuesday of next week. I thanked him and the call ended.

\*\*\* CASE FULFILL 12/18/2008 5:06:18 PM, jyu  
Fulfilled for [REDACTED] due 12/18/2008 12:00:00 AM.

Case History

Case ID : N012008-11-1800282

Case Title : IG (HONDA WORLD WESTMINSTER) [REDACTED] REPAIR ASSISTANCE

\*\*\* COMMIT 12/18/2008 5:06:22 PM, jyu, Action Type : N/A

## Follow Up repair?

\*\*\* CASE MODIFY 12/18/2008 5:06:34 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/22/2008 10:58:50 AM, hkhan, Action Type : Call from Customer

Customer called to speak to CM. Call transferred.

\*\*\* NOTES 12/22/2008 12:53:04 PM, jyu, Action Type : Call from Customer

The customer contacted me and informed me that the windshield wiper motor switch needs to be replaced. The dealership doesn't have that on their RO because it was not diagnosed to have that problem/it was not verified. If it is verified then we have it repaired for the customer as a 50/50 split. I thanked him and the call ended.

\*\*\* NOTES 12/22/2008 12:53:15 PM, jyu, Action Type : Call to Dealer

I contacted Pete (ASM) and he informed me that the windshield wiper motor needs to be diagnosed first to see if the issue is present. He will get the SA on the job and make sure it is checked out. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/22/2008 12:53:20 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/22/2008 5:39:41 PM, jyu, Action Type : Call from Dealer

Randy called me and left me a message informing me that the windshield wiper motor needs to be replaced since it was verified that it was not working.

\*\*\* NOTES 12/22/2008 5:41:20 PM, jyu, Action Type : Call to Dealer

I contacted Randy at Honda World Westminster and informed him to include the wiper motor into the 50/50 split since at first it was not verified but since it is, it can be included. I thanked him and the call ended.

\*\*\* CASE MODIFY 12/22/2008 5:43:58 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 12/23/2008 4:56:30 PM, jyu, Action Type : Call to Customer

I contacted the customer and he informed me that the vehicle will be ready by tonight but the front window wiper motor will need to be installed next week so he needs to come in during that week as well. I will follow up with the customer on January 2, 2009 to see if he is fully satisfied with the outcome. I thanked him and the call ended.

\*\*\* CASE FULFILL 12/23/2008 4:56:41 PM, jyu

Fulfilled for [REDACTED] due 12/23/2008 12:00:00 AM.

\*\*\* COMMIT 12/23/2008 4:56:50 PM, jyu, Action Type : N/A

## Follow Up Repair?

\*\*\* CASE MODIFY 12/23/2008 4:57:02 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* CASE MODIFY COMMITMENT 1/2/2009 7:10:39 PM, jyu

with [REDACTED] due 01/05/2009 12:00:00 AM.

\*\*\* NOTES 1/5/2009 1:31:05 PM, jyu, Action Type : Call to Customer

I contacted the customer and he informed me that the vehicle will be picked up today since it is having the final part installed. He would like me to follow up with him on another to see if he is fully satisfied with the outcome of the repair. I will follow up with the customer on Thursday of this week. I

Case History

Case ID : N012008-11-1800282

Case Title : IG (HONDA WORLD WESTMINSTER) - [REDACTED] REPAIR ASSISTANCE

thanked him and the call ended.

\*\*\* CASE FULFILL 1/5/2009 1:31:19 PM, jyu

Fulfilled for [REDACTED] due 01/05/2009 12:00:00 AM.

\*\*\* COMMIT 1/5/2009 1:31:22 PM, jyu, Action Type : N/A

Follow Up Repair?

\*\*\* CASE MODIFY 1/5/2009 1:44:27 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 1/8/2009 5:59:37 PM, jyu, Action Type : Call to Customer

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

\*\*\* CASE FULFILL 1/8/2009 5:59:46 PM, jyu

Fulfilled for [REDACTED] due 01/08/2009 12:00:00 AM.

\*\*\* COMMIT 1/8/2009 5:59:49 PM, jyu, Action Type : N/A

Follow Up Repair?

\*\*\* CASE MODIFY 1/8/2009 6:00:00 PM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* NOTES 1/13/2009 6:02:21 PM, jyu, Action Type : Call to Dealer

I contacted the dealership and spoke to the SA and he informed me that the vehicle has been picked up and repaired. The RO number is 547157 and the total amount that was goodwill is \$524. I thanked him and the call ended.

\*\*\* NOTES 1/14/2009 8:24:40 AM, jyu, Action Type : Call to Customer

I contacted the customer and he informed me that he is satisfied with the outcome of the repair. As of right now, I will be closing the case. The customer needed no further assistance and thanked me.

Case Closed.

\*\*\* CASE FULFILL 1/14/2009 8:24:48 AM, jyu

Fulfilled for [REDACTED] due 01/13/2009 12:00:00 AM.

\*\*\* SUBCASE N012008-11-1800282-2 CLOSE 1/14/2009 8:27:16 AM, jyu

Status = Solving, Resolution Code = Instruction Given

\*\*\* SUBCASE N012008-11-1800282-1 CLOSE 1/14/2009 8:27:35 AM, jyu

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 1/14/2009 8:27:39 AM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* CASE MODIFY 1/14/2009 8:28:49 AM, jyu

into WIP IG - Michelle Hatch and Status of Solving.

\*\*\* CASE CLOSE 1/14/2009 8:28:50 AM, jyu

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

**Case Details**

Case ID : N012007-04-0300890      Division : Honda - Auto      Condition : Closed      Open Date : 4/3/2007 11:53:22 AM  
 Case Originator : Carla Siders (Team HB)      Sub Division : Customer Relations      Status : Closed      Close Date : 4/3/2007 11:58:03 AM  
 Case Owner : Carla Siders (Team HB)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Carla Siders (Team HB)      Point of Origin : Customer      Wipbin :  
 Case Title : [REDACTED] KEY WON'T TURN IN THE IGNITION      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 : POMONA, CA [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

**Product Info :**

Unit Owner : [REDACTED]  
 VIN Type / No. : US VIN / 5FNRL18934B [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1894PKW / A  
 Miles / Hours :  
 In Service Date : 08/29/2004  
 Months In Use : 32  
 Engine Number : J35A43039599  
 Originating Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO  
 Selling Dealer No. / Name : 207846 / PENSKE HONDA ONTARIO  
 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 : 208045 / DIAMOND HONDA  
 Phone No. : 626-935-1700  
 Address : 17525 E. GALE AVE  
 City / State / Zip : CITY OFIndustr, CA 91748  
 Svc District / Sls District : 01E / D01  
 Warranty Labor Rate / Date : \$105.00 /  
 Agent Name :      Comp Ind. :

**Previous Dealer Info :**

Dealer #	Dealer Name	Agent Name	Comp Ind.

**3rd Party Info :**

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

**Issues :**

Issue ID / Title	Status	Issue Type 1	Issue Type 2	Labor Code	Labor Code Desc
N012007-04-0300890-1 [REDACTED]	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-04-0300890-1	Disposition: Complaint	Condition : Closed	Wipbin :
Issue Originator : Carla Siders	Type 1 : Product	Status : Subcase Close	Open Date : 4/3/2007 11:55:32 AM
Issue Owner : Carla Siders	Type 2 : Operation	Queue :	Close Date : 4/3/2007 11:55:48 AM
Issue Title : [REDACTED] PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
Condition Code Desc Any 7250  
Campaign Code / Desc : /  
Temperament Code : Cold  
Resolutions : Referred to Dealer  
Component Category : 11 - Electrical System  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012007-04-0300890

Case Title : [REDACTED] KEY WON'T TURN IN THE IGNITION

\*\*\* CASE CREATE 4/3/2007 11:53:22 AM, csiders

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

\*\*\* CASE MODIFY 4/3/2007 11:54:47 AM, csiders

into WIP default and Status of Solving.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 4/3/2007 11:54:54 AM, csiders

WARRANTY CHECK 04/03/2007 11:54:54 AM csiders

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 4/3/2007 11:55:00 AM, csiders

CLAIM CHECK 04/03/2007 11:55:00 AM csiders

The following Claim History information was found

0; 2006-08-05; 207846; 068505; 510; 710100 ; BATTERY - REPLACE. INCLUDES: TESTING. S/B# 88-023

\*\*\* CASE CAMPAIGN LOOKUP 4/3/2007 11:55:02 AM, csiders

CAMPAIGN CHECK 04/03/2007 11:55:02 AM csiders

The following Campaign information was found

04-021; P30; AUTOMATIC TRANSMISSION RECALL; 2004-05-20; FX  
06-085; Q26; Vaughn Class Action Honda; ;

\*\*\* CASE VSC LOOKUP 4/3/2007 11:55:03 AM, csiders

VSC-CUC CHECK 04/03/2007 11:55:03 AM csiders

No data found for VIN.

\*\*\* SUBCASE N012007-04-0300890-1 CREATE 4/3/2007 11:55:32 AM, csiders

Created in WIP Default with Due Date 4/3/2007 11:55:32 AM.

\*\*\* SUBCASE N012007-04-0300890-1 CLOSE 4/3/2007 11:55:48 AM, csiders

Status = Solving, Resolution Code = Instruction Given

\*\*\* NOTES 4/3/2007 11:57:34 AM, csiders, Action Type : Call from Customer

The customer called ACS because the key would not turn in the ignition and she wanted to know what to do. I told the customer that she would have to speak with a Honda dealer. I told her that I could provide her with a number to a dealer and she can speak with the Service Dept and they may be able to help her. I gave her the number to Diamond Bar Honda. She thanked me and required no further assistance at this time.

\*\*\* NOTES 4/3/2007 11:58:01 AM, csiders, Action Type : Call from Customer

I forgot to note that I asked the customer for the mileage, but she said she didn't know.

\*\*\* CASE CLOSE 4/3/2007 11:58:03 AM, csiders

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

**Case Details**

Case ID : N012007-04-0401451      Division : Honda - Auto      Condition : Closed      Open Date : 4/4/2007 4:01:53 PM  
 Case Originator : Daun Craig (Team HH)      Sub Division : Customer Relations      Status : Closed      Close Date : 4/4/2007 4:07:50 PM  
 Case Owner : Daun Craig (Team HH)      Method : Phone      Queue :      Days Open : 0  
 Last Closed By : Daun Craig (Team HH)      Point of Origin : Customer      Wipbin :  
 Case Title : 06C [REDACTED] KEY IGNITION      No. of Attachments : 0

**Site / Contact Info :**

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

**Product Info :**

Unit Owner : [REDACTED] 130  
 VIN Type / No. : US VIN / 5FNRL18064B [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1804PKW / A  
 Miles / Hours : 45,000  
 In Service Date : 12/19/2003  
 Months In Use : 40  
 Engine Number : J35A43043559  
 Originating Dealer No. / Name : 208256 / SUBURBAN HONDA  
 Selling Dealer No. / Name : 208256 / SUBURBAN HONDA  
 Trim : EX-LRES  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : BK  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

**Current Dealer Info :**

Current Dealer No. / Name : 207734 / ROSENTHAL FAIRFAX HONDA  
 Phone No. : 703-934-8500  
 Address : 11020 MAIN STREET  
 City / State / Zip : FAIRFAX, VA 22030  
 Svc District / Sls District : 06B / A06  
 Warranty Labor Rate / Date : \$116.00 /  
 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
N012007-04-0401451-1 / [REDACTED] - PRODUC	Subcase Close	Product	Operation	725	Ignition Switch

Issue Details

Issue ID : N012007-04-0401451-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Daun Craig	Type 1 : Product	Status : Subcase Close	Open Date : 4/4/2007 4:07:06 PM
Issue Owner : Daun Craig	Type 2 : Operation	Queue :	Close Date : 4/4/2007 4:07:45 PM
Issue Title : <span style="background-color: black; color: black;">XXXXXXXXXX</span> PRODUCT - OPERATION			

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
 Condition Code Desc Any 7250  
 Campaign Code / Desc : N/A /  
 Temperament Code : Please Specify  
 Resolutions : Provided Information  
 Component Category : 11 - Electrical System  
 Previously Published : NO  
 Fire Indicator : NO  
 Rollover Indicator : NO  
 Cosmetic / Sound Quality Indicator : NO  
 Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
 Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason



Case History

Case ID : N012007-04-0401451

Case Title : 06C [REDACTED] KEY IGNITION

\*\*\* CASE CREATE 4/4/2007 4:01:53 PM, dcraig

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

\*\*\* CASE MODIFY 4/4/2007 4:03:54 PM, dcraig

into WIP default and Status of Solving.

\*\*\* NOTES 4/4/2007 4:05:24 PM, dcraig, Action Type : Call from Customer

The customer is calling because he cannot get his key to turn in the ignition. I provided the customer with the Rosenthal Farifax Honda phone number and asked him to call for further assistance or towing service. The customer was satisfied. The call ended.

\*\*\* SUBCASE N012007-04-0401451-1 CREATE 4/4/2007 4:07:06 PM, dcraig

Created in WIP Default with Due Date 4/4/2007 4:07:06 PM.

\*\*\* SUBCASE N012007-04-0401451-1 CLOSE 4/4/2007 4:07:45 PM, dcraig

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 4/4/2007 4:07:47 PM, dcraig

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 4/4/2007 4:07:50 PM, dcraig

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

Case Details

Case ID : N012008-07-0802049 Division : Honda - Auto Condition : Closed Open Date : 7/8/2008 4:24:26 PM  
 Case Originator : Karwan Zangana (Team HF) Sub Division : Customer Relations Status : Closed Close Date : 7/8/2008 4:25:40 PM  
 Case Owner : Karwan Zangana (Team HF) Method : Phone Queue : Days Open : 0  
 Last Closed By : Karwan Zangana (Team HF) Point of Origin : Customer Wipbin :  
 Case Title : 05K [REDACTED] KEY DOES NOT TURN IGNITION. 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 : CALDWELL, NJ [REDACTED]  
 E Mail : [REDACTED]  
 Svc District / Sls District : /

Product Info :

Unit Owner : [REDACTED] S M  
 VIN Type / No. : US VIN / 5FNRL18024B [REDACTED]  
 Model / Year : ODYSSEY / 2004  
 Model ID / Product Line : RL1804PKW / A  
 Miles / Hours :  
 In Service Date : 06/15/2004  
 Months In Use : 49  
 Engine Number : J35A43112987  
 Originating Dealer No. / Name : 208347 / HONDA OF FREEHOLD  
 Selling Dealer No. / Name : 208328 / GARDEN STATE HONDA  
 Trim : EX-LRES  
 No. Of Doors : 5  
 Transmission Code : 5AT  
 Exterior Color : SI  
 Factory Warranty Start / End Date :  
 Factory Warranty Cancellation Date :  
 HPP/VSC Coverage Start / End Date :  
 HPP/VSC Cancellation Date :  
 Extended Warranty Start / End Date :  
 Extended Warranty Cancellation Date :

Current Dealer Info :

Current Dealer No. / Name : 208317 / CAUSEWAY HONDA  
 Phone No. : 609-597-0033  
 Address : 457 ROUTE 72 WEST  
 City / State / Zip : MANAHAWKIN, NJ 08050  
 Svc District / Sls District : 05K / G05  
 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
N012008-07-0802049-1 / [REDACTED]	PRO	Subcase Close	Product	Operation	725 Ignition Switch

Issue Details

Issue ID : N012008-07-0802049-1	Disposition: Information	Condition : Closed	Wipbin :
Issue Originator : Karwan Zangana	Type 1 : Product	Status : Subcase Close	Open Date : 7/8/2008 4:25:31 PM
Issue Owner : Karwan Zangana	Type 2 : Operation	Queue :	Close Date : 7/8/2008 4:25:37 PM
Issue Title : [REDACTED]	PRODUCT - OPERATION		

**Coding Info :**

Labor Code / Desc : 725 / Ignition Switch  
Condition Code Desc Any 7250  
Campaign Code / Desc : /  
Temperament Code : Please Specify  
Resolutions : Provided Information  
Component Category : 17 - Latches  
Previously Published : NO  
Fire Indicator : NO  
Rollover Indicator : NO  
Cosmetic / Sound Quality Indicator : NO  
Dealer Coding:

**Solution / Linked Resolution Info :**

Solution ID : Resolution Title :  
Solution Title :

**Parts Info :**

Part No.	Part Description	BO Reason

Case History

Case ID : N012008-07-0802049

Case Title : 05K [REDACTED] KEY DOES NOT TURN IGNITION.

\*\*\* CASE CREATE 7/8/2008 4:24:26 PM, kzangana

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

\*\*\* NOTES 7/8/2008 4:24:26 PM, kzangana, Action Type :

Verified contact information.

Situation:

Key will not work in ignition.

Request:

She would like to know what to do.

Probing:

She is at the beach, the key and the spare key will not turn the ignition. She has turned the steering wheel to the far left and far right and the key still will not turn.

Conclusion:

I have provided her with the number to the nearest dealership.

Call ended.

\*\*\* CASE EXTENDED WARRANTY LOOKUP 7/8/2008 4:24:36 PM, kzangana

WARRANTY CHECK 07/08/2008 04:24:36 PM kzangana

No data found for VIN.

\*\*\* CASE CLAIMS LOOKUP 7/8/2008 4:24:39 PM, kzangana

CLAIM CHECK 07/08/2008 04:24:39 PM kzangana

The following Claim History information was found

0; 2008-06-11; 208475; 419228; 510; 218102 ; TRANSMISSION AND TORQUE CONVERTER - EXCHANGE.

\*\*\* CASE CAMPAIGN LOOKUP 7/8/2008 4:24:41 PM, kzangana

CAMPAIGN CHECK 07/08/2008 04:24:41 PM kzangana

The following Campaign information was found

04-049; P43; 2004 ODYSSEY FUEL PUMP WIRE; ; JX;

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

\*\*\* CASE VSC LOOKUP 7/8/2008 4:24:43 PM, kzangana

VSC CHECK 07/08/2008 04:24:43 PM kzangana

The following VSC information was found

JANE;TUTELA;V002010133;B57;(NEW) PREMIUM 5YR 75K 0 DED;ACTIVE;;2004-06-15;2009-06-14;75000;5;208328;0.00

\*\*\* CASE CUC LOOKUP 7/8/2008 4:24:43 PM, kzangana

CUC CHECK 07/08/2008 04:24:43 PM kzangana

The following CUC information was found

;;;0;0;0;0;0;0;0;0;0;0;

\*\*\* CASE MODIFY 7/8/2008 4:24:44 PM, kzangana

Case History

Case ID : N012008-07-0802049

Case Title : 05K [REDACTED] KEY DOES NOT TURN IGNITION.

into WIP default and Status of Solving.

\*\*\* CASE MODIFY 7/8/2008 4:25:04 PM, kzungana

into WIP default and Status of Solving.

\*\*\* SUBCASE N012008-07-0802049-1 CREATE 7/8/2008 4:25:31 PM, kzungana

Created in WIP Default with Due Date 7/8/2008 4:25:31 PM.

\*\*\* SUBCASE N012008-07-0802049-1 CLOSE 7/8/2008 4:25:37 PM, kzungana

Status = Solving, Resolution Code = Instruction Given

\*\*\* CASE MODIFY 7/8/2008 4:25:38 PM, kzungana

into WIP default and Status of Solving.

\*\*\* CASE CLOSE 7/8/2008 4:25:40 PM, kzungana

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

PE12-026

HONDA

12/7/2012

Q4 CONSUMER

COMPLAINTS 2004

ODYSSEY - REMOVE KEY

NOT IN PARK